

Seaside Health Plan Policies and Procedures	Effective Date: Note: For origination date see History at the end of Policy
SUBJECT: COORDINATION OF SOCIAL SERVICES	Approval Signature: Barry Smith, MD Chief Medical Officer
Manual: Utilization Management Policy/Procedure # UM-450 Section: Case Management	Sponsor Signature: Kimberly Ward, RN
<input checked="" type="checkbox"/> COMMERCIAL <input checked="" type="checkbox"/> HEALTHY FAMILIES <input checked="" type="checkbox"/> MEDI-CAL <input checked="" type="checkbox"/> MEDICARE	

AUTHORITY

28 CCR 1300.70(b)(2)(l)(1)
NCQA

POLICY

Seaside Health Plan assists members in obtaining and utilizing community resources and social services through evaluation and identification of the member’s need for social services and community resources.

PROCEDURE

- I. Seaside Health Plan refers the member to the Care Coordination Department for assistance with additional resource information and referrals for services. The Care Coordination Department staff shall assist with referrals to both internal and external sources, including, but not limited to:
 - A. Community resources;
 - B. Long Term Care (LTC) Department;
 - C. Health Plan Partner; or
 - D. Customer Service Department.

- II. If a member resides in a Skilled Nursing Facility (SNF) and has identified social service or community resource needs, Seaside Health Plan coordinates directly with the SNF’s social service representative.

- III. If a Member receives Home Health Care and has identified social service and community resource needs, Seaside Health Plan coordinates the Home Health Care agency's social worker.
- IV. If a Member has identified social service or community resource needs but is not receiving Home Health Care and resides at home, Seaside Health Plan refers the member to the Plan's contracted master's level social worker.
- V. If a Member requires assistance outside his or her Medical Group's service area, the Care Coordination Department shall refer the Member for community resources and social services.

History: New

Origination Date: May 17, 2013