

PROVIDER ALERT

Page 1 of 1

Access and Availability Reminder

At CalOptima, we understand that these are uncertain and challenging times for our health care providers and members. We appreciate your service and are sending this notice as a friendly reminder of the requirements for access and availability of services for CalOptima members. CalOptima, or the health networks, is required to provide written notification to inform members of any significant changes in the availability or location of covered services, as well as any other significant changes in information, at least 30 calendar days prior to the effective date of such changes.

Please immediately **notify CalOptima Provider Relations at 714-246-8600 or providerservice-sinbox@caloptima.org** to report any of the following events:

- Reduction or change in office hours
- Change in days available
- Change in location where services are provided
- Utilization of telehealth services if no longer seeing patients in office

Notification must also be submitted to your contracted health networks. Additionally, CalOptima encourages providers to communicate any significant changes regarding their access and availability to our members as well.

In the event of a natural disaster or emergency, members are required to be notified by CalOptima or the health networks, in writing, of any significant changes in the availability or location of covered services, as soon as possible, and within 14 calendar days of the change.

Thank you for your cooperation and for the care you provide for CalOptima's members.

“Better. Together.”

Updated 3/25/2020