



Policy: GG.1320  
Title: **Elder or Dependent Adult Abuse Reporting**  
Department: Medical Management  
Section: Case Management

*CEO Approval: /s/ Michael Hunn 12/26/2023*

Effective Date: 08/01/2003

Revised Date: 12/01/2023

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

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## I. PURPOSE

This policy defines the process by which CalOptima Health reports known, or suspected Elder or Dependent Adult Abuse as required under California Welfare and Institutions Code, Section 15600 et seq.

## II. POLICY

- A. A Mandated Reporter who observes or has knowledge of an incident that reasonably appears to be Elder or Dependent Adult Abuse shall report such known or suspected Abuse as set forth in this Policy.
- B. A report of known or suspected Elder or Dependent Adult Abuse is confidential and subject to disclosure only as described in California Welfare and Institutions Code, Section 15633.
- C. A CalOptima Health employee shall not impede or inhibit a Mandated Reporter's reporting duties.
- D. CalOptima Health shall not subject a Mandated Reporter to any sanction for making a report of known or suspected Abuse.
- E. CalOptima Health shall provide training to all CalOptima Health Mandated Reporters, including licensed and non-licensed staff on Elder and Dependent Adult Abuse reporting requirements and processes.
- F. All health networks shall establish policies and procedures to report known or suspected Elder or Dependent Adult Abuse that, at a minimum, meet the requirements as outlined in this Policy and California Welfare and Institutions Code, Section 15600 et seq.

## III. PROCEDURE

- A. If a Mandated Reporter observes, or has knowledge of, an incident that reasonably appears to be Elder or Dependent Adult Abuse, or is told by an Elder or Dependent Adult Member that the Member has experienced behavior, including an act or omission, constituting Elder or Dependent Adult Abuse, the Mandated Reporter shall perform the following:

1. File a telephone report to Adult Protective Services immediately, by calling Adult Protective Services (APS) twenty-four (24) hour hotline at 1-800-451-5155, and include, if known, the following information for the Elder or Dependent Adult:
    - a. Name;
    - b. Age;
    - c. Present location;
    - d. Family Member(s);
    - e. Care custodian(s) names and addresses;
    - f. Nature and extent of condition;
    - g. Date of the incident; and
    - h. Any other information, including information leading the Mandated Reporter to suspect Elder or Dependent Adult Abuse, as required by the receiving agency.
  2. File a written report to Adult Protective Services within two (2) working days after filing a telephone report.
- B. When two (2) or more Mandated Reporters are present, agree, and have joint knowledge of, or reasonably suspect, Elder or Dependent Adult Abuse, the Mandated Reporters shall confer with their direct supervisor(s) and file a single Telephone Report and a single written report.
- C. A Mandated Reporter shall:
1. Document all telephone report(s) and written report(s) in the Member's case file, and note the documentation as confidential;
  2. File a copy of the written report according to Case Management Department InfoNet procedure.
  3. Consult with his or her immediate supervisor regarding reporting and inform the supervisor of the telephone report(s) and written report(s);
  4. Provide notice to CalOptima Health Privacy Department that includes the Member's name, CIN, and date of report; and
  5. Continue to provide case management to the Member as indicated.

#### **IV. ATTACHMENT(S)**

- A. California Department of Social Services: Report of Suspected Dependent Adult/Elder Abuse, Form SOC 341

#### **V. REFERENCE(S)**

- A. California Department of Social Services Form SOC 341 and General Instructions
- B. CalOptima Health Contract with the Centers for Medicare & Medicaid Services (CMS) for Medicare Advantage

- C. CalOptima Health Contract with the Department of Health Care Services (DHCS) for Medi-Cal
- D. Health and Safety Code, §§ 1250, 1250.2, 1250.3, 1502, and 1569.2
- E. Penal Code, §§ 236, 240, 242, 245, 243.4, 261, 262, 264.1, 285, 286, 288a, 289, and 368
- F. Title 42, United States Code, §§ 10801 et seq. and 15001 et seq.
- G. Welfare and Institutions Code, §§ 9700, 15610 - 15610.65, 15630 – 15633, 15658(a) (1)

## VI. REGULATORY AGENCY APPROVAL(S)

Date	Regulatory Agency	Response
02/25/2016	Department of Health Care Services (DHCS)	Non Responsive-90 days
01/31/2018	Department of Health Care Services (DHCS)	Approved as Submitted
07/19/2022	Department of Health Care Services (DHCS)	File and Use

## VII. BOARD ACTION(S)

None to Date

## VIII. REVISION HISTORY

Action	Date	Policy	Policy Title	Program(s)
Effective	08/01/2003	GG.1320	Elder or Dependent Adult Abuse Reporting	Medi-Cal
Revised	04/01/2007	GG.1320	Elder or Dependent Adult Abuse Reporting	Medi-Cal
Revised	10/01/2015	GG.1320	Elder or Dependent Adult Abuse Reporting	Medi-Cal OneCare OneCare Connect
Revised	11/01/2016	GG.1320	Elder or Dependent Adult Abuse Reporting	Medi-Cal OneCare OneCare Connect
Revised	12/01/2017	GG.1320	Elder or Dependent Adult Abuse Reporting	Medi-Cal OneCare OneCare Connect
Revised	10/01/2018	GG.1320	Elder or Dependent Adult Abuse Reporting	Medi-Cal OneCare OneCare Connect
Revised	05/01/2019	GG.1320	Elder or Dependent Adult Abuse Reporting	Medi-Cal OneCare OneCare Connect
Revised	08/01/2020	GG.1320	Elder or Dependent Adult Abuse Reporting	Medi-Cal OneCare OneCare Connect
Revised	06/01/2022	GG.1320	Elder or Dependent Adult Abuse Reporting	Medi-Cal OneCare OneCare Connect PACE
Revised	12/31/2022	GG.1320	Elder or Dependent Adult Abuse Reporting	Medi-Cal OneCare PACE

<b>Action</b>	<b>Date</b>	<b>Policy</b>	<b>Policy Title</b>	<b>Program(s)</b>
Revised	12/01/2023	GG.1320	Elder or Dependent Adult Abuse Reporting	Medi-Cal OneCare PACE

## IX. GLOSSARY

Term	Definition
Abuse	For the purposes of this policy, Abuse of an elder or dependent adult means any of the following:  <ol style="list-style-type: none"><li>1. Physical abuse, neglect, abandonment, isolation, abduction, or other treatment with resulting physical harm or pain or mental suffering;</li><li>2. The deprivation by a care custodian of goods or services that are necessary to avoid physical harm or mental suffering; and/or</li><li>3. Financial abuse, as defined in Welfare and Institutions Code Section 15610.30.</li></ol>
Adult Protective Services	Those preventive and remedial activities performed on behalf of elders and dependent adults who are unable to protect their own interests, harmed or threatened with harm, caused physical or mental injury due to the action or inaction of another person or their own action as a result of ignorance, illiteracy, incompetence, mental limitation, substance abuse, or poor health, lacking in adequate food, shelter, or clothing, exploited of their income and resources, or deprived of entitlement due them.
Dependent Adult	A person residing in California, between the ages of eighteen (18) and fifty-nine (59), who has physical or mental impairment that restricts his/her ability to carry out normal activities or to protect his/her rights including, but not limited to, persons who have physical or developmental disabilities, or whose physical or mental abilities have diminished because of age; may also be referred to as a "Vulnerable Adult."
Elder	For the purposes of this policy, means any person residing in the state of California, sixty (60) years of age or older.
Mandated Reporter	Any CalOptima Health employee who, during the normal course of executing his or her assigned duties, interacts with children, elder or dependent adult Members.
Member	A beneficiary enrolled in a CalOptima Health program.