

Network Provider Update

To: Medi-Cal Network Providers

August 2020

From: Hugo Florez 
Vice President, Network Management
Blue Shield of California Promise Health Plan

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Subject: Department of Health Care Services COVID-19 All Plan Letters – Supplements to 2019 APLs

The Department of Health Care Services (DHCS) has issued several All Plan Letters (APLs) to Medi-Cal managed care plans (MCPs) in response to the current COVID-19 crisis. They have also added supplements to APLs posted during 2019 to support the pandemic. We are sharing summaries of these supplements with you to ensure you are aware of the information.

Blue Shield of California Promise Health Plan publishes [COVID-19 information](#), some of which pertains to network Medi-Cal service providers.

We would also like to inform you about the **CalHOPE program**, a crisis support resource that you might find helpful to share with members struggling with mental health issues exacerbated by COVID-19. The CalHOPE website can be found here: <https://calhope.dhcs.ca.gov/Pages/AboutUs.aspx>.

[APL 19-009](#) – (Revised and supplement added 03/18/2020)

Telehealth Services Policy

[Supplement to APL 19-009 \(Revised\): Emergency Telehealth Guidance – COVID-19 Pandemic](#)

Unless otherwise agreed to by the MCP and provider, requires MCPs to reimburse providers for services provided via telehealth at the same rate as they would for an equivalent in-person visit, whether the telehealth service is rendered via telephone or video. This supplemental guidance will remain in effect until further notice.

[APL 19-017](#) – (Supplement published 04/30/20 following original 12/26/2019 publication)

Quality and Performance Improvement Requirements

[Supplement to APL 19-017: Quality and Performance Improvement Adjustments Due to COVID-19](#)

Issued April 30, 2020, this supplement adjusts quality and performance improvement requirements to support public safety during the COVID-19 public health emergency.

“Because MCPs will not be able to report hybrid measures as they normally would, hybrid rates for RY 2020 may not accurately reflect the true provision of services; therefore, DHCS is waiving the requirement to meet the minimum performance level (MPL) for hybrid measures for RY 2020.”

Please refer to the supplement to view the full reporting policy.

These summaries are only meant as a brief description of the APL supplements. Please see the APLs and supplements themselves for the complete requirements. The full text of all DHCS managed care APLs may be found at this URL: <https://www.dhcs.ca.gov/formsandpubs/Pages/AllPlanLetters.aspx>.

Links to the DHCS.ca.gov website will take you off of the Blue Shield Promise website.

If you have questions about applying any of the information in this notice to Blue Shield Promise members, please call our Provider Customer Care Department at **(800) 468-9935** from 8 a.m. to 5 p.m., Monday through Friday.

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