



Policy: PA.5111
Title: **After Hours Care**
Department: CalOptima Health PACE
Section: Not Applicable

CEO Approval: /s/ Michael Hunn 09/05/2024

Effective Date: 12/01/2014
Revised Date: 09/01/2024

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

I. PURPOSE

This policy outlines how CalOptima Health Program of All-Inclusive Care for the Elderly (PACE) ensures that Urgent and Emergency Care services are available to Participant's twenty-four (24)-hours a day, seven (7) days per week.

II. POLICY

A. On-Call Coverage Service

1. After hours care shall be accessed by calling the main CalOptima Health PACE phone line.
2. CalOptima Health PACE shall provide or arrange for the provision of contracted On-Call Coverage Service three-hundred-sixty-five (365) days per year, who are authorized and trained to receive calls regarding CalOptima Health PACE Participants.
3. CalOptima Health PACE shall maintain an On-Call Coverage Service to receive calls from the Participants and family members after normal business and operating hours. All calls made after normal business and operating hours shall roll over to the contracted On-Call Coverage Service phone number. The On-Call Coverage Service shall triage Participants' calls to determine whether they need to be forwarded to the on-call clinical Provider. In cases of a life-threatening emergency, the Participant or caregiver shall be assisted by the On-Call Coverage Service in calling 911.

III. PROCEDURE

A. On-Call Coverage Service

1. The On-Call Coverage Service shall log all calls and provide a summary report of the calls to CalOptima Health PACE with the following information for each call:
 - a. Caller name;
 - b. Participant name;

- c. PACE ID number;
 - d. Phone number of caller;
 - e. Date of call;
 - f. Time of call;
 - g. Reason for call; and
 - h. Name of on call Provider.
2. The On-Call Coverage Service shall transmit the report via email by the end of that particular On-Call Coverage Service period.
 3. If any of the above information cannot be obtained from the caller, the On-Call Coverage Service shall notate as such.
 4. The On-Call Coverage Service shall call back the CalOptima Health PACE Participant within twenty (20) minutes of receiving the triage call from the On-Call Coverage Service.
 5. The on-call clinical Provider shall provide primary care medical advice, as appropriate and necessary to address the CalOptima Health PACE Participant's concerns, which may also include activating the 911 emergency response system.
 6. The On-Call Coverage Service shall document in the electronic health record prior to the end of the on-call shift. The documentation shall include:
 - a. Date of call;
 - b. Time of call;
 - c. Reason for call; and
 - d. Resolution or outcome.

B. On-Call Reports

1. The On-Call Coverage Service shall provide a daily report for any calls received regarding a CalOptima Health PACE Participant. The reports shall contain the information outlined in Section III.A.1 of this Policy.
2. The On-Call Coverage Service shall transmit the report via secure email.
3. The On-Call Coverage Service and CalOptima Health PACE Clinic Manager, or designee, shall review and discuss all on-call reports with the morning huddle meeting.
4. The On-Call Coverage Service shall keep records of all CalOptima Health PACE on-call reports for at least ten (10) years and shall make such reports available to CalOptima Health PACE at any time upon request.
 - a. CalOptima Health PACE shall retain copies of all on-call reports for a minimum of ten (10) years.

IV. ATTACHMENT(S)

Not Applicable

V. REFERENCE(S)

- A. CalOptima Health PACE Program Agreement
- B. Title 22, California Code of Regulations (C.C.R), §78435
- C. Title 42, Code of Federal Regulations (C.F.R.) §460.100

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	12/01/2014	PA.5111	After Hours Care	PACE
Reviewed	04/01/2015	PA.5111	After Hours Care	PACE
Revised	05/01/2016	PA.5111	After Hours Care	PACE
Revised	04/01/2017	PA.5111	After Hours Care	PACE
Revised	11/01/2018	PA.5111	After Hours Care	PACE
Revised	10/01/2019	PA.5111	After Hours Care	PACE
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Revised	10/01/2021	PA.5111	After Hours Care	PACE
Revised	07/01/2022	PA.5111	After Hours Care	PACE
Revised	10/01/2023	PA.5111	After Hours Care	PACE
Revised	09/01/2024	PA.5111	After Hours Care	PACE

IX. GLOSSARY

Term	Definition
Emergency Care	Covered services provided to a Participant immediately, because of an injury or sudden illness and the time required to reach a CalOptima Health PACE facility or a network Provider would cause risk of permanent damage to the Participant's health. This includes inpatient and outpatient services. Participants are not required to receive prior authorization for emergency care.
Interdisciplinary Team (IDT)	<p>A team composed of members qualified to fill, at minimum, the following roles, in accordance with 42 CFR 460.102. One individual may fill two separate roles on the interdisciplinary team where the individual meets applicable state licensure requirements and is qualified to fill the two roles and able to provide appropriate care to meet the needs of members:</p> <ol style="list-style-type: none"> 1. Primary Care Provider; Primary medical care must be furnished to a member by any of the following: <ol style="list-style-type: none"> a. A primary care physician; b. A community-based physician; c. A physician assistant who is licensed in the State and practices within their scope of practice as defined by State laws with regard to oversight, practice authority, and prescriptive authority; or d. A nurse practitioner who is licensed in the State and practices within his or her scope of practice as defined by State laws with regard to oversight, practice authority and prescriptive authority. 2. Registered Nurse; 3. Master's – level Social Worker; 4. Physical Therapist; 5. Occupational Therapist; 6. Recreational Therapist or Activity Coordinator; 7. Dietician; 8. CalOptima Health PACE Center Manager; 9. Home Care Coordinator; 10. Personal Care Attendant or their representative; and 11. Driver or their representative.
On-Call Coverage Service	Telephone coverage by authorized individuals trained to receive calls regarding CalOptima Health PACE Participants Monday through Friday (non-holidays) from 4:30pm to 8:00am the following day, Pacific Standard Time; and Saturdays and Sundays from 8:00am to 8:00am the following Monday, Pacific Standard Time; and all day on CalOptima Health designated holidays that fall on weekdays.
Participant	An individual enrolled in the CalOptima Health PACE program.
Program of All-Inclusive Care for the Elderly (PACE)	PACE is a long-term comprehensive health care program that helps older adults to remain as independent as possible. PACE coordinates and provides all needed preventive, primary, acute and long-term care services so seniors can continue living in their community.

Urgent Care	On-site services required to prevent serious deterioration of health following the onset of an unforeseen condition or injury (i.e., sore throats, fever, minor lacerations, and some broken bones). Off-site Urgent care, as defined by federal PACE regulation 42 CFR 460.100(e)(3), means the care provided to a PACE member who is out of the PACE service area, and who believes their illness or injury is too severe to postpone treatment until they return to the service area, but their life or function is not in severe jeopardy.
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