

April 3, 2025

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 25-24

This All County Letter provides instructions about county obligations and the process for terminating In-Home Supportive Services (IHSS) when individuals receiving duplicate personal care services through the IHSS program and Senior Care Action Network (SCAN) Connections or SCAN Connections at Home Health Plans are identified.



JENNIFER TROIA
DIRECTOR

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DEPARTMENT OF SOCIAL SERVICES
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GAVIN NEWSOM
GOVERNOR

April 3, 2025

ALL COUNTY LETTER NO. 25-24

TO: ALL COUNTY WELFARE DIRECTORS
ALL IN-HOME SUPPORTIVE SERVICES PROGRAM MANAGERS
ALL COUNTY FISCAL OFFICERS

SUBJECT: INSTRUCTIONS FOR TERMINATION OF IN-HOME
SUPPORTIVE SERVICES FOR DUALY ELIGIBLE
BENEFICIARIES THAT ENROLL THEIR MEDI-CAL COVERAGE
WITH THE SENIOR CARE ACTION NETWORK CONNECTIONS
HEALTH PLAN

REFERENCE: [ALL COUNTY LETTER No. 18-129](#)

The purpose of this All County Letter (ACL) is to provide instruction about county obligations when individuals receiving duplicate personal care services through both the In-Home Supportive Services (IHSS) program and [Senior Care Action Network \(SCAN\) Connections or SCAN Connections at Home](#) Health Plans are identified. It also describes the process for terminating IHSS for beneficiaries who want to keep their Medi-Cal coverage enrolled with SCAN Connections.

Overview

The SCAN Health Plan offers several Medicare Advantage plans, including Fully Integrated Dual Eligible Special Needs Plans (FIDE-SNP) Products, SCAN Connections and SCAN Connections at Home, which provide both Medicare and Medi-Cal benefits to individuals dually eligible for Medicare and Medi-Cal. The SCAN Health Plan contracts with the Centers for Medicare & Medicaid Services for Medicare benefits and contracts with the Department of Health Care Services (DHCS) to provide covered Medi-Cal State Plan services. Those Medi-Cal benefits covered by SCAN Connections and SCAN Connections at Home include Medi-Cal personal care services, all Medi-Cal managed care benefits, and Medi-Cal dental benefits. The SCAN Connections enrollment is open to individuals with both Medicare Part A and Part B, full-scope Medi-Cal with no share of cost, age 65 and older, and who reside in Los Angeles, Riverside,

San Bernardino, or San Diego counties. The SCAN Connections at Home enrollment is open to the same individuals listed above, who also need nursing facility level of care.

Duplication of Services

Beneficiaries that enroll their Medi-Cal coverage with SCAN Connections or SCAN Connections at Home cannot also receive IHSS program services, since those SCAN members receive Medi-Cal personal care services from their health plan as part of Long-Term Services and Supports (LTSS). Utilization of both programs at the same time results in inappropriate duplication of payment and services. Therefore, recipients who enroll their Medi-Cal coverage with SCAN Connections or SCAN Connections at Home must be disenrolled from IHSS. The duplication of IHSS only applies for members in SCAN Connections or SCAN Connections at Home. Dual-eligible individuals enrolled in other SCAN Medicare Advantage plans are not restricted from IHSS in any way. Recipients who are only enrolled in a SCAN Medicare Advantage plan can receive IHSS, since Medi-Cal personal care services are not provided by SCAN for its regular Medicare Advantage members.

Process for Termination of IHSS

The following guidelines are intended to prevent the receipt of duplicate personal care services as part of LTSS from SCAN Connections or SCAN Connections at Home and the IHSS program. The guidelines also provide processes for terminating IHSS program coverage for dual-eligible beneficiaries who maintain their Medi-Cal coverage with SCAN Connections or SCAN Connections at Home.

1. The DHCS provides SCAN with a monthly report from its Management Information System and Decision Support System (DHCS IHSS Report) of dual-eligible beneficiaries enrolled in both SCAN Connections or SCAN Connections at Home for their Medi-Cal coverage and IHSS.
2. The SCAN process screens both new and existing dual-eligible beneficiaries enrolled under its DHCS contract on a monthly basis to identify beneficiaries receiving personal care services through both the plan and IHSS. Then SCAN staff perform outreach to these beneficiaries to resolve the duplication of personal care services provided by the plan and IHSS.
3. Senior Care Action Network staff informs prospective beneficiaries receiving personal care services from IHSS prior to enrollment with the plan of the following choices:
 - a) By enrolling Medi-Cal coverage with SCAN Connections or SCAN Connections at Home, the beneficiary must discontinue IHSS; or
 - b) By choosing a different Medi-Cal plan or other SCAN health plans, the beneficiary may continue receiving personal care services with IHSS.

The SCAN informs existing beneficiaries identified on the DHCS IHSS Report of the following choices:

- To continue Medi-Cal coverage with SCAN Connections or SCAN Connections at Home, the beneficiary must discontinue IHSS; or
- To continue receiving personal care services with IHSS, the beneficiary must disenroll from Medi-Cal coverage with SCAN Connections or SCAN Connections at Home.

If the dual-eligible beneficiary elects to terminate IHSS coverage, they must:

- Sign SCAN's Enrollment Agreement form (applies only to prospective beneficiaries), which will lead to enrollment of Medi-Cal coverage with SCAN; and/or
- Sign SCAN's IHSS Discontinuance form (applies to both prospective and existing beneficiaries) to disenroll from IHSS.

The SCAN Enrollment department is responsible for faxing the completed IHSS Discontinuance form to the appropriate county IHSS office. Upon receipt of the information from SCAN, the responsible county IHSS office should process the IHSS termination and issue a Notice of Action terminating IHSS. Within ten (10) business days of the SCAN notification to the county, the county IHSS office is to issue written confirmation to SCAN verifying the termination of IHSS.

The SCAN has established a point-of-contact with the IHSS program in Los Angeles, Riverside, San Bernardino, and San Diego counties. Each month SCAN sends its county IHSS point-of-contact, a list of existing dual-eligible beneficiaries enrolled under the plan's DHCS contract that have been identified as receiving personal care services through IHSS. The intent of this notification is to inform the county IHSS office of actions being taken by the plan to resolve duplicate utilization of personal care services by enrolled beneficiaries.

County Responsibilities

There may be situations where an IHSS recipient is moving from one county to another but is still receiving IHSS and remains enrolled in SCAN Connections or SCAN Connections at Home because they have not yet been terminated by the county staff or the SCAN staff. Pursuant to [MPP 30-759.91](#), within 10-calendar days of the notification from the recipient of their move to a new county, the transferring county shall send a notification of transfer form and other documents pertaining to the transfer of responsibility and provisions of IHSS to the receiving county. The documents pertaining to the transfer of responsibility and provision of IHSS include, but are not limited to, the IHSS application (SOC 295), the most recent IHSS assessment, a paramedical authorization form (if applicable), and current NOAs ([MPP 30-759.911](#)). Additionally, pursuant to [MPP 30-759.92](#), there shall be no interruption or overlapping of IHSS because of a recipient moving from one county to another. The receiving county must

complete and return a notification of transfer form to the transferring county within 30 days of receiving the form ([MPP 30-759.93](#)).

IHSS Inter-County Transfer (ICT) from a County that has SCAN Connections and SCAN Connections at Home to a County that also has those SCAN plans:

- If an IHSS recipient who is still enrolled in SCAN Connections or SCAN Connections at Home and IHSS moves to another SCAN county, the transferring county shall process the ICT to the receiving county as long as the IHSS case is still active in the transferring county. The receiving county shall accept the ICT from the transferring county if the IHSS case is still active.

IHSS ICT from a County that has SCAN Connections and SCAN Connections at Home to a County that does not have those SCAN plans:

- If an IHSS recipient who is still enrolled in SCAN Connections or SCAN Connections at Home and IHSS moves to a non-SCAN Connections county (i.e., a county outside of Los Angeles, Riverside, San Bernardino, and San Diego), the IHSS recipient would continue to be eligible for IHSS because SCAN Connections is not available in the new county. The IHSS county staff shall follow the normal ICT process for these cases.
- If an individual who was eligible for SCAN Connections or SCAN Connections at Home and IHSS but chose to terminate their IHSS and later moves to a non-SCAN Connections county, they may be eligible for IHSS in the new county. In this situation, these individuals must reapply for IHSS in the new county.

SCAN Health Plan Codes by County

The following Health Care Plan (HCP) codes are for the SCAN Connections and SCAN Connections at Home health plans. Recipients enrolled in these HCP codes would not be eligible to receive IHSS. If an individual is enrolled in one of these HCP codes, this indicates that they receive both their Medi-Cal and Medicare services from SCAN Connections or SCAN Connections at Home (i.e., the Medi-Cal line of business), and would **not** be eligible to receive IHSS. There are no SCAN plans that are Medi-Cal only. The SCAN Medi-Cal line of business recipients will only reside in Los Angeles, San Bernardino, Riverside, and San Diego counties. Please note that SCAN offers two plans with both Medicare and Medi-Cal benefits: **SCAN Connections** is open to all dually eligible members that meet the criteria listed in the Overview section above.

- **SCAN Connections at Home** is open to all dually eligible members that meet the criteria listed in the Overview section above and need nursing facility level of care.

Plan Code	County	Plan Name	Plan Name
200 & 201	Los Angeles	SCAN Connections	SCAN Connections at Home
204 & 205	Riverside	SCAN Connections	SCAN Connections at Home
206 & 207	San Bernardino	SCAN Connections	SCAN Connections at Home
202 & 20 3	San Diego	SCAN Connections	SCAN Connections at Home

Exception

There is an exception to the restriction on duplicate receipt of benefits. Dual-eligible beneficiaries who, as of May 1, 2008, were enrolled with SCAN for Medi-Cal under its DHCS contract in Los Angeles, San Bernardino, and Riverside counties and were receiving IHSS services are referred to as “SCAN Grandfathered IHSS Beneficiaries”. These beneficiaries are exempt from the IHSS termination process described in this letter and can remain enrolled with SCAN Connections and SCAN Connections at Home while also receiving IHSS. However, this “grandfathered” status ends if there is a break in Medi-Cal enrollment with SCAN. When this occurs, the standards delineated in this letter apply to that dual-eligible beneficiary regarding receipt of IHSS services and having Medi-Cal coverage enrolled with SCAN.

SCAN Health Plan Contacts

Below are point of contacts for the SCAN health plans if counties have questions regarding SCAN Connections or SCAN Connections at Home.

SCAN Health Plan Contact – IHSS	Email	Phone Number
Angelica Mendez Supervisor, PAL Unit	AMendez@scanhealthplan.com	(562) 308-2831

SCAN Health Plan Primary Contacts	Email	Phone Number
Sharrah White Director, Regulatory Affairs	swhite@scanhealthplan.com	(562) 637-1291
Hiram Rivera Compliance Specialist Sr.	hrivera@scanhealthplan.com	(562) 997-3192
SCAN Regulatory Affairs	SAffairs@scanhealthplan.com	None

Please note that this ACL supersedes [ACL 18-129](#) and renders [ACL 18-129](#) obsolete.

If you have questions regarding this letter, please contact Enrollment, Reconciliation, and Premium Billing at (800) 531-4040.

Sincerely,

Original Document Signed By

LEORA FILOSENA, P.M.P.
Deputy Director
Adult Programs Division