

Master•Care, Inc. Policies and Procedures Manual

INTRODUCTION

How to use this manual

This Policies & Procedures Manual is designed to be a primary source document that outlines the Company's operations and compliance with state and federal laws, contractual obligations, and quality care delivery.

This manual is not comprehensive but will refer the reader to other sources, such as the New Team Member Onboarding and Training Manual for detailed, step-by-step process instructions.

All team members will read this manual as part of their onboarding process and continue to reference it as needed as they perform their job duties.

About Master•Care, Inc.

Master•Care, Inc. is a Managed Services Organization that brings senior care, health care, and managed care together to provide enhanced post-acute care management for older adults.

Mission



It is the Mission of Master•Care, Inc. to improve the post-acute lives of adults, support their families, and partner with those who care for them.

Brand Purpose

We strive to be recognized as a standard of excellence for older adults when navigating the post-acute landscape. To accomplish this goal, we will:

- Provide exceptional service at a fair price.
- Operate in an ethical manner.
- Respect and utilize the talents and gifts of our team to accomplish all the above.

Core Values

Who We Are

- We acknowledge that working with older adults is both an honor and a responsibility.
- We value our stakeholders.
- In all our actions, we strive to be authentic, honest, and above reproach.
- We contribute to the greater community.

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How We Behave

- We put family first. This encompasses both supporting the needs of our patients' families and those of our own.
- We own every problem we see.
- We look for the good in others and assume positive intentions.
- We vigilantly avoid speaking negatively of others and treat harsh judgments confidentially, only to be shared when and with whom absolutely necessary.
- We protect confidential information and the assets of our stakeholders.

How We Work

- We challenge the status quo.
- We insist upon continuous improvement and acknowledge there is always more to learn.
- We strive to create work environments that are not only safe and conducive to productivity, but inspiring and fun places to be.
- We empower team members, support the team effort, and acknowledge that no one can provide exceptional service all alone.
- We recognize and celebrate impeccable service that goes above and beyond.
- We strive to be consistently professional through dress, behavior, and communication.

Core Services

Master•Care core services include:

- Enhanced Care Management (ECM)
- Community Supports (CS)
- Provider services for CS: consulting and billing

Enhanced Care Management

Intensive, in-person care management services designed to achieve the following goals:

- Improve care coordination
- Integrate services
- Facilitate access to community resources
- Improve health outcomes
- Address social determinants of health
- Decrease inappropriate utilization

Master•Care's ECM process:

- Conduct assessments of the patient, their family member/caregiver support system, their physical environment, and their financial situation.

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- Engage and coordinate with the Primary Care Provider (PCP).
- Develop the individual Master•Care Plan to address immediate needs and short-, mid-, and long-term goals to enable patients' highest level of independence.
- Deliver Care Navigation, including care coordination, transitional management, advocacy, support, health education and promotion, family/caregiver training, and connection to community supports.

Community Supports (CS)

Community Supports are certain community-based services and supports that address health-related social needs. Medi-Cal managed care health plans may offer these alternative services to their members to avoid hospital care, nursing facility care, visits to the emergency department, or other costly services.

Medi-Cal managed care plans are encouraged, but not required, to offer 14 Community Supports:

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

Master•Care either provides the needed CS services directly or connects the patient to an approved CS provider to deliver the needed services.

Provider Services for CS

Consulting: Master•Care offers CalAIM and managed care consulting services to CS providers who don't have expertise in these areas.

Billing: Master•Care provides billing services to CS providers serving Master•Care patients upon request. When providing billing services, Master•Care bills the managed care plan on behalf of the CS provider (except for RCFE)

References: <https://www.dhc+s.ca.gov/Pages/ECMandILOS.aspx>