



A training guide for **OUTREACH AND REFERRAL ORGANIZATIONS**

PACE is a health plan exclusively for seniors over 55 years of age who need coordinated medical care to continue living as independently as possible at home. PACE's health care team provides a hands on approach, coordinating the senior's medical, social and home care services so our seniors no longer need to manage their medical care alone.

PACE has been operating throughout the United States for over 40 years and St. Paul's Senior Homes & Services opened the St. Paul's PACE program in San Diego in 2008. PACE is for individuals who are living with chronic illness, or disabilities and need coordinated medical care to continue living as independently as possible in their home and community. **PACE participants tend to be those in the community who are most in need of medical and managed care support.**

We use a team of qualified doctors and staff to provide individuals with "All-inclusive" medical, social, nutritional, rehabilitation, homecare, and meal services. These healthcare and social service professionals are experts in working with seniors. They work together with participants and their family members to develop the most effective plan of care.

PACE provides all the care and services covered by Medicare and Medi-Cal, as approved by our team of healthcare professionals, known as the interdisciplinary team, as well as medically-necessary care and services not covered by Medicare and Medi-Cal (see the list of services below).



WHO CAN JOIN A PACE MANAGED CARE PLAN?

Individuals must be 55 years of age or older and:

- Live in a PACE-covered zip code/service area (see page 3 or visit www.StPaulsPACE.org)
- Be certified by the State of California as needing a level of care equal to nursing home services; and
- Be able to live safely in the community with the help of PACE services.

COVERED SERVICES

- Primary care (including doctor visits and nursing services)
- Medical specialty services
- Prescription drugs
- Durable medical equipment (DME)
- Hospital care, as required
- Nursing home care, as required
- Emergency services (24 hours per day, 7 days a week)
- Adult day care in our beautiful day centers
- Health education and nutritional counseling
- Rehabilitation therapy (physical /occupational / speech)
- Transportation
- Home care / Personal care assistance
- Mental and behavioral health services
- Recreational activities
- Vision, hearing and dental services
- Laboratory / X-ray services
- Social services
- Podiatry
- Meals

PLUS: Any other services determined medically necessary by the PACE team of health care professionals to improve and maintain our PACE participants' overall health.

(619) 271-7100

www.StPaulsPACE.org

HOW PACE DELIVERS SERVICES

PACE provides comprehensive care

PACE uses Medicare and Medi-Cal funds to cover all medically necessary care and services. An individual can have either Medicare or Medi-Cal, or both, to join PACE.

The focus is on the participant

Our participants have a team of health care professionals to help make health care decisions. These teams are made up of health care experts who are experienced in the chronic illnesses and conditions of seniors. In addition to daily care, our participants receive a comprehensive medical assessment every six months so our team members know the participant, their living situation, and their preferences.



St. Paul's PACE Participant Caroline.

PACE covers prescription drugs

PACE programs offer Medicare Part D prescription drug coverage. When an individual joins PACE, they receive their Part D-covered drugs and all other necessary medication from the PACE program.

Note: PACE participants may not join a separate Medicare drug plan. If they do they will lose their PACE health and prescription drug benefits.

PACE is sponsored by the health professionals who treat the participant

PACE programs are provider sponsored health plans. This means the PACE doctor and other care providers are also the people who work with the individuals to make care decisions. No higher authorities will overrule what the participant, the doctor, and other care providers agree on. If a participant disagrees with the interdisciplinary team about their care plan, the senior has the right to file an appeal.

PACE provides medical transportation

PACE programs provide all medically-necessary transportation to and from the PACE Center for activities or medical appointments. We also provide transportation to medical appointments in the community and emergency transportation at no additional cost.

PACE supports family caregivers

PACE programs support family members and other caregivers with care giving training, support groups, and respite care to help families keep their loved ones in the community.

Preventive care is covered and encouraged

The focus of every PACE program is to help our participants live in the community for as long as possible. To meet this goal, PACE programs focus on preventive care such as physical and occupational therapy and the installation of durable medical equipment in the home to reduce the risk of falls. Although all people enrolled in PACE are eligible for nursing home care, only 7% on average are living in nursing homes at any point in time.

PACE provides services in the community

PACE programs provide care and services in the home, the community, and the PACE Center. They have contracts with many different specialists and providers in the community to make sure their participants get the care they need. PACE participants get most of their care from PACE staff in the PACE Center. PACE Centers meet State and Federal safety requirements and include adult day programs, medical clinics, activities, and occupational and physical therapy facilities.

PACE is covered by Medicare and Medi-Cal

If an individual is eligible for Medicare and Medi-Cal, all PACE services are covered at no cost to the participant. Medi-Cal beneficiaries who have a share-of-cost remain responsible for their individual share-of-cost.

PACE programs also accept Medi-Cal only and private-pay individuals. Individuals who have Medicare only (do not have Medi-Cal) will be charged a monthly premium to cover the long-term care portion and a premium for Medicare Part D drugs.

For participants with Medicare and Medi-Cal with no share-of-cost, PACE services are free. There is never a deductible or co-payment for any drug, service, or care approved by the PACE interdisciplinary team.

PERSONALIZED TRAINING PROGRAMS

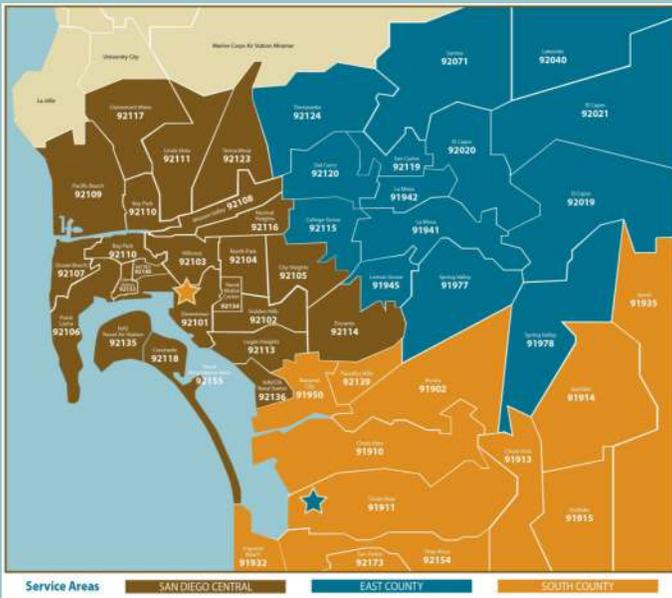
Would you like to have a PACE specialist come to your organization to host an educational presentation? Please call Mercedes Margritz or Amanda Gois at (619) 677-3800.

We also host tours of our PACE locations and educational lunches.

ADDITIONAL DETAILS ABOUT COVERED SERVICES

Doctors and care team	We have primary care physicians and a full team of care providers, including registered nurses, social workers, physical and occupational therapists, dieticians and others. Together, the PACE care team of professionals create a plan of care customized for each PACE participant.
Urgent care	PACE offers 24-hour access to care.
Prescription drugs	PACE covers all medically-necessary prescription drugs and over-the-counter drugs with no co-pay.
Vision services	PACE covers all eye exams, as well as glasses.
Dental	PACE covers routine dental and preventive services including exam, X-rays, cleanings, fillings, and dentures.
Long-term services & supports	PACE covers long-term services and supports including adult day care, nursing home care, meals, nutrition counseling, social services and transportation.
Transportation	PACE provides all medically-necessary door to door transportation to the PACE center for activities or medical appointments. Our participants can also get transportation to medical appointments in the community.
Languages	PACE strives to meet the cultural and linguistic needs of the diverse communities we serve by providing bilingual staff and/or interpreters for languages needed including Spanish, Tagalog and Mandarin.
Provider Hospitals	Scripps Mercy, San Diego and Chula Vista

St. Paul's PACE Service Areas



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|-------------------------------|---------------------------------|
| 91902 Bonita | 92107 Ocean Beach |
| 91910 Chula Vista N | 92108 Mission Valley |
| 91911 Chula Vista S | 92109 Pacific/Mission Beach |
| 91913 Chula Vista Eastlake | 92110 Morena/Bay Park |
| 91914 Chula Vista NE | 92111 Linda Vista |
| 91915 Chula Vista SE | 92113 Logan Heights |
| 91932 Imperial Beach | 92114 Encanto |
| 91935 Jamul | 92115 College |
| 91941 La Mesa/Mt. Helix | 92116 Normal Heights/Kensington |
| 91942 La Mesa/Grossmont | 92117 Clairemont |
| 91945 Lemon Grove | 92118 Coronado |
| 91950 National City | 92119 San Carlos |
| 91977 Spring Valley | 92120 Del Cerro/Allied Gardens |
| 91978 Rancho San Diego | 92123 Serra Mesa |
| 92019 El Cajon | 92124 Tierrasanta |
| 92020 El Cajon | 92133 Liberty Station |
| 92021 El Cajon | 92134 Balboa Hospital |
| 92040 Lakeside | 92135 North Island |
| 92071 Santee | 92136 32nd Street Naval Base |
| 92101 Downtown | 92139 Paradise Hills |
| 92102 Golden Hills | 92140 MCRD |
| 92103 Hillcrest/Mission Hills | 92154 Nestor |
| 92104 North Park | 92155 Naval Amphibious Base |
| 92105 City Heights | 92173 San Ysidro |
| 92106 Point Loma | |

Zip codes included in **Central Service Area** but are not residential zips:
 92134 Balboa Hospital 92135 North Island 92136 32nd Street Naval Base
 92140 MCRD 92155 Naval Amphibious Base

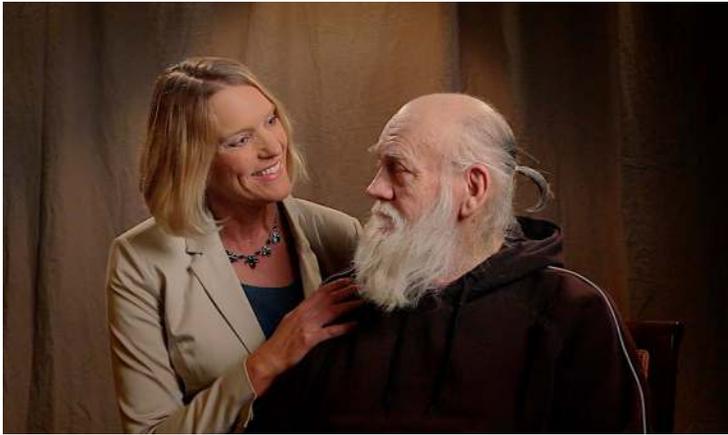
St. Paul's PACE Center locations: 111 Elm Street, San Diego, CA 92101 Tel: (619) 677-3800
630 L Street, Chula Vista, CA 91911 Tel: (619) 271-7100

FREQUENTLY ASKED QUESTIONS

How much does PACE cost?

If an individual is eligible for Medi-Cal and Medicare, all PACE services are covered at no additional cost. Medi-Cal beneficiaries who have a share-of-cost remain responsible for their individual share-of-cost.

PACE programs also accept Medi-Cal-only and private-pay individuals.



St. Paul's PACE Dietitian Jane and Participant Don.

How do PACE participants get to the PACE Center and what services are provided there?

Transportation is provided by the PACE program. A specially equipped van picks our PACE participants up at home and brings them to the PACE Center for the day. They may get a medical clinic check-up, physical and rehabilitative therapy, or bathing services, depending on their needs. They will get a hot meal, plus social and recreational activities with other participants at the PACE Center.

Do PACE participants receive in-home services?

Those who are eligible will receive in-home care services. These services must be necessary and approved by the inter-disciplinary team, including but not limited to:

- Personal care (bathing, grooming, dressing)
- Light housekeeping



St. Paul's PACE Participant Victoria and Transportation Supervisor Alberto.

Can individuals who belong to a Medicare HMO also enroll in PACE for long-term care services?

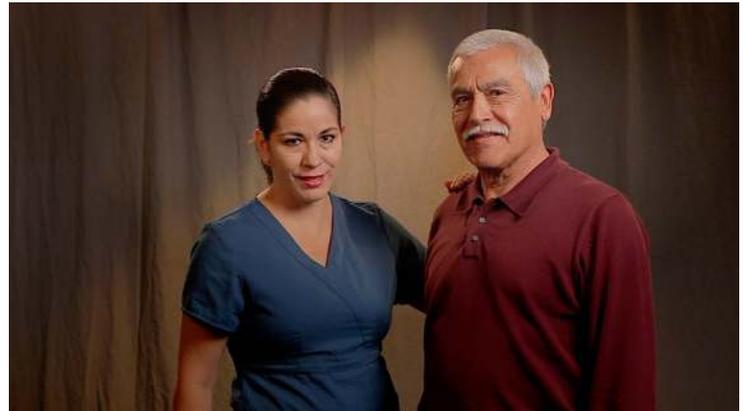
No. They can only enroll in one Medicare health plan. PACE health plans are both Medicare and long-term care providers. By enrolling in a PACE health plan they will be automatically disenrolled from their current Medicare/HMO plan.

What about a PACE participant's personal doctors?

PACE participants must receive all their care from PACE approved doctors and providers and are personally responsible for any unauthorized or out-of-network services. PACE participants have medical care 24 hours a day, 7 days a week, 365 days a year. PACE programs contract with many different medical specialists.

The goal of the PACE program is to provide a plan of care tailored to each participant's individual needs. Each PACE program coordinates medical care, including but not limited to: hearing needs, foot and eye care, medications, rehabilitative therapy, nutrition, dental, recreational activities, home care, and transportation.

PACE program participants receive all health care services that are recommended by the inter-disciplinary team, which is made up of a center manager; physician; clinic and home care nurses; social worker; physical, occupational, speech, and recreational therapists; dietitian; health care aides; and transportation staff.



St. Paul's PACE RN Lorena and Participant Benito.

What happens if a PACE participant needs nursing home care?

The goal of PACE is to keep participants out of a nursing home as long as possible. If at some point it is in the best interest of the participant to receive care in a nursing home, supervision of the participant continues by the interdisciplinary team.

How do individuals join PACE?

The first step is for the individual or caregiver(s) to contact San Diego's PACE program:

St. Paul's PACE at (619) 271-7100. If it appears that the individual is eligible for PACE, St. Paul's PACE will schedule a home visit to tell the individual and caregiver(s) more about PACE. Next they will arrange a tour of the PACE center and finally they will schedule a complete medical and social assessment by our interdisciplinary team.

PACE PARTICIPANT RIGHTS

Enrollment/Disenrollment

Enrollment in PACE is effective the first day of the calendar month following the date the Enrollment Agreement is signed. For example, if the Enrollment Agreement is signed on March 14, the enrollment will be effective on April 1.

After signing the Enrollment Agreement, services from the PACE program continues unless the participant chooses to disenroll from the program (“voluntary disenrollment”) or if the participant no longer meets the conditions of enrollment (“involuntary disenrollment”). The effective date of termination is midnight of the last day of the month following notice of disenrollment.

Participants may disenroll from the PACE program without cause at any time. In certain cases, a PACE program may terminate enrollment, for example if a participant moves out of the program’s service area or no longer meets the level of care required.

When disenrolling, the PACE program will work to transition the individual back into traditional Medi-Cal and/or Medicare services, or another health plan. Medical records will be forwarded as requested and authorized by the senior or designated representative, and referrals to other resources in the community will be made to assure continuity of care.

When an individual disenrolls they are required to continue using PACE services and to pay any monthly fees until the disenrollment becomes effective.

If the senior is hospitalized or undergoing a course of treatment at the time disenrollment becomes effective, the PACE program has the responsibility to continue providing services until the individual is reinstated with traditional Medi-Cal and/or Medicare or is enrolled in another health plan.

Appeals/Grievances

PACE participants or their family members or representatives may file a grievance relating to delivery of services or quality of care up to 180 days following the incident or action that is the subject of the grievance. Grievances must be filed with the PACE program, and will be responded to within 30 days (within 72 hours if the grievance involves imminent threat to the participant’s health).

If, after completing the PACE program’s grievance process, or participating in the program’s grievance process for at least 30 days, the participant is not satisfied, he/she may request a review by the Medi-Cal Ombudsman unit.

A PACE participant may additionally appeal the PACE program’s denial of coverage or payment for any service, including a denial, reduction, or termination of service. The PACE participant, or his or her family member or representative, must file an appeal either verbally or in writing within 180 calendar days of the date coverage or payment for the service was denied. The PACE program must respond to each appeal within 30 days (72 hours for situations in which the participant believes that his or her life, health, or ability to regain or maintain maximum function would be seriously jeopardized).

At any time during either the grievance or appeals process up until 90 days from the date of resolution, a participant, or designated representative(s), may also request a fair hearing from the Department of Social Services.

PACE PROGRAM NETWORK RESTRICTIONS

Primary Care Physician (PCP)

PACE programs employ primary care physicians who specialize in caring for older adults. Upon joining the program, the individual transfers their care to one of the PACE primary care physicians. All PACE programs have extensive and growing networks of specialists within their communities.

In-Home Supportive Services (IHSS)

When an individual enrolls in PACE, all home based medical and personal care services will be coordinated by the PACE care team and delivered by a fully trained and qualified PACE employee. Therefore the participant must disenroll from IHSS to enroll in the more comprehensive PACE program. PACE home care services are provided as needed and approved by the PACE interdisciplinary team and may include light house cleaning, bathing, shopping, meal preparation, laundry services and more.



St. Paul's PACE RN Alexandra with Participant Indalecio.

St. PAUL'S PACE PARTICIPANT TESTIMONIALS

"The care that PACE gives us is excellent, they give us a lot of love. My doctor is first rate."

"I am happy and thankful to have found PACE, I would be in a nursing home otherwise."

"I enjoy PACE very much, I love going for visits and I really appreciate the home care."

"My life has changed tremendously, thank God for PACE."

"PACE is my home away from home and I love everyone here."



"Now I know where all the Angels are, they work at PACE."
- Greta



"The Staff at PACE are great. They are helpful and friendly and very patient. This is the best program I have ever found, they keep my father safe and at home, I couldn't do it without them.

- Judy

"I appreciate PACE, especially what physical therapy has done for my legs. I can now walk short distances. The meals are fabulous and the clinic is always there when I need them.

Transportation does a great job getting me to PACE and home."

- Teresa



"PACE picks me up from home and takes me to all of my doctor's appointments."

- Consuelo M.

"I really love PACE. The staff are gracious and kind as well as efficient and courteous."

- Robert

"God has blessed me with the best help and someone who understands me, PACE."

- Bernard

