



PROVIDER UPDATE

What's Inside:

- COVID-19 Virus and Antibody Testing
- OneCare and OneCare Connect Member Education and Outreach Remains Open During COVID-19
- Provisional Postpartum Care Extension
- Recommendations During COVID-19: Addressing Health Disparities
- CalHOPE—Delivering Crisis Support During COVID-19
- Medi-Cal Rx Website is Now Live!
- CCN Prior Authorization Extension Due to COVID-19
- Don't Wait Vaccinate Campaign
- Policies and Procedures Monthly Update
- Health Education: Trainings and Meetings
- Provider Code Updates
- Important Meetings

Attention

CalOptima Community Network Pay for Value Update

The CalOptima Provider Portal was recently updated with the first set of Pay for Value (P4V) CalOptima Community Network (CCN) Provider Report Card and Member Detail files for the month of June, Measurement Year (MY) 2020.

To view, visit the provider portal at:

<https://aerial.carecoordination.medecision.com/caloptima/physician/LoginDefault.aspx>

Once there, access the Group Information section to view the latest P4V CCN Provider Report Card. CalOptima will post P4V CCN Provider Report Cards on a monthly basis.

COVID-19 Virus and Antibody Testing

On August 7, 2020, the Department of Health Care Services (DHCS) posted guidance regarding **COVID-19 Virus and Antibody Testing** to the COVID-19 section of the DHCS website. DHCS has indicated that this general Medi-Cal guidance will be supplemented soon by managed care plan-specific guidance in the form of an All Plan Letter (APL).

COVID-19 Viral and Serologic (Antibody Testing)

DHCS covers both COVID-19 viral and serologic (antibody) tests, at no cost to Medi-Cal members. This includes all medically necessary viral and serologic testing as well as serologic tests ordered for infection and control purposes (e.g. pre-operative screenings or planned hospitalizations). DHCS recommends that all Medi-Cal providers follow the testing guidance provided by the California Department of Public Health (CDPH), the Centers for Disease Control and Prevention (CDC) and other governmental and professional organizations with expertise on COVID-19 testing.

Providers should pay close attention to the regulatory status of any test offered. The Food and Drug Administration (FDA) maintains a listing (of all serologic tests authorized for use for COVID-19 <https://www.fda.gov/medical-devices/coronavirus-disease-2019-covid-19-emergency-use-authorizations-medical-devices/eua-authorized-serology-test-performance>). Providers should be aware of the performance characteristics of any test used and how those align with the FDA recommended performance standards.

COVID-19 Testing of Members in Long-Term Care Facilities

Many Medi-Cal members reside in Long-Term Care (LTC) facilities. On July 17, 2020, the CDC released revised guidance for nursing home facilities to follow for testing residents who are at high risk for infection, serious illness and death from COVID-19 (<https://www.cdc.gov/coronavirus/2019-ncov/hcp/nursing-homes-testing.html>). DHCS encourages all Medi-Cal nursing homes to adhere to the CDC interim guidance, including the Preparing for COVID-19 in Nursing Homes located at <https://www.cdc.gov/coronavirus/2019-ncov/hcp/long-term-care.html>

Medi-Cal COVID-19 Tests Procedure and Billing Information

As new COVID-19 procedure, diagnostic and laboratory codes are announced by the Centers for Medicare & Medicaid Services (CMS), DHCS is proactively updating the billing systems and releasing Newsflash articles to ensure providers are able to bill Medi-Cal for COVID-19 tests and medical care. For additional information, including information on COVID-19 testing procedures and billing codes, see the frequently asked questions (FAQ) in this guidance and/or visit the **Pathology Microbiology Provider Manual** website at https://files.medi-cal.ca.gov/pubsdoco/publications/masters-mtp/part2/pathmicro_m00o03.doc.

Additional Resources

Several state and federal agencies have COVID-19 website resources for individuals, health care providers and laboratories, related to virus and antibody testing as outlined in this guidance, which includes the California Coronavirus COVID-19 Testing Task Force, CDPH, CMS, and CDC. You can view this DHCS guidance in its entirety by visiting <https://www.dhcs.ca.gov/Documents/COVID-19/COVID-19-Antibody-Testing.pdf>.

CalOptima Member Health Rewards and Incentive Forms Available in Spanish

Did you know the CalOptima Member Health Rewards and Incentive forms are now available in English and Spanish?

Just go to the CalOptima website at <https://www.caloptima.org/en/HealthAndWellness/MemberHealthRewards.aspx> and click on the language icon in the upper right corner to select your desired language, before completing and submitting the forms online (other languages coming soon).

OneCare and OneCare Connect Member Education and Outreach Remains Open During COVID-19

CalOptima's Member Education and Outreach, which oversees OneCare HMO SNP and OneCare Connect Cal MediConnect Plan (Medicare and Medi-Cal Plan) enrollment, remains open to Medi-Medi members during the COVID-19 pandemic.

In response to pandemic guidance released during March 2020 and to minimize the exposure of patients and staff to COVID-19, CalOptima has suspended all in-person enrollment and, as a replacement, conduct education and enrollment assistance over the phone at **800-960-9070** with TTY users calling **711**.

OneCare Connect continues to:

- Offer the only plan authorized in Orange County to combine Medicare and Medi-Cal benefits at no extra cost.
- OneCare Connect offers supplemental benefits and care coordination at no extra cost and with no premiums or deductibles to your patients.
- Offer vision, transportation, pharmacy and fitness benefits. In addition, members also have access to over-the-counter (OTC) benefits and worldwide emergency/urgent care coverage.

Most Medi-Medi members qualify for OneCare Connect. However, if they are determined not to be eligible, we can enroll them in OneCare HMO SNP plan. The benefits for both plans are similar, and members can access the same supplemental benefits and care coordination.

To learn more about OneCare Connect or OneCare, you can refer your patients to call toll-free **800-960-9070**. TTY users call **711**.

Provisional Postpartum Care Extension

Effective August 1, 2020, the Department of Health Care Services (DHCS) implemented the Provisional Postpartum Care Extension (PPCE) program.

Currently, a pregnant member who was eligible for and received Medi-Cal or Medi-Cal Access Program (MCAP) during the last month of pregnancy, shall continue to be eligible for a 60-day period beginning on the last day of pregnancy. Eligibility ends on the last day of the month in which the 60th day occurs.

Under PPCE, if a Medi-Cal or MCAP eligible individual is diagnosed with a maternal mental health condition (including, but not limited to, postpartum depression) during their pregnancy, postpartum period or within 90 days from the end of the postpartum period, the individual may remain eligible in their current Medi-Cal or MCAP eligibility category for up to one year following the last day of the individual's pregnancy.

To qualify for PPCE, verification of a maternal mental health diagnosis in the form of the **Medical Report for Medi-Cal or MCAP Postpartum Care Extension (MC 61)** must be received by the MCAP or Medi-Cal program. The completed MC 61, signed by the treating health care provider, must be received by the Medi-Cal or MCAP program before the end of the 90-day period following the postpartum period, unless good cause is established. This verification (MC 61) will provide the individual with an additional 10 months of coverage, including all mental health services and benefits covered by MCAP or Medi-Cal for adults. The MC 61 will be posted to the DHCS Forms webpage located at <https://www.dhcs.ca.gov/formsandpubs/forms/Pages/default.aspx> on the DHCS website when available.

Additional information about PPCE is available on the new PPCE website located at https://files.medi-cal.ca.gov/pubsdoco/PPCE/PPCE_Landing.aspx. Questions concerning PPCE should be sent to Pregnancy@dhcs.ca.gov.



RECOMMENDATIONS DURING COVID-19






ADDRESSING HEALTH DISPARITIES (PART 1)

Long-standing systemic health and social inequities have put some members of racial and ethnic minority groups at increased risk of getting COVID-19 or experiencing severe illness, regardless of age.

[Centers for Disease Control](#)

A REMINDER OF RESOURCES FOR MCPs (PROVIDER FOCUSED)

 <p>Communicating with Sensitivity</p>	<ul style="list-style-type: none"> ▶ Build skills for understanding and addressing negative member experiences, including accessing care, by using a communication tool. Take a test on implicit bias and provide training on reducing implicit bias. ▶ Provide and link members to resources addressing social determinants of health and cultural barriers to health care (i.e., community services programs, Stay Play Grow app). ▶ Promote COVID-19 ready communication play book in multiple languages.
 <p>Targeting Outreach Strategies</p>	<ul style="list-style-type: none"> ▶ Leverage the role of CHWs (e.g., story of Meza) in assisting members with chronic health conditions. Inform members of the importance of preventive care services during a pandemic. ▶ Ensure that all members have access to resources that are current, relevant, accurate and credible (i.e., COVID-19 resources in multiple languages). ▶ Promote and reinforce member's accessibility to translation and interpretation services, transportation, social support, and virtual health services. ▶ Collaborate with community partners that members trust (e.g., faith based organizations, local public health, social service organizations).
 <p>Tracking Disparities</p>	<ul style="list-style-type: none"> ▶ Track disparities among racial and ethnic groups in COVID-19 cases, complications and outcomes to inform disparity reduction activities. ▶ Tracking Racial Data: The COVID Racial Data Tracker; US Census Bureau; California Department of Public Health; Centers for Disease Control.



RECOMMENDATIONS DURING COVID-19





ADDRESSING HEALTH DISPARITIES (PART 2)

Long-standing systemic health and social inequities have put some members of racial and ethnic minority groups at increased risk of getting COVID-19 or experiencing severe illness, regardless of age.

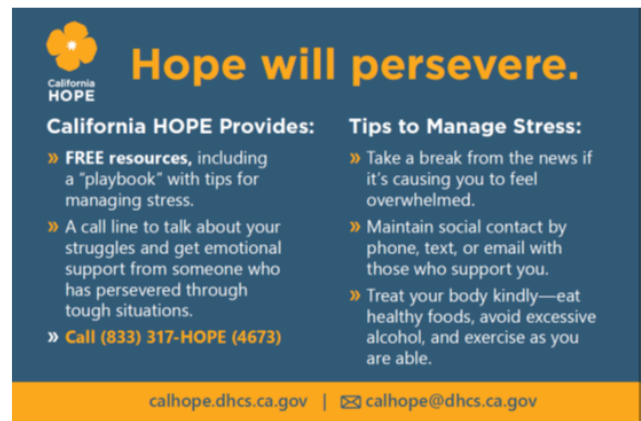
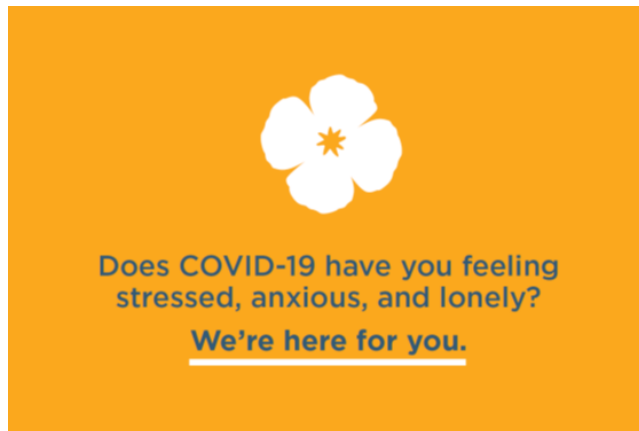
[Centers for Disease Control](#)

ADDRESSING SOCIAL DETERMINANTS OF HEALTH AND ADDITIONAL RESOURCES

 <p>Addressing Food Insecurities</p>	<ul style="list-style-type: none"> ▶ Reinforce that eligible families can now use their Pandemic Expansion Benefits Transfer Program (P-EBT) card to make purchases online at Amazon.com and Walmart.com. ▶ Inform about the availability and ongoing access to foodbanks (i.e., Farm to Family Program). ▶ Success Story: Anthem's home delivered meal program; United Health Care's infant formula 30 day program.
 <p>Addressing Mental Health Concerns by Integrating Trauma-Informed Framework</p>	<p>"We heard from a young Spanish-speaking immigrant who asked whether 'we were saving medications for the privately insured' and from a young man who shared that his symptoms of COVID-19 had triggered traumatic flashbacks from his immigration journey of feeling suffocated in a box with no control."</p> <ul style="list-style-type: none"> ▶ Make goals of care conversations routine during clinic visits, using VitalTalk script. ▶ Give members uninterrupted time to speak about their concerns and worries so that providers can understand members' life experiences that contribute to their fears. ▶ Ensure that behavioral health resources are available, with appropriate coordination (i.e., Psychhub.com; FACE COVID; ACEs Connection resource).

To view the above recommendations online and to access information links, visit [https://www.caloptima.org/~media/Files/CalOptimaOrg/508/COVID19/2020-07_HealthEquityPostcard_508.ashx](https://www.caloptima.org/~/media/Files/CalOptimaOrg/508/COVID19/2020-07_HealthEquityPostcard_508.ashx).

CalHOPE — Delivering Crisis Support During COVID-19



California HOPE (CalHOPE) delivers crisis support for communities impacted by a national disaster. This is a Crisis Counseling Assistance and Training Program (CCP) funded by the Federal Emergency Management Agency (FEMA) and run by DHCS. For additional information on the program, please visit the CalHOPE website located at <https://calhope.dhcs.ca.gov/Pages/AboutUs.aspx>.

DHCS is sharing resources amidst COVID-19 that may be helpful. CalOptima encourages providers to share this CalHOPE information with members struggling with mental health issues exacerbated by COVID-19.

Medi-Cal Rx Website is Now Live!

The Department of Health Care Services (DHCS), in partnership with Magellan, is creating a comprehensive new Medi-Cal Rx website. This website will provide a publicly available portal for beneficiaries, pharmacy providers, prescribers, DHCS and other stakeholder users. The Medi-Cal Rx website will house Medi-Cal Rx information and make tools and resources available through secure and unsecured links. The URL for the portal is <https://medi-calrx.dhcs.ca.gov/>.

The Medi-Cal Rx website has officially launched with limited information and will serve as a platform to educate and communicate available resources, information and changes to interested parties. Educational content and frequently asked questions will be posted and updated frequently. Additionally, a Medi-Cal Rx subscription service (<https://mcrxsspages.dhcs.ca.gov/Medi-CalRxDHCSgov-Subscription-Sign-Up>) is available to allow interested parties to sign up and receive regular Medi-Cal Rx updates by email.

Additional content will be added to the new Medi-Cal Rx website and interested parties will be able to view bulletins and **NewsFlash** articles regarding changes. Similarly, the provider manual and web portal navigation resource materials will be made available on the new Medi-Cal Rx website in the fall. Additionally, MCPs and providers will have the ability to sign up for training and education events. The entire website will be fully operational with all component parts by January 1, 2021. This website will provide Medi-Cal Rx information to:

- The general public and other interested parties/entities
- Medi-Cal beneficiaries and/or their families/legal designees
- Medi-Cal providers (including but not limited to pharmacies and prescribing physicians)
- MCPs
- Behavioral health (BH) plans
- Substance use disorder (SUD) plans

This dedicated website will offer content available on a public platform that is accessible by all. Additionally, secured portals will be offered to beneficiaries, prescribers, pharmacies, billing agents and MCP partners to ensure they can access appropriate tools for services that require access to Protected Health Information (PHI).

For additional and ongoing updates regarding this transition, visit <https://medi-calrx.dhcs.ca.gov/home/> or <https://www.dhcs.ca.gov/provgovpart/pharmacy/Pages/Medi-CalRX.aspx>. For general questions relating to Medi-Cal Rx, please direct your comments and questions to RxCarveOut@dhcs.ca.gov.

CCN Prior Authorization Extension Due to COVID-19

In accordance with the Centers for Medicare & Medicaid Services' (CMS) 1135 Waivers, the CalOptima Community Network (CCN) is extending all pre-existing authorizations received during the COVID-19 public health emergency to ensure members continue to have access to the services they need throughout this public health emergency.

What Providers Should Know

- CCN members with current and unused authorizations approved during the COVID-19 public health emergency starting March 1, 2020, and expiring in June 2020, and for each month thereafter, will automatically be extended to December 31, 2020.
- Should the COVID-19 public health emergency continue beyond December 31, 2020, CCN will continue to extend unused authorizations until the COVID-19 public health emergency comes to an end.

Contact CCN Utilization Management at **714-246-8686** should you have any questions.

Additional provider communications regarding COVID-19 can be found on the CalOptima website at: <https://www.caloptima.org/en/Features/COVID-19/ProviderCommunication.aspx>.

Don't Wait Vaccinate Campaign

The California Immunization Coalition (CIC), American Academy of Pediatrics California, Department of Health Care Services (DHCS) and others have partnered to develop a communication toolkit, **#DontWaitVaccinate**, with assistance from the California Department of Public Health, Immunization Branch to address the concerning drop in immunization rates among California children and adults during the COVID-19 pandemic.

The campaign **#DontWaitVaccinate**, stresses the impact delayed routine vaccinations places on families and communities at risk for infection with vaccine-preventable diseases. It's essential to ensure infants and toddlers are safe and school-aged students are ready for the school year ahead. It's also important that adults continue to receive recommended vaccines and, additionally, to remind everyone 6 months and older to get the influenza vaccine this fall.

The **#DontWaitVaccinate** toolkit is designed to help support providers in urging members to schedule and keep routine checkups and immunization visits and to reconnect with their providers.

Highlights of the campaign kit include:

- Sample social media posts for multiple audiences
- Talking points
- Template provider letter to patients
- Template robocall script to patients
- Tips on how to maximize social media messaging
- Social media calendar (if you're interested in coordinating outreach efforts)

For more information or to download the toolkit, visit <https://www.immunizeca.org/DontWaitVaccinate/>

Policies and Procedures Monthly Update

The following is a list outlining changes made to CalOptima policies and procedures during **July 2020**. The full description of the policies below are finalized and available on CalOptima's website at www.caloptima.org.

Policy Number	Policy Title, Description and Revisions	Policy Last Review and/or Last Revision Date
CalOptima Administrative		
FF.1011	Report and Disbursement of Unclaimed Property	06/01/20
Medi-Cal		
DD.2008	Health Network and CalOptima Community Network Selection Process	04/01/20
EE.1112	Health Network Eligible Member Assignment to Primary Care Provider	06/01/20
GG.1103	Special Mental Health Services	07/01/20
GG.1129	Coordination of Services for Former Developmental Center Members	07/01/20
GG.1312	Responsibility for a Member in a State Hospital	06/01/20
Multiple Programs		
GG.1109	CalOptima and Health Network Newborn and Prenatal Genetic Screening Services	06/01/20
GG.1128	Tuberculosis Services	07/01/20
GG.1205	HEDIS® Data Collection and Reporting	04/01/20
GG.1302a	Coordination of Care for RCOC Members	06/01/20
GG.1501	Inpatient Length of Stay Assignment	06/01/20
GG.1516	Acute Administrative Days	06/01/20
GG.1603	Medical Records Maintenance	06/01/20
GG.1607Δ	Monitoring Adverse Actions	04/01/20
GG.1651Δ	Assessment and Re-Assessment of Organizational Providers	06/04/20
GG.1706	Child Abuse Report	07/01/20
GG.1804	Admission to, Continued Stay in, and Discharge from Out-of-Network Subacute Facility, Nursing Facility Level A (NF-A) and Level B (NF-B)	05/07/20
GG.1811	Leave of Absence, Long-Term Care	07/01/20
GG.1816	Quality Improvement Activities, Long-Term Services and Supports	07/01/20
MA.3002	Financial Security Requirements	07/01/20
MA.6103	Pharmacy and Therapeutics Committee and Formulary Management	07/01/20
MA.6105	Medication Quality Assurance	07/01/20
MA.6109	True Out-of-Pocket Expenditures	07/01/20
MA.6112	Access to Part D Vaccines	07/01/20
MA.6113	Hospice and Part D Coordination of Benefits	07/01/20
MA.9110	Auditing and Monitoring of Hierarchical Condition Categories (HCC) Coding	07/01/20
OneCare		
MA.3001	Payment Arrangements to Health Networks – Capitation Payments	07/01/20
MA.4015	Medicare Secondary Payer (MSP)/Part D Coordination of Benefits (COB)	07/01/20
MA.5007	Physician Medical Group Encounter Data Performance Standards	07/01/20

Policies and Procedures Monthly Update (cont.)

OneCare Connect		
CMC.6021	Continuity of Care for Members Involuntarily Transitioning Between Providers or Practitioners	06/01/20
CMC.6021a	Continuity of Care for New Members	06/01/20
CMC.6026	Coordination of Care, Medi-Cal Covered Services for OneCare Connect	06/01/20
CMC.7010	Additional Demonstration Drugs (ADD) Prior Authorization	07/01/20
CMC.7011	Additional Demonstration Drug (ADD) Appeals	07/01/20

Health Education: Trainings and Meetings

Title	Description	Date and Time
Smoking Cessation for Pregnancy and Beyond	Learn about smoking cessation from experts in an informative, engaging and novel interactive format	9/1/2020 Available anytime
Smoking Cessation Leadership Center	Webinars, publications, toolkits, fact sheets and guides for providers	9/1/2020 Available anytime
Managed Health Care in California Archived Webinars	Multiple 90-minute webinars	9/1/2020 Available anytime
Available CME/CEU Recorded Webinars	Available recorded webinars with available CE/CME units from the Smoking Cessation Leadership Center	9/1/2020 Available anytime
Training Offered by Different Organizations	Various training opportunities offered by different organizations. Check specific trainings for dates and times	9/1/2020 Available anytime
Tobacco Dependence Treatment and Behavioral Health	Provides mental health and substance use disorder professionals the knowledge to assess and treat tobacco dependence in smokers with co-occurring psychiatric and/or addictive disorders	9/2/2020 Available anytime
How to Talk With Patients About Smoking Cessation and Anxiety	Free recorded webinar with 1.0 CE credit	9/2/2020 Available anytime
Screening, Brief Intervention, and Referral to Treatment (SBIRT) Training	Virtual SBIRT learning webinar	9/2/2020 12–1 p.m.
Increasing Adolescent Immunization Coverage	Webinar intended for health professionals engaged in care of patients needing vaccinations	9/7/2020 Available anytime
“We Can” Program 90-Minute Online Training	Four Sessions: We Can! Energize Our Families: Parent Program	9/7/2020 Available anytime
Media-Smart Youth: Eat, Think and Be Active	Free 1-hour webinar for those interested in implementing youth programs	9/7/2020 Available anytime
How to Talk With Patients About Smoking Cessation and Anxiety	Free recorded webinar with 1.0 CE credit	9/16/2020 Available anytime
The Resources for Integrated Care – Webinar Recordings	The Resources for Integrated Care website features recordings of webinars and additional resources and tools for providers and health plans	9/25/2020 12–1 p.m.

Provider Code Updates

Based on Medi-Cal bulletins, CalOptima has updated the procedure codes for the subjects listed below:

- New Policy Changes to the Hospital Presumptive Eligibility Program
- Hepatitis C Screening Codes New Benefits for the PE4PW Program
- Every Woman Counts Program Addition of New Data Entry Fields for DETEC
- Notice Regarding Changes in Billing for Immune Globulins and Adalimumab Injection
- Policy Update for Eculizumab
- PIK3CA Gene Analysis Added as a Medi-Cal Benefit
- Online Assessment and Management Services are Medi-Cal Benefits
- Medi-Cal List of Contract Drugs
- Authorized Drug Manufacturer Labeler Codes Update
- Termination of Six Pharmacy Claims per Beneficiary per Month Limitation
- Average Selling Price Update for Blood Factors
- Pharmacy Fee-For-Service Reimbursement Methodology for Blood Factors
- Multi-function Ventilator a New Medi-Cal Benefit
- New CPT Code for COVID-19 Testing Added as a Medi-Cal Benefit

For detailed information regarding these changes, please refer to the July 2020 General Medicine bulletin 553, Durable Medical Equipment and Medical Supplies bulletin 538 the Medi-Cal website: <https://files.medi-cal.ca.gov/pubsdoco/bulletins/artfull/gm202007.aspx>, <https://files.medi-cal.ca.gov/pubsdoco/bulletins/artfull/dme202007.aspx#a1>, https://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom_30339_70.aspx.

Important Meetings

For CalOptima's prior authorization required list, please refer to the CalOptima website: www.caloptima.org/ Unless otherwise specified, all meetings are held virtually at this time due to COVID-19. To select which virtual meeting you would like to attend, visit the CalOptima website at:

<https://www.caloptima.org/en/About/BoardAndCommitteeMeetings.aspx>

Visit the CalOptima Website

Meetings	Date and Time
CalOptima Board of Directors	September 3, 2 p.m.
CalOptima Provider Advisory Committee	September 10, 8 a.m.
CalOptima Board of Directors' Quality Assurance Committee	August 16, 3 p.m.
CalOptima Board of Directors' Finance and Audit Committee	August 17, 2 p.m.

Visit the CalOptima website at www.caloptima.org to view the Provider Manuals, Policies and Guides section for information regarding:

- Member Rights and Responsibilities
- QI Program and Goals
- Privacy and Confidentiality
- Pharmaceutical Management Procedures
- Cultural and Linguistic Services
- Changes to the Approved Drug List (Formulary)
- Clinical Practice Guidelines
- Complex Case Management
- Disease Management Services
- Utilization Management

Request hard copies by calling
714-246-8600