

To: Medi-Cal and Cal MediConnect* Network participants

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Subject: COVID-19 All Plan Letters – APL 22-004 and APL 22-009

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 COVID-19 pandemic. In recent months, APL 22-004 and APL 22-009 were issued to provide guidance regarding continuity of coverage and the latest testing, treatment and prevention requirements. We are sharing a summary of these APL guidelines with you to ensure you are aware of the information.

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

[APL 22-004](#)

Strategic Approaches for Use By Managed Care Plans to Maximize Continuity of Coverage as Normal Eligibility and Enrollment Operations Resume

In preparation for the end of the COVID-19 public health emergency, APL 22-004 recommends MCPs use the following strategies for helping eligible members retain Medi-Cal coverage or transition to Covered California healthcare plans:

- Encourage Medi-Cal beneficiaries to make sure their contact information is up to date at their local county office and to respond promptly to all requests for information.
- Conduct outreach campaigns to all Medi-Cal members regarding eligibility and redetermination.
- Reach out to members whose Medi-Cal eligibility has been recently terminated.
- Share information about qualified health plans with members who have become ineligible for Medi-Cal.
- Join the [DHCS Coverage Ambassadors Program](#).

[APL 22-009](#)

COVID-19 Guidance for Medi-Cal Managed Care Health Plans

APL 22-009 shares information about the latest changes to federal and state requirements for MCP coverage of COVID-19 testing, treatment, and prevention. Please refer to the APL for full details.

These summaries are only meant to serve as brief descriptions of the APL guidelines. Please see the entire APLs for their 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 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.