



Promise Health Plan

3840 Kilroy Airport Way  
Long Beach, CA 90806

April 23, 2025

**Subject: Notification of July 2025 Updates to the *Blue Shield Promise Health Plan Nursing Facilities Reference Guide***

Dear Provider:

Blue Shield Promise is revising the *Blue Shield Promise Health Plan Nursing Facilities Reference Guide* (Reference Guide). The changes in each provider manual section listed below are effective July 1, 2025.

On that date, you can search and download the revised manual on the Blue Shield Promise Provider website at [www.blueshieldca.com/en/bsp/providers](http://www.blueshieldca.com/en/bsp/providers). Click on *Provider manuals* under the *policies & guidelines* heading in the middle of the page.

You may also request a PDF version of the revised *Blue Shield Promise Health Plan Nursing Facilities Reference Guide* be emailed to you or mailed to you in CD format, once it is published, by emailing [providermanuals@blueshieldca.com](mailto:providermanuals@blueshieldca.com).

The *Blue Shield Promise Health Plan Nursing Facilities Reference Guide* is included by reference in the agreement between Blue Shield of California Promise Health Plan (Blue Shield Promise) and those Medi-Cal providers contracted with Blue Shield Promise. If a conflict arises between the *Blue Shield Promise Health Plan Nursing Facilities Reference Guide* and the agreement held by the provider and Blue Shield Promise, the agreement prevails.

If you have any questions regarding this notice or about the revisions that will be published in the July 2025 version of this Reference Guide, please contact Blue Shield Promise Provider Customer Services at (800) 468-9935 [TTY 711] 6 a.m. to 6:30 p.m., Monday through Friday.

Sincerely,

A handwritten signature in black ink, appearing to read "Aliza", followed by a horizontal line.

Aliza Arjoyan  
Senior Vice President  
Provider Partnerships and Network Management

**Updates to the July 2025**  
***Blue Shield Promise Health Plan Nursing Facilities Reference Guide***

**Claims**

***Added***, in boldface type, the following bullet points in list of Medi-Cal claims process activities to comply with All Plan Letters (APLs) 24-009, 24-010 and 24-011. To view these APLs, please visit <https://www.blueshieldca.com/en/bsp/providers/policies-guidelines-standards-forms/all-plan-letters> and click on 2024 APL Summaries.

Medi-Cal Claims

- At least 90% of claims are processed within 30 calendar days of receipt, 95% within 45 working days of receipt, or 99% within 90 calendar days of receipt.
- **Medi-Cal Fee For Service (FFS) per diem rates may be updated by the Department of Health Care Services (DHCS) from time to time for specified dates of service. The Medi-Cal FFS per diem rate published for the latest dates of service remains effective for subsequent dates of services, until such time that an updated per diem rate is published for subsequent dates of service. Blue Shield Promise will implement payment of the updated per diem rate on a prospective basis for all claims with applicable dates of service, received on or after 30 working days of being notified by DHCS that the updated rates are published.**
- If additional amounts are owed retroactively and the terms of this state directed payment to an LTC provider on any claims for applicable dates of service that were processed prior to Blue Shield Promise implementing the updated per diem rates on a prospective basis, then Blue Shield Promise will pay any necessary retroactive adjustments within 45 working days after being notified by DHCS that the updated rates are published.
- Blue Shield Promise will retroactively reprocess claims for specified dates of service to effectuate the update rate automatically, without requiring manual reprocessing or resubmission by the provider.

**Health Information and Data Record Sharing with Blue Shield Promise**

***Added***, in accordance with AB 2843, the following language, which defines “sensitive services” and explains claims submission restrictions for specific types of “sensitive services.”:

Sensitive Services

“Sensitive services” are health care services related to mental or behavioral health, sexual and reproductive health, sexually transmitted infections, substance use disorder, gender affirming care, intimate partner violence, and rape or sexual assault.

Claims submitted for services related to rape and/or sexual assault are excluded from any cost sharing (pursuant to AB 2843). Blue Shield Promise is prohibited from requiring that a police report be filed, for charges to be brought against the assailant, or for an assailant to be convicted; to provide the covered services.