CalOptima
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PROVIDER UPDATE

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CalOptima New Claims Attachment Feature

CalOptima is excited to offer a new Claims Attachment feature through Office Ally (claims clearinghouse) that allows our providers the ability to upload and link claims-related attachments. This new tool is intended to reduce time-consuming and costly manual intervention associated with providing CalOptima-required claims attachments.*

The Claims Attachment feature will be available for use beginning Thursday, July 1, 2021.

Claims Attachment training video link can be found conveniently in the training section on the Office Ally portal at https://www.officeally.com/. For provider technical and customer support, please contact:
- Office Ally customer service: Phone: 360-975-7000 option 1 / Email: support@officeally.com
- Office Ally technical support: Phone: 360-975-7000 option 2 / Email: support@officeally.com

Thank you for your continued commitment to providing quality health care to our members.

* **Important Note:** Provider Dispute Resolutions (PDR) requests **cannot be accepted as attachments** and should continue to be submitted to: CalOptima Claims Provider Dispute, P.O. Box 57015, Irvine, CA 92619.

California's ACES Aware Initiative Launches State of Care Provider Engagement Campaign

The Department of Health Care Services (DHCS) and Office of the California Surgeon General (CA-OSG) recently launched the **State of CAre** health care provider engagement campaign to expand the reach and impact of the Adverse Childhood Experiences (ACEs) Aware initiative. The campaign slogan is, "Our State of CAre is ACEs Aware."

The campaign uses digital and print media to raise awareness about ACEs and the long-term health effects they can have on children and adults if not addressed.

The core component of the State of CAre campaign is a free, two-hour **Becoming ACEs Aware** online training and certification located at https://training.acesaware.org/. Once certified, providers who participate in Medi-Cal can receive payment for screening patients for ACEs and responding to the symptoms of toxic stress.

To view a complete copy of campaign launch **announcement** visit https://www.acesaware.org/blog/ californias-aces-aware-initiative-launches-state-of-care-provider-engagement-campaign/ .

CalOptima COVID-19 Community and Provider Toolkits Now Available

Need help with your communications about COVID-19 vaccines? CalOptima developed toolkits for our community partners and providers, and they are full of useful information and resources to encourage vaccination. The toolkits can assist you in building confidence and raising awareness about the benefits of COVID-19 vaccines, and help you respond to common questions and concerns.

Tools include:
- Don't Wait, Vaccinate! Provider 11 x 17 Poster
- Don't Wait, Vaccinate! Provider 8.5 x 11 Flyer
- COVID -19 Vaccine FAQ
- Sample Provider Letter to CalOptima Members
- Vaccine Myth Buster Fact Sheet (Facts vs. Fiction)
- What to Expect When You Get the COVID-19 Vaccine Fact Sheet
- Telephone On-Hold Message
- Trusted Messenger and COVID-19 Explainer Videos
  (videos for your website or social media pages)

To access the tools, visit the CalOptima website at the following links:
For Community Partners: https://www.caloptima.org/en/Features/COVID-19/CBOToolkit.aspx
For Providers: https://www.caloptima.org/en/Features/COVID-19/ProviderToolkit.aspx

Emergency Broadband Benefit (EBB) Program

On June 3, 2021, the Department of Health Care Services (DHCS) shared with Managed Care Plans (MCPs) information on the new federal Emergency Broadband Benefit (EBB) program for Medi-Cal members.

Under the EBB, Medi-Cal members can receive up to $50 a month to help cover their internet costs during COVID-19. All Medi-Cal members qualify, and it will not affect their health coverage. Funding is limited. Members are encouraged to apply as soon as possible by visiting https://www.getemergencybroadband.org/. The monthly discounted internet service will be available until EBB funds are fully expended, or up to six months after the end of the COVID-19 pandemic.

Additionally, there is a stipend available toward qualifying, connected devices such as a laptops, tablets or computers up to $100 purchased through an eligible internet provider. This is expected to discount the internet services and/or the cost of the devices purchased. You may review a list of internet providers participating in California for more information by visiting https://www.fcc.gov/emergency-broadband-benefit-providers#California

Members are eligible if one person in their homes meets any of the following requirements:
- Loss of income from job loss since February 29, 2020, and income is less than $99,000 annually
- Receive food assistance through SNAP (food stamps)
- Receive supplemental security income (SSI) payments
- Receive Medi-Cal
- Receive veterans pension and survivors benefit

APL 21- 008: Tribal Federally Qualified Health Center Providers — RVD

On May 13, 2021, the Department of Health Care Services (DHCS) distributed **All Plan Letter (APL) 21-008: Tribal Federally Qualified Health Center Providers.**

The purpose of this APL is to provide Medi-Cal managed care plans (MCPs) with information regarding the implementation of the Tribal Federally Qualified Health Center (Tribal FQHC) provider type in Medi-Cal with an effective date of January 1, 2021. This APL also provides guidance regarding reimbursement requirements for Tribal FQHC provider types.

To view a complete copy of **APL 21-008** visit https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2021/APL-21-008.pdf .

APL 21- 007: Third Party Tort Liability Reporting Requirements

On May 12, 2021, the Department of Health Care Services (DHCS) distributed All **Plan Letter (APL) 21-007: Third Party Tort Liability Reporting Requirements** to managed care plans (MCPs).

The purpose of this APL is to provide guidance to MCPs on the updated process for submitting service and utilization information and/or copies of paid invoices/claims for covered services related to third party liability (TPL) torts to DHCS. The requirements in this APL do not relieve MCPs of other legal duties they may have to their members or other entities, including, without limitation, the duty to respond to members' request for their own protected health records pursuant to the Health Insurance Portability and Accountability Act (HIPAA) of 1996.

DHCS previously distributed this APL as APL 20-019 in January 2021 which was subsequently retracted by DHCS in February 2021; **This APL supersedes APLs 01-002, 11-012 and 17-021**.

To view a complete copy of **APL 21-007** visit https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2021/APL21-007.pdf.

Policies and Procedures Monthly Update

The following list outlines changes made to CalOptima policies and procedures during **May 2021**. The full description of the policies below is finalized and available on CalOptima's website at www.caloptima.org. (Δ Applicable to all CalOptima programs)

Policy Number	Policy Title, Purpose, Revision, and Program	Policy Review and/or Revision Date
CalOptima Administrative		
GA.4010	Service Animals	05/01/21
Medi-Cal		
GG.1301	Comprehensive Case Management Process	05/01/21
GG.1312	Responsibility for a Member in a State Hospital	05/01/21
GG.1510	Appeal Process	05/01/21
GG.1517	Transgender Services	12/01/20
Multiple Programs		
GG.1120	Inpatient Length of Stay for Obstetrical Delivery	05/01/21
GG.1122	Follow-up for Emergency Department Care	05/01/21
GG.1125	Clinical Trials	05/01/21
GG.1501	Inpatient Length of Stay Assignment	05/01/21
GG.1615Δ	Corrective Action Plan for Practitioners	03/04/21
GG.1659Δ	System Controls of Provider Credentialing Information	05/01/21

Health Education: Trainings and Meetings

July Webinars	
Accelerated Learning Education Program: Improving Asthma Care and the Asthma Medication Ratio Webinar **Tuesday, July 14, 2021 12 p.m.**	http://www.partnershiphp.org/About/Pages/PHC-Events.aspx
Accelerated Learning Education Program: Child and Adolescent Well-Care Visits Webinar **Tuesday, July 27, 2021 12 p.m.**	http://www.partnershiphp.org/About/Pages/PHC-Events.aspx

Monthly Webinars	
The Resources for Integrated Care – Webinar Recordings	https://www.resourcesforintegratedcare.com/
Asthma Management Academy (AsMA)	https://www.cdph.ca.gov/Programs/CCDPHP/DEODC/EHIB/CPE/Pages/AsMA.aspx

Tuesday and Thursday	
Chlamydia Screening for Adolescent Patients E-learning Collaborative (CT eLC)	https://californiaptc.com/national-quality-improvement-center/chlamydia-screening-for-adolescent-patients-elearning-collaborative/?utm_source=eLearning+Collaborative+Announcement+-+CT+Screening&utm_campaign=eLC_Recruitment&utm_medium=email
Medi-Cal Learning Portal	https://learn.medi-cal.ca.gov/

Ongoing / On Demand Webinars	
Screening, Brief Intervention, and Referral to Treatment (SBIRT) Training	https://healtheknowledge.org/course/index.php?categoryid=50
Smoking Cessation Leadership Center	https://smokingcessationleadership.ucsf.edu/webinars
Professional Development Classes	https://www.cdc.gov/diabetes/professional-info/training.html?CDC_AA_refVal=https://www.cdc.gov/diabetes/ndep/training-tech-assistance/index.html
National Diabetes Education Program	https://www.cdc.gov/diabetes/professional-info/training.html?CDC_AA_refVal=https://www.cdc.gov/diabetes/ndep/training-tech-assistance/index.html
Free Continuing Education (CME) from MMWR and Medscape	https://login.medscape.com/login/sso/getlogin?urlCache=aHR0cDovL3d3dy5tZWRzY2FwZS5vcmcvdmlld2FydGljbGUvODg4ODIx&ac=401
LifeScan Institute LLC Webinars	https://www.lifescandiabetesinstitute.com/
Medicare Learning Network	https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/WebBasedTraining

Provider Code Updates

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

- New NDC for Moderna COVID-19 Vaccine
- Emergency Use Authorization for Monoclonal Antibody Bamlanivimab Revoked
- CCS Service Code Groupings Policy Update
- Select Hepatitis B Code Changes for Vaccines for Children Program
- Gonorrhea Treatment Update for Family PACT and Medi-Cal
- Assessment and Intervention CPT Codes Are no Longer PE4PW Benefits
- Changes to Dialysis Codes
- Consent for Psychiatric Collaborative Care Management Services
- Clinical Laboratory Rates Triennial Update
- Updated Rates for Select Physician Administered Drugs
- Billing Reminder for "Time in Attendance" For Anesthesia Obstetric
- Policy Update for HCPCS Code E0616
- Updates to The List of Enteral Nutrition Products

For detailed information regarding these changes, please refer to the April General Medicine bulletin 563, https://files.medi-cal.ca.gov/pubsdoco/bulletins/artfull/gm202105.aspx and the Durable Medical Equipment and Medical Supplies bulletin 548, https://files.medi-cal.ca.gov/pubsdoco/bulletins/artfull/dme202105.aspx,

For CalOptima's prior authorization required list, please refer to the CalOptima website: **www.caloptima.org/**.

Important Meetings

Meeting	Date and Time
CalOptima Board of Directors	**No regular meeting scheduled**
CalOptima Provider Advisory Committee	**No regular meeting scheduled**
CalOptima Investment Advisory Committee	**July 26, 3 p.m.**

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

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