This All-County Information Notice (ACIN) provides guidance to counties regarding the submission of Health Care Certifications (SOC 873) during the coronavirus (COVID-19) response.
March 30, 2020

ALL COUNTY INFORMATION NOTICE NO. I-28-20

TO: ALL COUNTY WELFARE DIRECTORS
    ALL IN-HOME SUPPORTIVE SERVICES PROGRAM MANAGERS

SUBJECT: SUBMISSION OF HEALTH CARE CERTIFICATION FORM (SOC 873) DURING THE CORONAVIRUS (COVID-19) RESPONSE

REFERENCE: WELFARE AND INSTITUTIONS CODE (WIC) SECTION 12309.1; MANUAL OF POLICIES AND PROCEDURES (MPP) SECTION 30-754; EXECUTIVE ORDER N-33-20

This All County Information Notice (ACIN) provides guidance to counties regarding an exception to the requirement that all In-Home Supportive Services (IHSS) applicants submit a Health Care Certification (SOC 873) prior to the authorization of IHSS services to applicants. The application of this exception during the COVID-19 emergency is effective immediately upon release of this ACL and continues in force until June 30, 2020.

The WIC Section 12309.1 and MPP Section 30-754 specify that a recipient must submit an SOC 873 completed by a licensed health care provider prior to the authorization of IHSS services. However, an exception to this requirement may be made when the recipient is at imminent risk of out of home placement, (WIC Section 12309.1(a)(2)(B) and MPP Section 30-754.62.) Applicants who are granted this exception may be authorized IHSS pending the county’s receipt of the SOC 873 and are permitted 45 days from the date of the county’s request for the SOC 873 to submit the form. Applicants who receive the exception may be granted an additional 45 days to submit the SOC 873 if they have “good cause” to do so. The MPP Section 30-754.641 states that “good cause means a substantial and compelling reason beyond the control of the applicant who has been granted an exception.”

On March 19, 2020, Governor Gavin Newson issued Executive Order N-33-20 which specified that all non-critical California residents should remain in their residences in an effort to reduce the spread of COVID-19. Furthermore, it ordered the health care delivery system to prioritize those who are most vulnerable. To alleviate the
non-essential workload of existing California health care workers and to ensure IHSS applicants are not penalized for delays in their ability to complete an SOC 873, the California Department of Social Services will allow the county to consider all new IHSS applicants who are unable to obtain a SOC 873 from his/her licensed health care provider due to the redirection efforts to address the COVID-19 pandemic, to be at imminent risk of out of home placement. In addition, because these applicants have a substantial and compelling reason beyond their control which prevents them from submitting the SOC 873 within 45 days, they should be determined to have “good cause” for the delay and be granted an additional 45 days, from the date it is requested by the county, to submit their SOC 873.

Accordingly, effective immediately upon release of this ACL and for 90 days thereafter, counties may authorize IHSS services pending the receipt of the SOC 873, for individuals who meet all other IHSS eligibility requirements, and the recipient shall have up to 90 days from the date it was requested by the county to submit the SOC 873.

Questions or requests for clarification regarding the information in this letter should be directed to the Adult Programs Division, Policy and Quality Assurance Branch, Policy and Operations Bureau at (916) 651-5350.

Sincerely,

ORIGINAL DOCUMENT SIGNED BY

DEBBI THOMSON
Deputy Director
Adult Programs Division