

## HealthNet CWS Meet and Greet-Chat Q and A

**Q: Do Voluntary Family Reunification cases qualify for ECM?**

**A:** Yes.

Children and Youth who fall into any of the ECM populations of focus (POF), including child welfare, would qualify for ECM. Those in Voluntary Family Unification would qualify.

**Q: Is there a cap on the number of housing assistance events? Is there a cap on the amount of housing assistance?**

**A:** Housing Transitioning and Navigation services are available as long as necessary for families and individuals experiencing homelessness or at risk of it. Members can resume services at any time after a pause as long as they still meet eligibility criteria. Housing Deposits and Housing Tenancy and Sustaining services can be accessed once per lifetime per DHCS CS Policy Guide.

However, should the members circumstances change, they may qualify to receive these services a second time.

**Q: Have you seen any foster youth ask for respite services and how has that worked?**

**A:** We are currently seeing 20% for children and youth vs. 80% for adults for respite services.

**Q: With respect to these requirements, is there currently a standard form that HealthNet uses? Is there a way to expedite this process as some kids have immediate needs for services once they come into our system?**

**A:** We have an optional ECM referral form that can be uploaded from the CalAIM provider site; however, the most direct way to get a child/youth connected to ECM is to refer directly to the ECM provider.

We do not require authorization for ECM, so the ECM provider can receive the member and begin services. Our ECM referral form can be found here:

[https://www.healthnet.com/content/healthnet/en\\_us/providers/support/calaim-resources.html#forms.html](https://www.healthnet.com/content/healthnet/en_us/providers/support/calaim-resources.html#forms.html)

**Q: Some children (pre-foster care) are Medi-Cal Managed Care beneficiaries. However, upon removal into foster care, they are "dropped" from Medi-Cal Managed care and put on Fee-for-Service. Have you seen this happen, and is there a way to maintain continuity of care?**

**A:** We have heard there are instances where children originally enrolled in managed care were switched to FFS by the county child welfare agency upon entry into the foster care system. However, we have not seen it in our own membership data.

**Q: Does Health Net provide a screening tool or a tips sheet for social workers to prompt their referrals of youth for ECM?**

**A:** The ECM referral form has an eligibility criteria checklist:

[https://www.healthnet.com/content/healthnet/en\\_us/providers/support/calaim-resources.html#forms.html](https://www.healthnet.com/content/healthnet/en_us/providers/support/calaim-resources.html#forms.html)

**Q: Can the CW liaison provide training or guidance on the referral process for social workers?**

**A:** The CW liaison will connect with the appropriate SMEs to ensure training and guidance on the referral process to benefits and services available to our CW population.

**Q: On the MOU, can you include a "member" definition that spells out who qualifies for services. During today's meeting, we touched on children in the family maintenance population and CWS involvement. MCPs are not consistent on the definition.**

**A:** A member must be an active Medi-Cal member enrolled with our health plan during the service period and meet the child welfare population of focus criteria established in the DHCSECM Policy Guide. Health Net adheres to the eligibility criteria set by DHCS in the ECM Policy Guide.

**Q: When should a child in foster care be referred and who should be referring? CWS? BH?**

**The new ACL NO. 24-35 indicates CWAs must submit referrals to the appropriate MHPs in accordance with the CFT and CANS.**

**A: All children and youth in foster care should be screened for ECM need and referrals can be done at any point and by anyone, including the social worker and/or member/caregiver themselves.**

**Q: What is the child welfare liaison inbox email address and telephone number?**

**A: Public Programs Team, [Help\\_referral@healthnet.com](mailto:Help_referral@healthnet.com), (800) 526-1898**