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To: All IPAs, Medical Directors and BH Providers

From: IEHP – Provider Relations

Date: November 01, 2023

Subject: **REVISED – UM Authorization Guidelines**

IEHP’s Guideline Review Committee has approved the following authorization guideline updates/changes, effective 10/25/2023:

Guideline #	Guideline Title	Degree of Change	Updates/Changes
UM_CSS 08	Medically Tailored Meals	Minor Revised	Highlights: <ul style="list-style-type: none">• Reference Updated: Department of Health Services, July 2023 Medi-Cal Community Supports, Or in Lieu of Services (ILOS), Policy Guide• Medically Tailored Meals; Meals provided to the Member at home that meet unique dietary needs of the Member• Medically supportive food and nutrition services; including medically tailored groceries health food vouchers, and food pharmacies• Meals are delivered to the home immediately following discharge from a hospital or nursing home when Members are most vulnerable to readmission
UM_CSS 09	Sobering Centers	Minor Revised	Highlights: <ul style="list-style-type: none">• Reference Updated: Department of Health Services, July 2023 Medi-Cal Community Supports, Or in Lieu of Services (ILOS), Policy Guide• Contracted Sobering Centers may bill IEHP without authorization.
UM_CSS 10	Recuperative Care	Minor Revised	Highlights: <ul style="list-style-type: none">• Reference Updated: Department of Health Services, July 2023 Medi-Cal Community Supports, Or in Lieu of Services (ILOS), Policy Guide• The services provided to an individual while in recuperative care should not replace or be duplicative of the services provided to Members utilizing Enhanced Care Management Program. Whenever possible, other available housing.

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			<ul style="list-style-type: none"> Community Supports should be provided to Members onsite in the recuperative care facility. When enrolled in Enhanced Cre Management, Community Supports should be managed in coordination with Enhanced Care Management Provider.
UM_CSS 11	Short-Term Post Hospitalization Housing	Minor Revised	<p>Highlights:</p> <ul style="list-style-type: none"> Reference Updated: Department of Health Services, July 2023 Medi-Cal Community Supports, Or in Lieu of Services (ILOS), Policy Guide The Services provided should utilize best practices for Member who are experiencing homelessness and who have complex health, disability, and/or behavior health conditions including, Housing First, Harm Reduction, Progressive Engagement, Motivational Interviewing, and Trauma-Informed Care
UM_CSS 12	Day Habilitation	Minor Revised	<p>Highlights:</p> <ul style="list-style-type: none"> Reference Updated: Department of Health Services, July 2023 Medi-Cal Community Supports, Or in Lieu of Services (ILOS), Policy Guide
UM_CSS 13	Personal Care and Homemaker Services	Minor Revised	<p>Highlight:</p> <ul style="list-style-type: none"> Reference Updated: Department of Health Services, July 2023 Medi-Cal Community Supports, Or in Lieu of Services (ILOS), Policy Guide Similar services through In-Home Supportive Services should always be utilized first. These Personal Care and Homemaker Services should only be utilized if appropriate and if additional hours/supports are not authorized by In-Home Supportive Services.
UM_CSS 14	Respite Services	Minor Revised	<p>Highlights:</p> <ul style="list-style-type: none"> Reference Updated: Department of Health Services, July 2023 Medi-Cal Community Supports, Or in Lieu of Services (ILOS), Policy Guide Respite should be made available with it is useful and necessary to maintain a person in their own home and to preempt caregiver burnout to avoid institutional services for which the Medi-Cal Managed Care Plan is responsible.

Guideline #	Guideline Title	Degree of Change	Updates/Changes
UM_OTH 17	Hair Removal	Minor Revised	<p>Highlights:</p> <ul style="list-style-type: none"> • IEHP considers hair removal medically necessary for gender-affirming treatments and procedures, as well as in cases of hirsutism when it is associated with endocrinopathies, neoplasms and/or medication. • Neither Medicare, nor MCG have a policy regarding hair removal. Medi-Cal mentions hair removal in APL 20-018 as a medically necessary procedure in Member’s with a diagnosis of Gender Dysphoria or those who meet the statutory definition of reconstructive surgery. Apollo has a guideline that states hair removal is cosmetic if not done for the following diagnoses: hirsutism secondary to endocrinopathies, neoplasms and/or medication. • IEHP’s recommendation is to continue utilizing our UM Subcommittee Guideline, “Hair Removal,” to adjudicate these requests for both our Medicare and Medi-Cal Members. For this review cycle, only references have been updated. The guideline remains unchanged.
UM_OTH 15	Congregate Health Living Facilities	Minor Revised	<p>Highlights:</p> <ul style="list-style-type: none"> • IEHP has elected to offer the Congregate Living Health Facilities (CLHF) benefit to select Members for subacute level of care only. CLHFs are routinely covered by the Home and Community Based Alternatives (HCBA) waiver. • Criteria remain unchanged <ul style="list-style-type: none"> ○ “The primary need of congregate living health facility residents shall be for availability of skilled nursing care on a recurring, intermittent, extended, or continuous basis. ○ This care is generally less intense than that provided in general acute care hospitals but more intense than that provided in skilled nursing facilities.” • IEHP’s recommendation is to continue utilizing our UM Subcommittee Guideline, “Congregate Living Health Facilities,” to screen Members who have IEHP Medi-Cal for this service. For this review cycle, only references have been updated. The guideline remains unchanged.

You may access these and all other authorization guidelines through the IEHP website:

www.providerservices.iehp.org > Resources > Providers Resources > Utilization Management Clinical Criteria

As a reminder, communications sent by IEHP can be found on the IEHP website: www.providerservices.iehp.org > Provider Central > News and Updates > Notices

If you have any questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org