

## Network Provider Update

To: Medi-Cal network participants

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Subject: **All Plan Letter 23-009: Authorizations for Post-Stabilization Care Services**

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The Department of Health Care Services (DHCS) recently issued [All Plan Letter \(APL\) 23-009](#), "Authorizations for Post-Stabilization Care Services." We are sharing a summary of this APL with you to ensure you are aware of the information, and you can apply the information to your practice or facility operations, where appropriate.

APL 23-009 informs managed care plans (MCPs) such as Blue Shield of California Promise Health Plan about their responsibility to authorize post-stabilization care services when a member is stable but the healthcare provider believes they require additional medically necessary care.

### APL summary

- The California Code of Regulations states that MCPs "shall approve or disapprove a healthcare provider's request for authorization to provide necessary post-stabilization medical care within one half hour of the request." If the MCP does not approve or disapprove within one half hour of the request, the services are considered authorized.
- APL 23-009 clarifies that the provider requesting post-stabilization care services may be out of network, as well as in network.
- The APL describes situations where MCPs may be financially responsible for post-stabilization care services.
- Documentation requirements include, but are not limited to, the date and time of the request, the name of the requesting provider, and the name of the MCP representative who is responding to the request for post-stabilization care services.

This summary is only meant as a brief description of the APL. Please see the APL itself for additional information.

The full text of APL 23-009 may be found at this URL:

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2023/APL23-009.pdf>  
(Links to the DHCS.ca.gov website will take you off the Blue Shield Promise website.)

If you have questions about how Blue Shield Promise manages post-stabilization care, please contact Provider Services via Live Chat after logging in at [blueshieldca.com/provider](https://blueshieldca.com/provider) or call (800) 468-9935 from 6 a.m. to 6:30 p.m., Monday through Friday.