

Network Provider Update

To: Medi-Cal network participants

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Subject: Redetermination process to resume for Medi-Cal plans on April 1, 2023

In accordance with the Department of Health Care Services (DHCS) [All Plan Letter \(APL\) 20-011](#) and in response to Executive Order N-55-20, all Medi-Cal renewals and redeterminations that would discontinue or reduce coverage were paused during the COVID-19 Public Health Emergency (PHE).

On January 13, 2023, DHCS updated the [Medi-Cal COVID-19 PHE and Continuous Coverage Unwinding Operational Plan](#) to incorporate policy changes as a result of the federal [Consolidated Appropriations Act \(CAA\) of 2023](#) enacted on December 29, 2022, and corresponding guidance released from the Centers for Medicare & Medicaid Services (CMS) in the form of a [CMCS Informational Bulletin on January 5, 2023](#). Under the CAA of 2023, expiration of the continuous enrollment condition will no longer be tied to the end of the PHE. The continuous enrollment condition will end on March 31, 2023. The updated plan reflects untying the continuous coverage requirement from the PHE as of April 1, 2023, setting the stage for the resumption of Medi-Cal redeterminations.

New on Provider Connection! Check your patients' Medi-Cal redetermination date

To ensure ongoing access to care, you can now conveniently check your patients' Medi-Cal redetermination date on your member roster at the Blue Shield of California [Provider Connection](#) website by going to *Eligibility & benefits > Member roster > Redetermined members*. This new functionality shows which members have an upcoming redetermination date within the next 90 days on the member roster. This allows you to see which members need outreach to act on their health plan.

If you have any questions about member rosters or Provider Connection, please contact Provider Services at (800) 468-9935, Monday through Friday, from 6 a.m. to 6:30 p.m.

How to advise members on updating their contact information and renewing Medi-Cal coverage

It is important for members to update their contact information or household changes as soon as possible. Members can report changes to keep their Medi-Cal coverage and to continue receiving information, such as renewal packets, benefit change notices, or other vital reminders.

Los Angeles – Members located in Los Angeles may renew or restore their Medi-Cal coverage in person at their local Department of Public Social Services (DPSS) office, call the DPSS Hotline at (866) 613-3777 [TTY: (800) 660-4026] or visit www.benefitscal.com.

San Diego – Members in San Diego may renew or restore their Medi-Cal coverage in person at their local San Diego County Health and Human Services Agency, call ACCESS Customer Service Call Center at (866) 262-9881 [TDD: 711], or visit www.mybenefitscalwin.org.

Please direct Blue Shield of California Promise Health Plan members with questions about their plan or program coverage to call our Retention Unit at **(855) 636-5251**, Monday through Friday, 8 a.m. to 6 p.m.