



601 12th Street
Oakland, CA 94607

February 5, 2024

Subject: Notification of required regulatory updates to the Blue Shield *Hospital and Facility Guidelines Manual*

Dear Provider:

Blue Shield is revising the *Hospital and Facility Guidelines Manual (Manual)*. The changes in the provider manual section listed below are a regulatory update, not subject to negotiation and effective January 31, 2024.

All updates included in this letter will appear in the January, 2024 version of the *Hospital and Facility Guidelines Manual* posted by January 31, 2024 on the Provider Connection website at www.blueshieldca.com/provider in the *Provider Manuals* section under *Guidelines & resources*.

You may also request a PDF version of the revised *Hospital and Facility Guidelines Manual* be emailed to you or mailed to you in CD format by emailing providermanuals@blueshieldca.com.

The *Hospital and Facility Guidelines Manual* is included by reference in the agreement between Blue Shield of California (Blue Shield) and the hospitals and other facilities contracted with Blue Shield. If a conflict arises between the *Hospital and Facility Guidelines Manual* and the agreement held by the hospital or other facility and Blue Shield, the agreement prevails.

If you have any questions regarding this notice or about the revisions to be published in the January, 2024 version of this *Manual*, please contact your Blue Shield Provider Relations Coordinator.

Sincerely,

A handwritten signature in black ink, appearing to read "Aliza Arjoyan", with a horizontal line extending to the right.

Aliza Arjoyan
Senior Vice President
Provider Partnerships and Network Management

Section 2: Hospital and Facility Responsibilities

Added the following section to comply with AB 133 which mandates the creation of the California Health and Human Services Data Exchange Framework for commercial providers. This update is effective 1/31/24:

Health Information Data and Record Sharing with Blue Shield

Providers shall comply with State requirements regarding electronic health record data exchange, including without limitation those outlined in the California Health and Human Services Data Exchange Framework, and the compliance milestones established for Calendar Year 2022-2024 and other program policy and procedure requirements, and additional state and federal regulations as applicable, and as updated and amended from time to time. Such program requirements and State law, implementing regulations and regulatory guidance shall govern the sharing of electronic health record data beginning January 31, 2024. Blue Shield is able to receive electronic health record data through the following platforms: (i) EPIC Payer platform, (ii) Manifest MedEx platform, and (iii) State Qualifying Health Data Exchange platform. Providers shall participate in and utilize one of the aforementioned options in providing electronic health record data to Blue Shield within the timelines set forth in the State requirements as they may be amended from time to time. For informational purposes, as of January 1, the required timelines include:

On or before January 31, 2024, unless otherwise stated:

- General acute care hospitals, as defined by Section 1250. (Fewer than 100 beds, the compliance date is 1/31/26.)
- Provider and physician organizations and medical groups, as defined by Section 127500.2. (Fewer than 25 physicians, and nonprofit clinics with fewer than 10 providers, the compliance date is 1/31/26.)
- Skilled nursing facilities, as defined by Section 1250, that currently maintain electronic records. (Fewer than 100 beds, the compliance date is 1/31/26.)
- Clinical laboratories, as that term is used in Section 1265 of the Business and Professions Code, and that are regulated by the State Department of Public Health.
- Acute psychiatric hospitals, as defined by Section 1250. (Fewer than 100 beds and state-run acute psychiatric hospitals, the compliance date is 1/31/26.)
- Emergency medical services, as defined by Section 1797.72.