

HOME CARE CONNECTION

July 2010

COA Public Authority Services



DID YOU RE-ENROLL?

New state laws require that all Independent Providers in the IHSS program re-enroll by the end of June, 2010 to continue to be paid as IHSS provider.

By the time you read this newsletter, you should have completed re-enrollment, which includes:

- Presenting a government-issued photo ID and Social Security card in person at a re-enrollment event
- Viewing the video or reading the Provider Orientation Guide materials
- Having your fingerprints taken for a background check
- Signing new provider enrollment agreements

Providers who have not started their re-enrollment



steps may be terminated from the IHSS program. If you have not re-enrolled, call the COA Public Authority Services Enrollment line at: (408) 350-3252 to review your status and what to do next.

Providers who have successfully completed re-enrollment will receive a confirmation letter from the County of Santa Clara which states:

“As of the date of this notice, you have been officially enrolled as an IHSS provider. You can now begin providing services for an IHSS recipient(s) and receiving payment from the IHSS program for providing services.”

Allow 4-6 weeks after you complete re-enrollment to receive your letter.

Advisory Board Members: Sondra Corday, Bharat Desai, JoAnne Disbrow, Cindy Faulkner, Kai Lu, Richard Patterson, James Ramoni (ex-officio), Ellen Rollins, Mary Jane Whiteford, Theresa Wright, Elissa Young

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IHSS BUDGET UPDATE

On May 14 the governor released his May revise which is an updated version of his proposed budget originally released in January. Due to lower than projected tax revenues, the budget deficit is roughly \$19.1 billion. The governor did not propose any measures that would increase state taxes to bring in additional revenues.

As you may recall, the governor's January budget proposal would have reduced the state's participation in IHSS worker's wages and benefits to \$8.60 per hour and eliminate all services for IHSS consumers

with a functional index score below four. The governor is no longer proposing these reductions. Instead, his May revision proposes to develop specific IHSS cost containment



measures to achieve state savings of \$637 million in general fund spending for fiscal year 2010-2011. This is approximately 42 percent of the state's portion of the IHSS program costs. The administration states that this proposal would be developed in consultation with stakeholders and is in lieu of the governor's January budget proposals. The administration proposes to lead the stakeholder process to determine how to achieve the \$637.1 million in savings and maintain final discretion in the outcome.

This stakeholder process is supposed to be completed within 30 days so that the changes can be implemented by July 1, 2010. We will keep you informed going forward.

It is an important time for you as an IHSS provider to let your legislators know how the program impacts you as well as your consumers' ability to live safely and independently at home. If you would like to contact your legislators, you can obtain information by going to the IHSS Coalition website at: www.ihsscoalition.com.

IHSS AND FRAUD

Committing fraud within the IHSS Program is a serious offense. Most IHSS fraud occurs when a provider is paid for services not performed. You cannot be paid if the client is away from home because of hospitalization; being out of the area; in jail; or deceased. You can not subcontract (have someone else work for you). Each provider has to complete a provider enrollment form. You can not split your pay with the client.

The following is a case that was reported and investigated in Santa Clara County.

An IHSS Independent Provider was taking care of both his/her parents. Time sheets were submitted for every pay period without a break in service. When the IHSS social worker went out on the annual home visit, he asked the only recipient in the home where the other recipient was and he was told that the other recipient went into a nursing home six months ago. When the reassessment was completed by the social worker, he reported the fraud. The fraud referral was investigated by the California Department of Justice. The provider was convicted of fraud, and received jail time. In addition, he had to pay restitution of over \$20,000. This provider was also placed on the California Department of Health Care Services—Medi-Cal Suspended and Ineligible Provider Lists. This list makes the provider ineligible to provide IHSS services anywhere in the state for ten years.

Anyone can report suspected IHSS fraud. It is important to try to identify and put a stop to it.

Reporting fraud is anonymous, and it all starts with a phone call to IHSS Quality Assurance/Fraud Unit at (408) 975-4878.



CERTIFICATE CLASS SCHEDULE

THESE CLASSES WILL BE HELD AT:
Sunnyvale Cupertino Adult Education Center
591 West Fremont Ave, Sunnyvale, CA 94087

**PRE-REGISTRATION AND
CONFIRMATION IS REQUIRED**

PLEASE NOTE:

- These classes are optional.
- Call 408-350-3286 on or after July 6th to register for classes.
- Leave your name, last 4 digits of your Social Security Number , contact phone number and the date and name of the classes you want to register for.
- You will receive a letter and/or phone call confirming your class schedule.

Date	Day	Teacher	Class	Language	Time	Room
7/13/2010	Tues	Taily	Mental Health	Mandarin	5:30pm-8:30pm	Room 11
7/15/2010	Thur	Quan	CPR	Vietnamese	2:00pm-5:00pm	Trn Ctr
7/21/2010	Wed	Paula	Last Phase of Life	English	1:00pm-4:00pm	Room 8
7/22/2010	Thur	Marina	First Aid	Spanish	3:30pm-6:30pm	Room 11
8/6/2010	Fri	Ann	Personal Care Lv I	Vietnamese	9:00am-12:00pm	Room 8
8/30/2010	Mon	Ann	Mental Health	Vietnamese	12:30pm-3:30pm	Room 8
9/9/2010	Thur	Marina	CPR	Spanish	3:30pm-6:30pm	Trn Ctr
9/13/2010	Mon	Sandy	Tips for Transfer	Mandarin	3:15pm-6:15pm	Room 8
9/16/2010	Thur	Marina	Mental Health	Spanish	3:30pm-6:30pm	Room 11
9/20/2010	Mon	Sandy	First Aid	Mandarin	3:15pm-6:15pm	Room 8
9/27/2010	Mon	Sandy	Personal Care Lv I	Mandarin	3:15pm-6:15pm	Room 8
9/28/2010	Tues	Taily	Last Phase of Life	Mandarin	5:30pm-8:30pm	Room 11
9/30/2010	Thur	Quan	Diabetes	Vietnamese	3:30pm-6:30pm	Room 8
10/4/2010	Mon	Sandy	CPR	English	3:15pm-6:15pm	Trn Ctr
10/7/2010	Thur	Paula	Mental Health	English	1:00pm-4:00pm	Room 11
10/11/2010	Mon	Sandy	Personal Care Lv I	English	3:15pm-6:15pm	Room 8
10/12/2010	Tues	Quan	First Aid	Vietnamese	1:00pm-4:00pm	Room 11
10/19/2010	Tues	Paula	Diabetes	English	1:00pm-4:00pm	Room 11
10/23/2010	Sat	Ann	Tips for Transfer	Vietnamese	9:00am-12:00pm	Room 8
11/1/2010	Mon	Marina	Nutrition	Spanish	3:30pm-6:30pm	Room 8
11/2/2010	Tues	Paula	Nutrition	English	1:00pm-4:00pm	Room 8
11/8/2010	Mon	Sandy	CPR	Mandarin	3:15pm-6:15pm	Trn Ctr
11/15/2010	Mon	Sandy	Preparamedical	English	3:15pm-6:15pm	Room 8
11/16/2010	Tues	Quan	Last Phase of Life	Vietnamese	1:00pm-4:00pm	Room 8
11/18/2010	Thur	Marina	Personal Care Lv I	Spanish	3:30pm-6:30pm	Room 11
11/23/2010	Tues	Taily	Nutrition	Mandarin	5:30pm-8:30pm	Room 11
11/29/2010	Mon	Sandy	Preparamedical	Mandarin	3:15pm-6:15pm	Room 8
12/1/2010	Wed	Marina	Diabetes	Spanish	3:30pm-6:30pm	Room 11
12/4/2010	Sat	Ann	Preparamedical	Vietnamese	9:00am-12:00pm	Room 8
12/6/2010	Mon	Sandy	First Aid	English	3:15pm-6:15pm	Room 8
12/7/2010	Tues	Taily	Diabetes	Mandarin	5:30pm-8:30pm	Room 11
12/8/2010	Wed	Marina	Preparamedical	Spanish	3:30pm-6:30pm	Room 8
12/11/2010	Sat	Quan	Nutrition	Vietnamese	9:00am-12:00pm	Room 8
12/13/2010	Mon	Sandy	Tips for Transfer	English	3:15pm-6:15pm	Room 8

RESTRICTIONS ON TASKS AND HOURS

As an IHSS care provider (IP), you have the responsibility to be reliable and perform the tasks that have been authorized by the IHSS social worker. It is against the rules for an IHSS consumer to ask you to do a task that has not been authorized on the consumer's Notice of Action from IHSS. It is also against the rules for the consumer to ask you to work more hours than have been authorized. Caring for pets, including service animals, is also not allowed by IHSS. These requests are inappropriate and can be avoided by sharing this article with your IHSS consumer.

IPs who do not have a good understanding of the IHSS program may think that the authorized hours "belong" to the provider and may ask their employer to pay them for the total number of hours, whether they work them or not. This request is inappropriate and could result in a fraud investigation. Consumers do not need to use all of their hours each month. Indeed, if the consumer is hospitalized, in a nursing facility, or goes on vacation, no hours can be reported or paid for that time even if you visit the consumer in the facility. Paying a provider for hours they do not work is fraud. If you or the IHSS consumer you work for have any questions about these rules, speak with an IHSS social worker.



ANNOUNCING COA'S ONLINE RESOURCE DIRECTORY

Council on Aging has just unveiled our new Online Resource Directory. It is located on the COA website under the "resources" tab. You will have access to all the same resources that are in the Senior Services Directory, and many more.

You can search for resources by category, keyword, or name. You can narrow your search by zip code, city, age, or gender. Each resource search will give you address and contact information for the site as well as a map. It will also show a link that you can click on for more information.

You will find details on service hours, fees, documents required, languages spoken, and other useful information.

As always you may contact our Information and Assistance department at 408-296-8290 and press option 1 if you want to speak to a live person who is an expert at assisting with your resource needs. The Online Resource Directory is simply an additional tool for finding resources in the community.



JOB DEVELOPMENT FUND

A job development fund is available for Independent Providers (IPs) of IHSS in Santa Clara County. IPs should contact the Public Authority to obtain an application to apply for pre-approval to access this education fund. IPs may be reimbursed for a maximum of \$350 per calendar year for the cost of tuition and texts (but no other materials) to attend programs or courses of education and training. For more information contact the Public Authority at: 408-350-3206.



MEDICAL HEALTH INSURANCE

In addition to hourly pay of \$12.20, Independent Providers who are paid for more than 35 hours per month can apply for a very valuable additional benefit from Santa Clara County: medical health insurance from Valley Health Plan.

Valley Health Plan (www.valleyhealthplan.org) is a state-licensed health care service plan owned and operated by the County of Santa Clara and administered by the Santa Clara Valley Health & Hospital System. VHP has been serving its county members since 1985.

Valley Health Plan (VHP) is able to offer access to comprehensive medical care and medications with \$0 deductible and \$0 copayment for most services. VHP has a number of health centers throughout Santa Clara County to provide the health care services you need. As a VHP member you choose a VHP doctor as your Primary Care Physician (PCP) and visits are covered 100% through VHP.

As a Valley Health Plan member, your network hospital is Santa Clara Valley Medical Center (SCVMC). Santa Clara Valley Medical Center is located at 751 S. Bascom Avenue in San Jose.

Remember, VHP does not cover you if you seek routine medical services from doctors or clinics that are not a part of VHP. Payment for such services will be denied and you will be financially responsible.

Call VHP Member Services at (408) 885-4760 or toll-free at 1-888-421-8444 if you have questions about your VHP health care coverage or need assistance.

BENEFITS AVAILABLE to IHSS Providers include:

Medical Insurance

Valley Health Plan (VHP)

Dental Insurance

Liberty Dental Plan

Vision Care Insurance

Vision Services Plan (VSP)

Free Bus Pass (Eco Pass)

Santa Clara Valley Transit Authority (VTA)

Credit Union Account

Santa Clara County Federal Credit Union

Job Development Fund

May be reimbursed for tuition and texts
to attend relevant classes

Call the COA Public Authority Services,
Benefits Department at (408) 350-3290 if you
have benefits questions.

PROTECT YOUR BENEFITS!

You may lose your medical insurance if you are not paid on time.

Did you know that you can lose your medical, dental and vision insurance benefits if you are not paid on time? To keep your benefits, it is very important to get your paychecks on time twice every month. It is not enough that you worked the hours, or that the hours are authorized, or to get paid months later for the work. You must actually get your paychecks on time and for at least 35 hours each month to keep the benefits.

Most providers should get two paychecks (or direct deposit notices) each month and they should arrive in the mail with your next timesheet attached before that next timesheet is due to be mailed. If the paycheck is late, call IHSS at (408) 975-4899 and find out why. Do not let your paychecks get several weeks behind. Call and find out why they are late and how to catch up, and then submit any late timesheets quickly until the paychecks are back on time.

The COA Public Authority Services will send a letter to the address on your file after a short grace period if you are at risk of losing your insurance, but don't wait for that letter! Take action right away if your paychecks are late.





PUBLIC AUTHORITY
SANTA CLARA COUNTY



COA Public Authority Services
2115 The Alameda
San Jose, CA 95126

- (p) (408) 350.3206
- (f) (408) 296.8340
- (e) info@publicauthoritiesantaclara.org
- (w) www.publicauthoritiesantaclara.org

IMPORTANT PHONE NUMBERS:

- COA Public Authority Services:**(408) 350-3206
For information concerning provider benefits, Eco Pass, training or other services of the Public Authority
- COA Public Authority Services Registry:**(408) 350-3251
To join the registry or to report any changes if you are already listed on the registry
- COA Public Authority Services Benefits:**(408) 350-3290
For general information about benefits, benefits eligibility, or the status of your benefits application
Contact your health care provider listed below for specific information about your health or insurance claims.
- Medical - Valley Health Plan**(408) 885-4760
- Dental - Liberty Dental** | (888) 703-6999
- Vision - Vision Service Plan** | (800) 877-7195

OTHER NUMBERS:

- IHSS Social Services:**(408) 975-4899
For information regarding authorized hours and services or to speak with a social worker
- IHSS Payroll:**(408) 975-4899
- UNION SEIU Local 521:**(408) 678-3300
For information about the Union & payroll deductions
- COA Information and Assistance:**(408) 296-8290
- Adult Protective Services 24-hour Hotline:** (408) 975-4900 or | (800) 414-2002
For help if you or someone you know suspect abuse of a senior or dependent adult