

Performance Improvement:

Case Management Optimization Support Team (CMOST)

What is **CMOST** ?

The **Case Management Optimization Support Team (CMOST)** partners with case managers to navigate ICMS requirements, clarify expectations, and connect you to resources.

We provide guidance, tools, and technical assistance to support care coordination, documentation, and overall performance.



**Snapshot guidance
and documentation
support**



**Resources, tip
sheets, and best
practices**



**Office Hours,
1:1 support, and
team connections**

ICMS *Resources & Tools*

PH ICMS Information Center

Your **one-stop hub** for ICMS resources:

- Guides, Tip Sheets, and Forms
- Trainings & Office Hours
- System Tools & Navigation Support
- ICMS Snapshot Updates

Popular Tip Sheets Include:

- Outreach & Engagement
- Permanent Housing Retention Assistance
- Mental Health & Substance Use Care Navigation
- Decluttering Using Harm Reduction
- Transition of Care (TOC)
- *And more available in the Information Center*

Scan below to access resources:



ENROLLMENT AND BILLING INFORMATION

- Receiving Pre-Match
- **TLS**
- ICMS Billing Rate
- ICMS Check-In Date

IDENTITY AND LOCATION INFORMATION

- Client Demographics
- Household Composition

CURRENT RESOURCES AND STATUSES

- Main Income Source
- Medi-Cal Status & Possibly Deceased/Incarcerated
- Current ICMS Status
- **Geographic Preference(s) for Housing**
- **Universal Housing Application (UHA) Status**
- Move-In & Out Date
- Permanently Housed
- **Mobility/Accessibility Needs**
- **Disabilities**
- **Living with HIV/AIDS**
- **Prior Criminal Justice System Involvement**
- Assessment Scores
- ER & Inpatient Visits

SERVICE DELIVERY & DOCUMENTATION TRACKING

- Consents (NOPP & UC) & CalAIM Verbal Opt-In
- **Most Recent Demographic Profile Update**
- **Most Recent Household Composition Profile Update**
- **Most Recent Medical Profile Update**
- **Most Recent Legal Profile Update**
- Most Recent PH Update
- Most Recent Assessments
- Care Plan Action Steps
- Eligible Services Recorded for This Month

CARE TEAM

- ICMS Case Manager
- Property Manager
- Interim Housing Provider
- Brilliant Corners Housing Coordinator
- DMH Mental Health Services Provider
- IHHS/IHCG Caregiver

ALERTS

- Housing Navigation Action Step Needed
- Health Care Action Step Needed



Salmon-colored cells highlight items that may need review or action.

ICMS Consents

Consents (NOPP & Universal Consent)

Why it matters:

- Supports **care coordination and referrals**
- Protects participant **privacy and rights**

Key Reminders:

- **Referrals cannot be made without adequate consent on file** ⚠️
- Review declined consents every **6 months**
- Error(s) in Uploaded Document
- New UC as of March 1, 2026

CalAIM Verbal Opt-In

- Housing Navigation (HN) and Tenancy Sustaining Services (TSS)
- Conversation with participant is required (**no document upload needed**)
- Record status in CHAMP (**Provided or Declined**)
- Revisit declined status every **6 months**

💡 *Monitor the Snapshot for “**Error(s) in Uploaded Document**” and update or re-upload corrected documents as needed.*

Health Promotions

MEDI-CAL COVERAGE

Key Statuses:

- **Expiring:** coverage active but ending soon
- **Inactive:** no active Medi-Cal coverage.

What to Do:

- Support participant with renewal or reinstatement
- Update Care Plan to track next steps
- Use BenefitsCal or DPSS to apply/renew

Additional Indicators:

Possibly Incarcerated: follow up with BenefitsCal or DPSS

Possibly Deceased: verify and take appropriate action

TRANSITION OF CARE (TOC)

When Action is Needed:

- **TOC Visit Needed:** no TOC service recorded
- **Consent Needed:** Universal Consent not on file

Where to Check:

- Hospitalization Log (Snapshot)
- ER/Inpatient columns (past 2 weeks & 6 months)

ICMS Quality Control

- **Consent (NOPP & UC) - Referrals cannot be made without adequate consent on file**
 - Error(s) in Uploaded Document
 - Check the 3 boxes left of initials
 - New Consent form as of 3/1/26
- **Medi-Cal Coverage**
 - Possible Incarcerated
 - Possible Deceased
- **Ph Updates**
 - Save button
 - Primary CM only
- **Future Dated Entries**
 - Assessments
 - Care Plans
 - Services
 - Move-In Dates

Information from health care providers about my mental health diagnosis or treatment that is protected under Welfare and Institutions Code § 5328 (excluding psychotherapy notes) _____ (initial)

Information from substance use disorder programs (includes substance use disorder diagnoses and medications, inpatient stays and outpatient visits or residential treatment, provider names and contact information, and names of the treatment programs) that is protected under 42 C.F.R. Part 2 and/or State law (excluding substance use disorder counseling notes) _____ (initial)

Information about my HIV/AIDS test results _____ (initial)

PATIENT HIM LABEL

WHEN SAVING PH UPDATES

✓ Always click

✓ Save

✗ Never click

✓ No Changes

Case Manager Spotlight Announcement



Finalizing photo / information release soon!
Stay tuned!

We're Here to Support You!

Case Management Optimization Support Team (CMOST)

- Answer questions and provide clarification
- Offer 1:1 screen shares
- Host Office Hours (virtual & in-person)
- Share Snapshot guidance and best practices

Contact us:

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