

## Care Management Services (MSSP and Linkages)

### Frequently Asked Questions (FAQs)

*(For distribution to professional referring parties only)*

1. **What are the basic requirements of MSSP?** MSSP basic eligibility requirements are that the client must be 65 or older, a Sonoma County resident, full scope Medi-Cal (no share of cost), and Skilled Nursing Facility (SNF) Level of Care.
  - a. **What does SNF Level of Care mean?** This means that the client has one or more chronic medical conditions and that their care needs are very high. Generally, clients with high levels of personal care needs are SNF Level of Care. Without significant support, these clients would need to be placed in a SNF. The Level of Care determination is made by the MSSP Public Health Nurse as part of the enrollment process.
  - b. **How long does someone receive MSSP case management services?** Generally, this is a long-term care management program and clients receive services for many years.
2. **What are the basic requirements of Linkages?** Linkages basic eligibility requirements are that the client must be 60 or older, a Sonoma County resident, and have impairments in 2 or more Activities of Daily Living (ADLs) or Instrumental Activities of Daily Living (IADLs) OR have had a significant life event in the past 12 months. There are no income requirements for Linkages.
  - a. **How long does someone receive Linkages case management services?** Generally, Linkages is a short-term care management program of approximately 9 months – 1 year.
3. **What model of care (case) management do MSSP and Linkages use?** The model used by both programs is a brokerage model of person-centered care management.
4. **What does person-centered care management mean?** It means that the care manager uses techniques such as motivational interviewing to work with the client or proxy to determine what their priorities and goals are for change. Person-centered care management requires that the client or proxy be able to identify some need for change in their life and be open to a discussion about what actions they can take to meet their identified goals. (This model holds self-determination as the highest value in care management).
5. **What is a brokerage model of care management?** A brokerage model of care management means that the care manager “brokers” services for the client, caregiver, and/or family to assist them in meeting their identified goals. In other words, the care manager doesn’t “fix” the client’s problems but assists them in understanding the possible solutions. The care manager’s role isn’t primarily to provide direct services in this model. Instead, the care manager identifies the client/proxy’s strengths and works with them to identify resources in the community to assist them in achieving their goals.

6. **What is a proxy?** A proxy is an individual that has legal responsibility (conservator or power of attorney) to make decisions on behalf of the client. Ideally, a proxy is a family member. If the client has a proxy that doesn't have a legal responsibility for them, then someone who has a demonstrated history of helping the client to make responsible decisions on their behalf may be appropriate.
7. **When does a client need a proxy?** A proxy is needed when a client has cognitive impairment and can't participate in a person-centered care management model due to this impairment. If someone is making poor decisions due to mental health/personality issues or substance abuse issues, a proxy isn't generally going to be helpful to assist the care manager as the client is not able to engage in the care management goals.
8. **Why can't MSSP and Linkages serve clients with untreated serious mental health issues (including long-standing personality issues) and substance abuse issues?** Generally, these clients are challenged to participate in a person-centered model of care management due to their thought disorder, personality issue, or substance issue. These issues make it challenging for the care manager to focus on the areas of change the client wants for themselves as many of these clients are unable to develop the trust, rapport, and relationships necessary to engage in meaningful life changes due to these issues.
9. **What kind of client makes an ideal referral to MSSP and Linkages for care management?** Clients who have some level of motivation to engage with services to increase their quality of life and health and safety or have a proxy who will engage and help the client make changes as defined above.