


## Network Provider Update

To: Medi-Cal and Cal MediConnect\* network participants

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From: Manuel T.G. Enriquez   
Senior Director, Provider Network Management

Subject: **All Plan Letter 22-020: Community-Based Adult Services Emergency Remote Services**

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The Department of Health Care Services (DHCS) recently issued [All Plan Letter \(APL\) 22-020](#), "Community-Based Adult Services Emergency Remote Services." 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.

APL 22-20 describes how remote services may be administered when a public or personal emergency prevents people from receiving services at a community-based adult services (CBAS) center.

### Key information

- Effective October 1, 2022, emergency remote services (ERS) will be among the required services under the CBAS program.
- The ERS program replaces the Temporary Alternative Services program, which ended September 30, 2022.
- Members may receive ERS for up to three consecutive months. After that, the MCP will reassess the situation every three months.
- APL 22-20 defines the circumstances justifying ERS, either due to public emergencies such as state or local disasters or personal emergencies such as serious illness or injury, crises, or care transitions.
- The APL includes requirements for the ERS provider approval process, care coordination, documentation and reporting.
- MCPs and CBAS providers must regularly check the [California Department of Aging website](#) for updated CBAS and ERS letters.

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 22-020 may be found at this URL: <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2022/APL22-020.pdf> (Links to the DHCS.ca.gov website will take you off of the Blue Shield Promise website.)

Please direct questions about serving Blue Shield Promise members to our Provider Services Department at (800) 468-9935 from 6 a.m. to 6:30 p.m., Monday through Friday.

\*Cal MediConnect network participants are responsible for identifying and applying the guidance and requirements that pertain to their patients.