



Promise Health Plan

3840 Kilroy Airport Way
Long Beach, CA 90806

October 16, 2024

Subject: Notification of January 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 January 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. 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.

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 January 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 Arjoyan", with a horizontal line extending to the right.

Aliza Arjoyan
Senior Vice President
Provider Partnerships and Network Management

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

Continuity of Care

Updated the following language discussing how the plan will administer Nursing Facility Services, in boldface type and strikethrough:

Blue Shield Promise will follow **APL 23-022** ~~DPL 13-005~~ as it pertains to how we will administer Nursing Facility Services. Refer to the claims section for payment for out-of-network (OON) providers.

Services that Require Prior Authorization

Added language indicating the Promise Prior Authorization List can be found on our website at www.blueshieldca.com/en/bsp/providers/clinical-policies-and-guidelines/pa-list.

Health Information and Data Record Sharing with Blue Shield Promise

Added, in compliance with AB 352, the following language, which explains health information standards for the storage and sharing of specified sensitive services records:

Sensitive Health Information

Under California's existing Reproductive Privacy Act and the Confidentiality of Medical Information Act (CMIA), individuals have a fundamental right to privacy regarding their reproductive/medical decisions. Unauthorized disclosure of medical information is generally prohibited. California Assembly Bill 352 (AB 352) introduced significant changes to how Health Insurance Companies, Managed Health Care Organizations and their downstream/related entities are required to handle sensitive health information, including but not limited to reproductive health, abortion, and transgender services.

AB 352 expands the previously existing privacy requirements, specifying that on or before July 1, 2024, electronic health record (EHR) systems that store such information are required to adhere to additional provisions regarding medical information related to gender-affirming care, abortion and abortion-related services, and contraception ("sensitive services.").

Specifically, EHR systems that collect and store data on behalf of providers and other organizations are required to:

- Ensure limited user access to all medical information, such that, specific medical information related to sensitive services is only accessible to the parties that are authorized to access that specific information.
- Prevent disclosure, access, transfer, transmission, or processing of sensitive services medical information to any person or entities outside of California.
- Segregate and differentiate any medical information related to sensitive services in a patient's record.
- Automatically disable access to any segregated medical information related to sensitive services by individuals and entities in any other state.

By law, Blue Shield Promise and providers must comply with these requirements. As such, Blue Shield Promise expects that providers have systems and processes in place to address data sharing/disclosure requirements.