



MEDI-CAL TRANSFORMATION: COMMUNITY SUPPORTS

The Issue



Medi-Cal members with **complex health needs and unmet social needs** are at higher risk of both poor outcomes and requiring higher cost services, such as hospitalization and institutionalization.



People experiencing homelessness have higher rates of diabetes, hypertension, HIV, and mortality, **resulting in longer hospital stays and higher readmission rates than the public.**



About 20 percent of Californians are food insecure. California spends approximately \$7.2 billion annually on health care associated with food insecurity.



More than 65 percent of Medi-Cal members are from communities of color. Addressing members' health-related social needs is key to advancing health equity.

Community Supports are medically appropriate and cost-effective substitute services provided by Medi-Cal managed care plans to help members address their health-related social needs, such as having access to safe housing or healthy meals to aid in their recovery from illness, living healthier lives, and avoiding higher, costlier levels of care.

Community Supports Highlights

Community Supports are statewide services provided by Medi-Cal managed care plans as alternatives to other services covered by Medi-Cal that can help members avoid higher levels of care. For example, a family can receive the asthma remediation service to reduce environmental triggers in the home and help their children avoid asthma-related visits to the emergency department. All Medi-Cal managed care plans are encouraged to offer as many of the following 14 Community Supports as possible (read the Community Supports supplementary [fact sheet](#) for a detailed description of each Community Supports):



- » Housing Transition Navigation Services
- » Housing Deposits
- » Housing Tenancy and Sustaining Services
- » Short-Term Post-Hospitalization Housing
- » Recuperative Care (Medical Respite)
- » Day Habilitation Programs
- » Caregiver Respite Services
- » Personal Care and Homemaker Services
- » Nursing Facility Transition/Diversion to Assisted Living Facilities
- » Community Transition Services/ Nursing Facility Transition to a Home
- » Environmental Accessibility Adaptations (Home Modifications)
- » Medically Tailored Meals/ Medically-Supportive Food
- » Sobering Centers
- » Asthma Remediation

Community Supports are available to a wide range of members, including those with high needs and those who are enrolled in [Enhanced Care Management](#). However, members do not need to be enrolled in Enhanced Care Management to access Community Supports.

Faces of Medi-Cal’s Transformation: Meet Jackie

Jackie has diabetes and had a foot amputated. While recuperating in the hospital, Jackie was scared she wouldn’t be able to manage living alone in her townhouse. Jackie’s Enhanced Care Management Lead Care Manager worked with her Medi-Cal managed care plan to provide her with a Community Support service—environmental accessibility adaptations (home modifications). Jackie’s managed care plan arranged for home improvements, including a ramp to her front door and grab bars in her bathroom. The Community Support home modification service helped Jackie to stay in her home independently and avoid moving to a skilled nursing facility.

The Positive Impact of Medi-Cal’s Community Supports

Community Supports are a key component of Medi-Cal’s transformation to give members access to services and comprehensive care that goes beyond the doctor’s office or hospital. These services address members’ health-related social needs as part of the broader Medi-Cal transformation to build a healthier, more equitable health system.

