

## Network Provider Update

To: Medi-Cal Network Providers

July 2020

From: Hugo Florez   
Vice President  
Blue Shield of California Promise Health Plan

Page 1 of 2

### Subject: Department of Health Care Services COVID-19 All Plan Letters Bulletin – June revisions

---

The Department of Health Care Services (DHCS) has issued several All Plan Letters (APLs) to Medi-Cal managed care providers in response to the current COVID-19 crisis. During the month of June 2020, APL 20-004 and APL 20-011 were revised. We are sharing summaries of these revisions with you to ensure you are aware of the information, and you can apply the information to your practice or facility operations, where appropriate.

Blue Shield of California Promise Health Plan also publishes [COVID-19 information](#) pertaining to Blue Shield Promise Medi-Cal service providers on our website.

#### [APL 20-004 Revisions](#) – (Revised 06/08/2020)

#### Emergency Guidance for Medi-Cal Managed Care Health Plans in Response to COVID-19

- **Well Child Visits** – Adds recommendations from the American Academy of Pediatrics (AAP)/Bright Futures for well-child visits: “Well visits for children may be initiated through telehealth, recognizing that some elements of the well exam should be completed in person. These elements include, at a minimum: the comprehensive physical exam; office testing, including laboratory testing; hearing, vision, and oral health screening; fluoride varnish; and immunizations.” Visits initiated virtually and completed in person should be billed as one encounter.
- **Member Eligibility** – Medi-Cal beneficiaries who have active eligibility, but are in an MCP HOLD status in the Medi-Cal Eligibility Data System are not without coverage; these individuals would access services through the Medi-Cal FFS providers.
- **Temporary Reinstatement of Acetaminophen and Cough/Cold Medicines** – These over-the-counter medicines will be treated as covered benefits with the Medi-Cal FFS program during the COVID-19 emergency because, “These treatments are often the safest, most effective and least costly alternatives for the population most at risk.” They may be prescribed without prior authorization.
- **Temporary Addition of Provider Types at FQHCs and RHCs** – Services provided by Associate Clinical Social Workers (ACSWs) and Associate Marriage and Family Therapists (AMFTs) at Federally Qualified Health Centers (FQHCs) and Rural Health Clinics (RHCs) may be charged as billable visits during the COVID-19 emergency. However, licensed behavioral health practitioners must supervise and assume the liability for these services.

(CONTINUED ON NEXT PAGE)

[APL 20-011](#) – (Revised 06/12//2020)

**Governor's Executive Order N-55-20 in Response to COVID-19**

In addition to temporarily suspending the contractual requirement for in-person site reviews, medical audits of managed care plan (MCP) subcontractors and network providers, and similar monitoring activities, this order also suspends all requirements outlined in [APL 20-006](#) during the COVID-19 emergency and for an additional 6 months following.

MCPs who want to proceed with their scheduled annual medical audits may do so, and the audits will be performed with minimal physical contact. Alternatively, audits may be rescheduled to a later time.

These summaries are only meant as a brief description of the APLs. Please see the APLs themselves for the complete requirements. The full text of all DHCS managed care APLs may be found at this URL: <https://www.dhcs.ca.gov/formsandpubs/Pages/AllPlanLetters.aspx>.

Links to the DHCS.ca.gov website will take you off of the Blue Shield Promise website.

If you have questions about applying any of the information in this notice to Blue Shield Promise members, please call our Provider Customer Care Department at **(800) 468-9935** from 8 a.m. to 5 p.m., Monday through Friday.

TBSP11161 (7/20)