

Network Provider Update

To: Medi-Cal network participants

November 2024

From: Melinda Kjer
Director, Provider Relations and Contracting

Subject: **All Plan Letter 24-013: Managed Care Plan Child Welfare Liaison**

The Department of Health Care Services (DHCS) recently issued [All Plan Letter \(APL\) 24-013](#), "Managed Care Plan Child Welfare Liaison." 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.

Effective January 1, 2024, APL 24-013 advises managed care plans (MCPs) such as Blue Shield of California Promise Health Plan to designate a Child Welfare Liaison to ensure the needs of members involved with child welfare and foster care are met. This role was formerly referred to as the Foster Care Liaison. The APL revises guidance on the responsibilities of the role, in addition to changing the name.

APL summary

- MCPs are advised to designate an appropriate number of staff to serve as the MCP Child Welfare Liaison(s) to meet the needs of children and youth involved in child welfare in each county of the MCP's service area.
- Liaisons assist MCP and county welfare staff with care coordination, serving as a point of contact when needed to remove obstacles to service access and resolve escalated issues.
- Additional Child Welfare Liaison responsibilities include:
 - Collaborating with Enhanced Care Management staff on referral pathways
 - Supporting member enrollment and disenrollment
 - Assisting with benefits and services navigation
 - Coordinating with other MCP liaisons, including long-term services and supports liaisons and tribal liaisons
 - Attending quarterly meetings with local county child welfare agencies
 - Participating in quality improvement activities
 - Ensuring compliance with training and educational provisions
 - Helping MCP staff and providers understand the [Foster Youth Bill of Rights](#)
 - Supporting MCP staff and providers in the use of trauma-informed approaches
- MCP Child Welfare Liaisons should have expertise, experience or training in the following:
 - Child welfare services and county behavioral services
 - County coordination and assessment processes
 - Trauma-informed care practices
- MCPs may also look for liaisons who have a master's degree and/or training in social work, public health nursing, or another related field; familiarity with Medi-Cal enrollment and disenrollment processes; experience coordinating care with child welfare services and juvenile justice systems; and an understanding of the Foster Care Bill of Rights.

- MCPs are advised to notify the county child welfare agency and DHCS of any change in the designated MCP Child Welfare Liaison no later than 5 working days after, and to submit their liaison contact information to the Liaison Directory on the Managed Care Operations Division Submission Portal. Delegated subcontractors who serve children and youth involved with child welfare are also advised to submit the contact information of their Child Welfare Liaison(s).

This summary is only meant as a brief description of the APL. Please see the APL itself for additional background and the complete requirements. The full text of APL 24-013 may be found at this URL: <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL%202024/APL24-013.pdf> (Links to the DHCS.ca.gov website will take you off of the Blue Shield Promise website.)

If you have questions about applying a benefit to our members, please contact Blue Shield Promise Provider Services via Live Chat after logging in at www.blueshieldca.com/provider or call **(800) 468-9935** from 6 a.m. to 6:30 p.m., Monday through Friday.