



Policy: GG.1826
Title: **MSSP Emergency Preparedness**
Department: Medical Management
Section: Long Term Services and Supports

CEO Approval: /s/ Michael Hunn 10/31/2024

Effective Date: 01/01/2007

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Applicable to: ☒ Medi-Cal
☒ OneCare
☐ PACE
☐ Administrative

I. PURPOSE

This policy establishes operational guidelines to ensure provision of services to meet the emergency needs of Multipurpose Senior Services Program (MSSP) Members during a disaster, emergency, or broad health care surge event that may greatly impact CalOptima Health's MSSP Members.

II. POLICY

- A. CalOptima Health shall provide information and assistance to Members and their care givers to assist them in preparing for a disaster, or emergency event.
- B. CalOptima Health shall follow disaster preparedness and recovery guidelines as set forth in this policy, and any statewide requirements issued by applicable state, or local authorities.
- C. CalOptima Health shall establish and support an ongoing contingency planning program to evaluate the impact of significant events that may adversely affect our Members and shall establish procedures to properly respond to a disaster, emergency situation, or broad health care surge event, to the extent possible in accordance with CalOptima Health Policy GA.7103: Business Continuity Plan.
- D. CalOptima Health shall maintain continuity of care services to Members during and following disaster, or emergency events. CalOptima Health shall advocate on behalf of their Members within the coverage area, to assure that the special needs of the Members are adequately met, during and following a disaster, or emergency event.
- E. CalOptima Health shall provide MSSP staff with training in emergency preparedness upon hire and at least annually. Emergency preparedness training shall consist of:
 - 1. Telephone numbers of fire, police, and ambulance services for the geographic area served;
 - 2. Techniques to obtain vital information from MSSP Members who require emergency assistance; and
 - 3. Review of, and a copy of, this Policy.
- F. CalOptima Health's MSSP staff shall test its emergency preparedness plan at least annually.

III. PROCEDURE

A. MSSP staff shall:

1. On an annual basis, complete the MSSP Participant disaster checklist with a sample number of Members and review results of home call with any additional follow up as needed.
2. Provide informational materials to CalOptima Health MSSP Members on emergency/survival preparedness as follows:
 - a. Information on how to prepare essential supplies, equipment, and how to locate and if necessary, assemble an emergency supply kit (may include: three (3) day supply of food and water, small first aid kit, battery powered radio, flashlight, whistle, gloves, emergency glow stick, blanket, etc.).
 - b. A form that includes name, address, medical history, medications, Advanced Directives, physician's name and telephone number, insurance cards, whom to notify in case of emergency and other emergency information and instructions;
 - c. A plan for transportation if the Member needs to evacuate; and
 - d. A plan to signal the need for help such as a card that can be placed in the window during a disaster to notify Emergency Medical System (EMS) personnel.

B. CalOptima Health shall maintain an MSSP Disaster Plan Notebook.

1. CalOptima Health shall keep a MSSP Disaster Plan Notebook in a designated area.
2. The CalOptima Health MSSP Manager shall also have a copy of the MSSP Disaster Plan Notebook stored in a secure off-site location.
3. The MSSP Disaster Plan Notebook shall contain:
 - a. The current monthly MSSP Member caseload list (by ZIP code);
 - b. The Orange County ZIP code map;
 - c. Telephone numbers of fire, police, sheriff's department and ambulance services for Orange County;
 - d. A current listing of all nursing and board and care facilities in Orange County;
 - e. A current listing of all hospitals in Orange County, including addresses and phone numbers; and
 - f. The contact information for local relief organizations.
4. CalOptima Health shall update the facility listing on an annual basis.

C. Emergency Response

1. CalOptima Health's MSSP Manager, or Designee, shall receive briefing from CalOptima Health's Director of Long Term Services and Supports (LTSS), or Designee, on disaster impact.

2. CalOptima Health's MSSP Manager, or Designee, shall coordinate with CalOptima Health's Director of Long Term Services and Supports, or Designee, to determine staff assignment for contacting MSSP Members. MSSP staff shall complete assignments as directed by the MSSP Manager, or Designee(s).
3. CalOptima Health's MSSP Manager shall distribute copies of the MSSP Member list, by ZIP code, to MSSP Care Managers to contact MSSP Members after a Disaster.
4. Each designated MSSP Care Manager shall contact MSSP Members, as assigned.
 - a. An MSSP Care Manager shall attempt to contact an MSSP Member by telephone. If the MSSP Care Manager is unable to contact the MSSP Member by telephone, the MSSP Care Manager may make a home visit to the MSSP Member's listed residence.
 - b. An MSSP Care Manager shall complete the Participant Disaster Checklist for each MSSP Member contacted and shall return the form to the MSSP Manager.
5. The MSSP medical authorization assistants shall assist the MSSP Manager to monitor and match completed forms with the MSSP Member caseload list.
6. MSSP staff shall report to the MSSP Manager, or Designee(s), any unusual situations or events noted during the completion of a Member Disaster Checklist.

D. Recovery Plan After a Disaster

1. MSSP staff shall return to normal business operations as determined by CalOptima Health's Emergency Management Team (EMT).
2. MSSP staff shall transition back to the MSSP primary work site after CalOptima Health's MSSP Manager, or Designee, obtains the appropriate authorization from CalOptima Health's EMT.
3. After an emergency status, CalOptima Health Information Services (IS) Department Crisis Team shall reinstate the ability to access, via website, the MSSP computer database, and address data input backlog issues.

IV. ATTACHMENT(S)

- A. MSSP Member Disaster Checklist Form
- B. Disaster Preparedness for Seniors Booklet by the American Red Cross

V. REFERENCE(S)

- A. CalOptima Health Contract with the Department of Health Care Services (DHCS) for Medi-Cal
- B. CalOptima Health Contract with the Centers for Medicare & Medicaid Services (CMS) for Medicare Advantage
- C. CalOptima Health Policy GA.7103: Business Continuity Plan
- D. Disaster Assistance Handbook for Area Agencies on Aging by the California Department of Aging
- E. Executive Order S-04-06, Governor of the State of California (April 2006)

VI. REGULATORY AGENCY APPROVAL(S)

None to Date

VII. BOARD ACTION(S)

None to Date

VIII. REVISION HISTORY

Action	Date	Policy	Policy Title	Program(s)
Effective	02/01/2007	GG.1826	MSSP Emergency Preparedness	Medi-Cal
Revised	01/01/2016	GG.1826	MSSP Emergency Preparedness	Medi-Cal OneCare Connect
Revised	01/01/2017	GG.1826	MSSP Emergency Preparedness	Medi-Cal OneCare Connect
Revised	09/01/2018	GG.1826	MSSP Emergency Preparedness	Medi-Cal OneCare Connect
Revised	06/01/2019	GG.1826	MSSP Emergency Preparedness	Medi-Cal OneCare Connect
Revised	04/01/2020	GG.1826	MSSP Emergency Preparedness	Medi-Cal OneCare Connect
Revised	07/01/2021	GG.1826	MSSP Emergency Preparedness	Medi-Cal OneCare Connect
Revised	12/31/2022	GG.1826	MSSP Emergency Preparedness	Medi-Cal
Revised	07/01/2023	GG.1826	MSSP Emergency Preparedness	Medi-Cal OneCare
Revised	10/01/2024	GG.1826	MSSP Emergency Preparedness	Medi-Cal OneCare

IX. GLOSSARY

Term	Definition
Advance Directive	A written instruction such as a living will or durable power of attorney for health care, recognized under state law, relating to the provision of health care when a Member is incapacitated.
Designee	A person selected or designated to carry out a duty or role. The assigned designee is required to be in management or hold the appropriate qualifications or certifications related to the duty or role.
Emergency Management Team (EMT)	CalOptima Health team composed of lead staff in charge of authorizing the activation of business contingency operations during or immediately following a disaster, emergency situation, or broad health care surge event in accordance with the CalOptima Health Policy GA.7103: Business Continuity Plan.
Long Term Services and Supports (LTSS)	<p><u>Medi-Cal</u>: Services and supports designed to allow a Member with functional limitations and/or chronic illnesses the ability to live or work in the setting of the Member's choice, which may include the Member's home, a worksite, a Provider-owned or controlled residential setting, a nursing facility, or other institutional setting, and includes both LTC and Home and Community Based Services, and carved-in and carved-out services.</p> <p><u>OneCare</u>: A wide variety of services and supports that help Members meet their daily needs for assistance and improve the quality of their lives. LTSS are provided over an extended period, predominantly in homes and communities, but also in facility-based settings such as nursing facilities. LTSS includes all of the following:</p> <ol style="list-style-type: none"> 1. Community-Based Adult Services (CBAS); 2. Multipurpose Senior Services Program (MSSP) services; 3. Skilled Nursing Facility services and subacute care services; and 4. In-Home Supportive Services (IHSS).
Member	A beneficiary enrolled in a CalOptima Health program.
Multipurpose Senior Services Program (MSSP)	The Waiver program that provides social and health care management to a Member who is 65 years or older and meets a nursing facility level of care as an alternative to nursing facility placement in order to allow the Member to remain in their home, pursuant to the Medi-Cal 2020 Waiver.