



CalAIM/Medi-Cal Benefits:
**Personal Care,
Homemaker &
Respite Services by
24 Hour Home Care**

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Presented to: **CHPS**

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24 Hour Home Care Overview



Founded in **2008**



Synergistic care model for seniors and individuals with intellectual and developmental disabilities (“I/DD”)

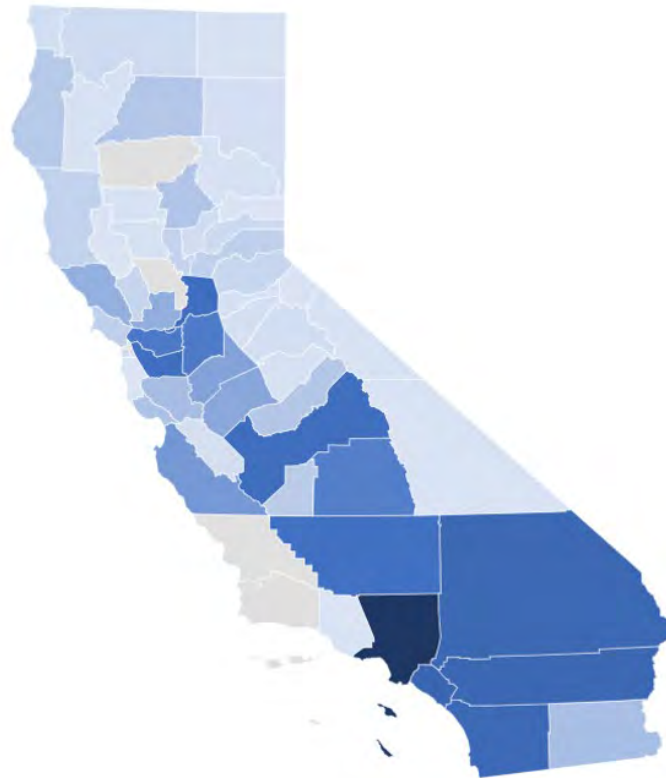


Leading and **largest non-medical home care** company in the **Southwest USA**



In 2024, the company provided over **10 MM** Hours of care

Operating with Coverage in All CA Counties



80%
of Hours Staffed
Are Medi-Cal



58
Counties



24
MCOs
In-Network

Personal Care and Homemaker



GOAL

- To provide supports to manage healthy conditions at home instead of a higher-cost facility-based setting



SERVICES AND SUPPORTS

- Personal Care
- Meal Preparation
- Medication Reminders
- Supervision/Socialization
- Light Housekeeping



SERVICE LIMITATIONS

- Not a replacement to IHSS
- Cannot exceed 24/7 (including IHSS hours)
- Must be cost effective





Personal Care and Homemaker: Who is Eligible?



ELIGIBILITY REQUIREMENTS

- Above maximum IHSS hours
- Waiting for IHSS decision (initial and/or reassessment)
- If not IHSS eligible, up to 60 days to avoid SNF





Respite



GOAL

- To provide a break to the primary caretaker on an intermittent or temporary basis.



SERVICES AND SUPPORTS

- Non-medical assistance on as needed basis to supplement care
- Provide seamless care when primary caretaker unable to be there



SERVICE LIMITATIONS

- Up to 336 hours annually
- Exceptions to annual cap as approved by MCO
- May not exceed 24/7 combined with other services



Respite: Who is Eligible?



ELIGIBILITY REQUIREMENTS

- No IHSS connection required
- Require caregiver relief to avoid institutional placement
 - Primary caregiver needing relief can be professional caregiver or self-selected caregiver



Model of Care

Agency with Choice

Fosters health equity by empowering people to self select trusted caregivers, trained through professional home care agencies, promoting cultural competence, and increasing care utilization in underserved demographics.



**Family-Selected
Workers**



Agency with Choice Hiring Process



Caregiver Hiring Process:

- ✓ Application Packet
- ✓ Nationwide Background Test

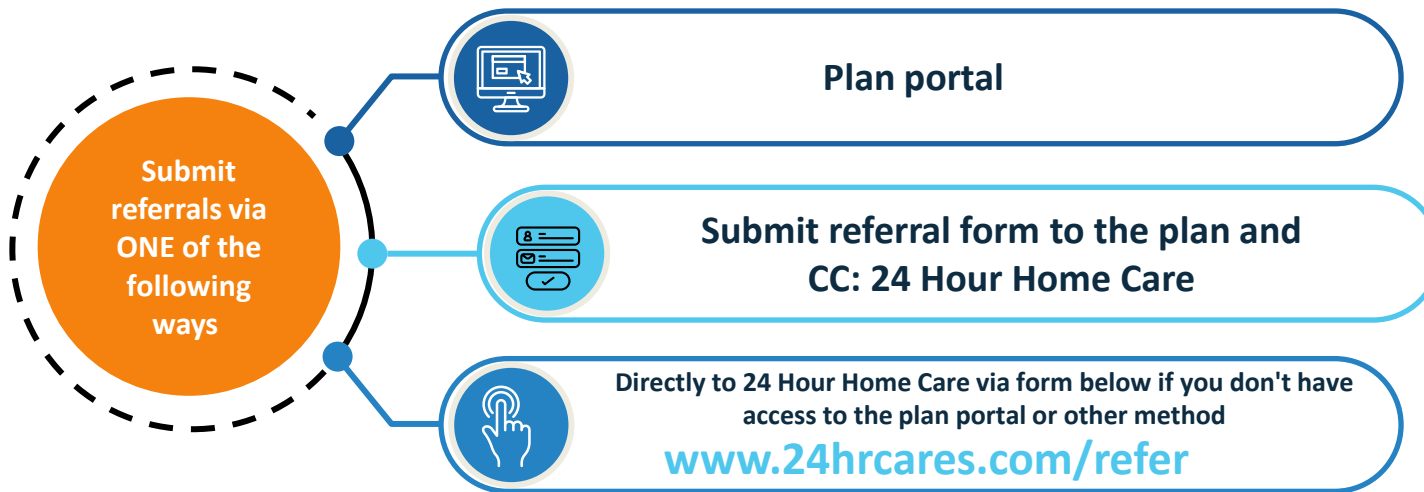


Post-Hire Training Process:

- ✓ Flexible, On-Demand Paid Training



How to Refer



Turnaround Timing

- Agency with Choice – up to 5 business days for plan to approve, up to 1 business weeks to onboard caregiver



24 Hour Home Care is In-Network with:

- ✓ 24 Awarded Community Supports Health Plans
- ✓ All 21 California Regional Centers
- ✓ Department of Veterans Affairs
- ✓ Many California Hospitals/Health Systems

