

## COVID-19 Guidance for Medi-Cal Providers

For: Blue Shield of California Promise Health Plan participants

October 2022

Subject: COVID-19 treatment guidance

Updated March 2023

Blue Shield of California Promise Health Plan (“Blue Shield Promise”) will continue to support the health, safety, and well-being of health plan members during the COVID-19 public health emergency, and remain committed to working closely with you, our dedicated network participants, as you continue to provide care on the front lines. As changes in laws, mandates and business decisions occur, we will update you regarding business policy or other requirements necessary for supporting the care you are providing to our members.

In alignment with the requirements of Department of Health Care Services [All Plan Letter 22-009](#), “COVID-19 Guidance for Medi-Cal Managed Care Health Plans,” we have provided the following information and links to support you as you treat plan members for COVID-19 and support COVID-19 prevention.

### Key information

- Appointments for patients who have COVID-19 symptoms and/or test positive for COVID-19 are to be considered **urgent** and access to therapeutics should be expedited according to contractual requirements for timeliness. Telehealth services may be used to facilitate access.
- The California Department of Public Health (CDPH) Therapeutics Task Force has issued a [COVID-19 Test-to-Treat Playbook](#). “Test-to-treat” as a concept applies to any effort to expedite the key elements of (1) testing, (2) prescriber access, and (3) medication dispensing. **Please read the playbook so you can follow its guidelines as needed.**
- Please continue to encourage patients to receive COVID-19 vaccinations and boosters according to their eligibility. Read [Communication Skills for Talking about COVID Vaccines](#) for helpful tips on conducting these conversations.
- Members who are severely immunocompromised (as defined in the Test-to-Treat playbook, Section 2.5) should be advised about additional prophylaxis options to prevent them becoming seriously ill with COVID-19.
- Please be ready to inform members about where they can receive COVID-19 vaccinations, tests, medications, and any other appropriate treatments. The links below contain therapeutics locator resources for both providers and members. Medi-Cal members may also access COVID-19 therapeutics via mail order if needed.

## Resources

- CDPH Therapeutics Task Force [COVID-19 Test-to-Treat Playbook](#)
- [How to Become a Test-to-Treat Site](#) – Providers will need to contact their local health department to be vetted.
- [COVID-19 therapeutic infusion sites](#) in the Blue Shield Promise network
- The federal Department of Health and Human Services (HHS) has issued guidance and resources regarding COVID-19 therapeutics. That information can be found at the following websites:

### FOR PROVIDERS

- [Administration for Strategic Preparedness & Response](#)
- [Therapeutics Locator for Providers](#) – use to confirm if the patient’s pharmacy of choice carries COVID-19 therapeutics
- [National Institutes of Health COVID-19 Treatment Guidelines](#)

### FOR PATIENTS

- [Centers for Disease Control and Prevention COVID-19 Treatments and Medications](#)
- [COVID-19 Treatment Locator for Patients](#) – or call 1-800-232-0233

To check eligibility, benefits or claims status, please visit our Provider Connection website at [blueshieldca.com/provider](https://blueshieldca.com/provider), and/or contact our Provider Services team at **(800) 468-9935** if you have any questions from 6 a.m. to 6:30 p.m., Monday through Friday.