

## Long-Term Services Liaisons

In accordance with Department of Health Care Services All Plan Letter 23-004, "Skilled Nursing Facilities -- Long Term Care Benefit Standardization and Transition of Members to Managed Care," Blue Shield of California Promise Health Plan has designated **Valeria Thompson, Amber Roldan, and Susan Barnes** as Long-Term Services Liaisons.

**Please note that our authorization and claims processes remain unchanged. We ask that you continue to follow the instructions in the provider manual and contact a liaison if you have a question.**

Contact details for your files:

**Valeria Thompson, Long-Term Services Liaison for Los Angeles County**

Email: [PHPSNFProvInquiries@blueshieldca.com](mailto:PHPSNFProvInquiries@blueshieldca.com)

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**Amber Roldan, Long-Term Services Liaison for San Diego County**

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**Susan Barnes, Utilization Management**

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Ms. Thompson, Ms Roldan, and Ms. Barnes are available Monday through Friday, from 8 a.m. to 5 p.m., to assist your facility in addressing claims and payment inquiries and managing care transitions to best support members' needs.