

# FAQ

## for Intermediate Care Facility/Developmentally Disabled (ICF/DD) Providers

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## Introduction

### 1. What's changing?

Effective January 1, 2024, Intermediate Care Facilities transition from fee-for-service (state pays providers) to managed care (managed care plan pays providers) for Medi-Cal beneficiaries statewide.

### 2. What's not changing?

There will be no disruption in access to care or services and there will be no changes to the required services provided by ICF/DD homes included in their per diem rate. Any health care service currently paid for via Medi-Cal Fee-for-Service (FFS) will be authorized and paid for by Blue Shield Promise at the same rate specified in the facility per diem payment rate established by the Department of Health Care Services (DHCS) for ICF/DD services.

The existing infrastructure for individuals with developmental disabilities will stay the same. This includes Lanterman Act protections and the roles and responsibilities of Regional Centers identified in the Individual Program Plan (IPP.)

### 3. What is Blue Shield Promise?

Blue Shield of California Promise Health Plan is a managed care plan (MCP), wholly owned by Blue Shield of California, offering Medi-Cal, Medicare, and Dual Eligible Special Needs Plans. It is led by healthcare professionals with a "members-first" philosophy and is committed to building a quality network of providers and partnering with community organizations for its members.

## Contracting

### 4. How will ICF/DD providers contract with Blue Shield Promise?

The contracting process begins with the ICF/DD home provider completing a Blue Shield Promise credentialing packet. Providers must meet Blue Shield Promise credentialing requirements and be approved before they can become contracted.

### 5. What are the contracting requirements?

Blue Shield Promise will offer a contract to all ICF/DD, Intermediate Care Facility for the Developmentally Disabled-Habilitative (ICF/DD-H), and Intermediate Care Facility for the Developmentally Disabled Nursing (ICF/DD-N) homes within our Los Angeles and San Diego county service areas that meet California Department of Public Health (CDPH) licensing and Medi-Cal enrollment requirements.

### 6. What is the contracting process timeline?

The credentialing and contracting process takes between three and five months to complete.

## Payments

### 7. Will there be a difference in my payment rates?

Any health care service currently paid for via Medi-Cal FFS will be authorized and paid for by Blue Shield Promise at the same rate specified in the facility per diem payment rate established by DHCS for ICF/DD services.

### 8. Will there be changes to the services provided by ICF/DD homes?

There will be no changes to the required services provided by ICF/DD homes and included in their per diem rate.

**9. How will ICF/DD homes be paid?**

The ICF/DD homes will submit claims and treatment authorization requests (TARs) to Blue Shield Promise instead of to DHCS and will be paid directly by Blue Shield Promise.

**10. How will transportation services be paid?**

Blue Shield Promise will cover nonemergency medical transportation (NEMT) by ambulance, wheelchair van, or litter van for those who cannot use public or private transportation, as well as nonmedical transportation (NMT) by private or public vehicle for people who do not have another way to get to and from their Medi-Cal medical, dental, mental health, and substance use disorder appointments, and to pick up Medi-Cal prescriptions and medical supplies. We will assist with other transportation needs, including covering needed transportation services that are not already included in another service or rate.

The Regional Center will continue to authorize day and related transportation services as indicated on the individual's IPP and bill the cost of those services to the Department of Developmental Services (DDS) on behalf of the ICF/DD home. DDS will continue to pay the ICF/DD home the supplemental payment.

## Continuity of care

**11. What continuity of care protections will be in place for ICF/DD facilities?**

To prevent disruptions in care, residents will automatically be allowed to stay in their current ICF/DD home for 12 months as long as they meet the medical necessity criteria for ICF/DD services.

**12. What continuity of care protections will be in place for authorizations?**

Any existing treatment authorization requests (TARs) already approved by DHCS, will be honored for the first 12 months. Residents will have continued access to their current drug therapy, non-emergency medical transportation (NEMT), non-medical transportation (NMT), and select ancillary services and medical supplies, although there may be a switch to in-network providers.

**13. Will residents be able to continue seeing their current medical providers?**

Blue Shield Promise has a vast provider network that will include many of the same providers as the member's current Medi-Cal plan. If the member's current Medi-Cal provider is not in our network, the member may continue seeing their existing provider for up to 12 months if they provide evidence to Blue Shield Promise that the member has seen the provider for a non-emergency visit in the prior 12 months, the provider meets our professional standards requirements, and the provider agrees to our payment rates.

**14. How can Blue Shield Promise Medi-Cal network providers be found?**

Providers participating in the Blue Shield Promise Medi-Cal network can be located by using the *Find a Doctor* tool at [blueshieldca.com/fad/home](https://blueshieldca.com/fad/home) and selecting "Blue Shield Promise Medi-Cal" as the plan type.

**15. How will residents receive their prescription drugs?**

Blue Shield Promise will work with Medi-Cal Rx to secure any needed prescriptions or items. For more information on Medi-Cal Rx, prescription drug coverage, and pharmacies that take Medi-Cal, you call the *Medi-Cal Rx Customer Service Center* at 1-800-977-2273 or dial 711 for TTY. You can also visit [www.medi-calrx.dhcs.ca.gov](https://www.medi-calrx.dhcs.ca.gov)

**16. Will residents receive new Medi-Cal ID cards?**

Yes, members will receive new ID cards prior to the January 1, 2024, effective date. Current Blue Shield Promise members will be able to keep their existing Subscriber ID.