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PROVIDER UPDATE

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Important Notice: Pharmacy Benefits Will Transition to Medi-Cal Rx on January 1

As of January 1, 2022, Medi-Cal pharmacy benefits and services will be administered by the California Department of Health Care Services (DHCS) in the fee-for-service (FFS) delivery system called Medi-Cal Rx. This transition will create a uniform process for pharmacy providers and prescribers and applies to everyone in Medi-Cal FFS and managed care. All benefits that are billed on a pharmacy claim will be transitioned to Medi-Cal Rx and all Prior Authorizations (PAs) will be reviewed by Medi-Cal Rx starting January 1.

As part of this transition, prescribing providers can request access to the Medi-Cal Rx Secured Provider Portal, where they can find education materials, training courses and other resources.

At the beginning of November, DHCS posted a new Prescriber Training Checklist, which is a step-by-step guide for accessing the Medi-Cal Rx Secured Provider Portal, training and other tools.

To access the checklist, visit https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/bulletins/2021.11_A_Alert_Prescriber_Training_Checklist.pdf or search under DHCS's Medi-Cal Rx Bulletins & News page at https://medi-calrx.dhcs.ca.gov/provider/pharmacy-news/.

Please note Internet Explorer is no longer a supported web browser. Providers are asked to use

Medi-Cal Rx Transition (cont.)

Google Chrome, Microsoft Edge or another supported web browser when trying to access these resources.

Providers also have the option to use CoverMyMeds (CMM) to initiate and submit PAs. For more information about CMM, see this DHCS alert: https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/bulletins/2021.12_A_Medi-Cal_Rx_CoverMyMeds_Registration.pdf.

Medi-Cal Rx has a Transition Policy which includes "grandfathering" for previously approved PAs and a 180-day period where DHCS will not require PAs for existing prescriptions in order to provide a seamless beneficiary experience

CalOptima is advising providers that certain common medications may require a PA with Medi-Cal Rx. For more information about the Medi-Cal Rx Contract Drug List, please visit https://medi-calrx.dhcs.ca.gov/home/cdl/

Subscribe to the Medi-Cal Rx Subscription Service (MCRxSS) by visiting https://mcrxsspages.dhcs.ca.gov/Medi-CalRxDHCScagov-Subscription-Sign-Up to stay up to date with the latest Medi-Cal Rx news. For questions, please contact the Medi-Cal Rx Customer Service Center at 1-800-977-2273, available 24 hours a day, 365 days a year, or email MediCalRxEducationOutreach@magellanhealth.com.

OneCare Connect Transition Set for End of 2022

CalOptima is reminding providers that its OneCare Connect Plan is set to sunset on December 31, 2022. At that time, OneCare Connect members will be transitioned to CalOptima's OneCare Medicare Advantage Special Needs Plan.

OneCare Connect, which combines Medi-Cal and Medicare benefits into a single health plan, launched as a pilot program on July 15, 2015, and was initially scheduled to end on December 31, 2017. However, it received multiple extensions from DHCS, with the latest extension scheduled to expire at the end of next year.

CalOptima received authorization from both DHCS and the Centers for Medicare and Medicaid Services (CMS) to transition members enrolled in OneCare Connect to OneCare by January 1, 2023. As part of that migration, CalOptima has engaged with all health networks currently serving OneCare Connect members to plan for their continued or expanded participation in the OneCare program moving forward. As of the end of November 2021, CalOptima has 14,995 members enrolled in OneCare Connect.

Work is ongoing to align the OneCare and OneCare Connect programs for a seamless transition. This includes offering similar supplemental benefits for calendar year 2022, making the same provider network options available to members of both plans and modifying OneCare policies where applicable. The agency will continue to work with health providers in the lead up to the transition. Enrollment into OneCare Connect will be suspended on December 1, 2022.

If providers have any question regarding the transition from OneCare Connect, they can contact Provider Relations by calling 714-246-8600 or emailing providerservices@caloptima.org.

CDC Shares Tips on How to Build Vaccine Confidence

Strong confidence in COVID-19 vaccines within communities leads to more adults, adolescents and children being vaccinated, which leads to fewer illnesses, hospitalizations and deaths. Vaccine confidence is the belief that vaccines work, are safe and are part of a trustworthy medical system. Some members may want more information about COVID-19 vaccines before vaccinating themselves or their children, including the process for the vaccine's development and authorization as well as their safety and effectiveness. According to the Centers for Disease Control and Prevention (CDC), here are some ways to reinforce confidence in COVID-19 Vaccines:

Build Trust	Empower Healthcare Personnel	Engage Communities and Individuals
Objective: Share clear, complete and accurate messages about COVID-19 vaccines and take visible actions to build trust in the vaccine, the vaccinator and the system, in coordination with federal, state, and local agencies and partners. • Communicate transparently about the process for authorizing, approving, making recommendations for, monitoring the safety of, distributing and administering COVID-19 vaccines, including data handling • Provide regular updates on benefits, safety, side effects and effectiveness. Clearly communicate what is not known • Proactively address and mitigate the spread and harm of misinformation via social media platforms, partners and trusted messengers	**Objective:** Promote confidence among health care personnel in their decision to get vaccinated and to recommend vaccination to members. • Engage national professional associations, health systems, and health care personnel often and early to ensure a clear understanding of the vaccine development and approval process, new vaccine technologies and the benefits of vaccination • Ensure health care systems and medical practices are equipped to create a culture that builds confidence in COVID-19 vaccination • Strengthen the capacity of health care professionals to have empathetic vaccine conversations, address myths and common questions, provide tailored vaccine information to patients and use motivational interviewing techniques when needed	**Objective:** Engage communities in a sustainable, equitable and inclusive way — using two-way communication to listen, build trust and increase collaboration. • Empower vaccine recipients to share their personal stories and reasons for vaccination within their circles of influence • Work with health departments and national partners to engage communities around vaccine confidence and service delivery strategies, including adaptation of vaccination sites to meet community needs • Collaborate with trusted messengers — such as faith-based and community leaders — to tailor and share culturally relevant messages and materials with diverse communities

For more information, visit the CDC's Vaccine Confidence website: https://www.cdc.gov/vaccines/covid-19/vaccinate-with-confidence/building-trust.html

CalOptima and Community Partners Hosting Kids COVID-19 Vaccination Clinics

CalOptima and the Orange County Health Care Agency, along with other community partners, are welcoming children 5–11 years old, and the community at large, to two COVID-19 vaccine clinics happening in January.

The clinics will be held on Saturday, January 15 and Saturday, January 22 at the Orange County Social Services Agency Central Regional Office, located at 2020 W. Walnut Street in Santa Ana. The clinics will run from 9 a.m. to 3 p.m. and will offer COVID-19 vaccines and boosters from Pfizer, Moderna and Johnson & Johnson. While primarily geared toward vaccinating children, unvaccinated community members of any age are welcome.

CalOptima will be on-site to check Medi-Cal eligibility and to distribute $25 Member Health Rewards to eligible members.

To register, community members can call the OC COVID-19 Hotline at 714-834-2000 or visit www.othena.com. Transportation for Medi-Cal members can be arranged by calling 888-587-8088.

COVID-19 Medi-Cal Premium Waiver Available from DHCS

On November 29, 2021, DHCS shared information about COVID-19 premium waiver assistance for families experiencing financial hardship due to the COVID-19 public health emergency (PHE). If a member or a member of their family is experiencing financial hardship due to COVID-19, they can receive temporary assistance, such as stopping the monthly Medi-Cal premium payment or receiving credit for payments made during the PHE, by calling one of the following numbers and requesting a COVID-19 premium waiver:

Medi-Cal for Families programs: Optional Targeted Low Income Program (OTLICP)	1-800-880-5305
Medi-Cal Access Infant Program (MCAIP)	1-800-880-5305
Medi-Cal Access Program (MCAP)	1-800-433-2611
County Children's Health Initiative (CCHIP)	1-833-912-2447

Call center hours are Monday through Friday, 8 a.m. to 7 p.m., and Saturday from 8 a.m. to noon. TTY/TTD and language services are available.

CalOptima Reminds of Proper Documentation Codes

CalOptima is reminding OneCare Connect providers to use accurate coding and reporting for clinical documentation. Please ensure you are adhering to the following code standards:

For Evaluation and Management (E/M) Visit Types:
- In-office E/M: 99202–99205 (New patient) and 99212–99215 (Established patient)
  - Document patient consent and time spent with your patient
  - Please note CMS Risk Adjustment is accepted on face-to-face visits only
- Online Digital E/M (New or established patient): 99421 (5–10 minutes), 99422 (11–20 minutes) and 99423 (21 or more minutes)
- Telephone-only Visit: 99441 (5–10 minutes), 99442 (11–20 minutes) and 99443 (21–30 min)
- Remote Image: G2010
- Virtual Check-In: G2012

Billing for Professional Telehealth COVID-19 PHE
- POS 02: Telehealth Provided Other than in Patient's Home through Telecommunication Technology
- POS 10: Telehealth Provided in Patient's Home through Telecommunication Technology (This code is effective January 1, 2022, and available to Medicare April 1, 2022)
- Modifier 95, indicating that you provided the service via telehealth

As a result of the ongoing COVID-19 PHE, the CDC's National Center for Health Statistics is implementing additional codes into the International Classification of Diseases, Tenth Revision, Clinical Modification (ICD-10-CM) for reporting to include:

- Encounter for screening for COVID-19 (Z11.52)
- Contact with and (suspected) exposure to COVID-19 (Z20.822)
- Personal history of COVID-19 (Z86.16)
- Multisystem inflammatory syndrome (MIS) (M35.81)
- Other specified systemic involvement of connective tissue (M35.89)
- Pneumonia due to COVID-19 (J12.82)

Social Determinant of Health Z Codes
- Z55: Problems relating to education and literacy
- Z56: Problems related to employment and unemployment
- Z57: Occupational exposure to risk factors
- Z59: Problems related to housing and economic circumstances
- Z60: Problems related to social environment
- Z62: Problems related to upbringing
- Z63: Other problems related to primary support group, including family circumstances
- Z64: Problems related to certain psychosocial circumstances
- Z65: Problems related to other psychosocial circumstances

Please remember to avoid cloning documentation when carrying forward old information onto the current date of service. Document the event timelines and be clear on conditions addressed during the current visit.

APL Gives Guidance on CalAIM Benefit Standardization and Managed Care Enrollment

On October 19, 2021, DHCS distributed All-Plan Letter (APL) 21-015: Benefit Standardization and Mandatory Managed Care Enrollment Provisions of CalAIM with the below attachments:

- Attachment 1: Mandatory Managed Care Enrollment (MMCE) Requirements
- Attachment 2: Major Organ Transplants (MOT) Requirements

The purpose of this APL is to provide guidance to all Managed Care Plans (MCPs) on the Benefit Standardization and Mandatory Managed Care Enrollment (MMCE) provisions of the California Advancing and Innovating Medi-Cal (CalAIM) initiative.

APL Shares CalAIM Incentive Payment Program Details

On October 29, 2021, DHCS released All-Plan Letter (APL) 21-016: California Advancing and Innovating Medi-Cal (CalAIM) Incentive Payment Program.

The purpose of the APL is to provide Medi-Cal MCPs with guidance on the incentive payments linked to the Enhanced Care Management (ECM) and Community Supports (formerly In Lieu of Services) programs implemented by the CalAIM initiative.

Policies and Procedures Monthly Update

The following list outlines changes made to CalOptima policies and procedures during **November 2021**. The full description of the policies below is available on CalOptima's website at www.caloptima.org.

Policy Number	Policy Title, Purpose, Revision, and Program	Policy Review and/or Revision Date
Medi-Cal		
GG.1600	Access and Availability Standards	10/01/21
GG.1717	Blood Lead Screening of Young Children	11/01/21
Multiple Programs		
MA.2001	Marketing Material Standard	11/01/21
MA.2022	Sales and Marketing Ethics Procedures	11/01/21
MA.6042	Organization Determinations	11/01/21
MA.6101	Medicare Part D Coverage Determination	11/01/21
OneCare Connect		
CMC.7011	Additional Demonstration Drug (ADD) Appeals	11/01/21

Health Education: Trainings and Meetings

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
Every 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	
Training for Health Care Professionals – CDC	https://www.cdc.gov/coronavirus/2019-ncov/hcp/training.html
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
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=aHR0cDovL3d3dy5tZWRzY2FwZS5jb20vdmlld2FydGljbGUvODg4ODIx&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:

• Pregnancy Eligibility During the COVID-19 PHE
• MCSS Emails and MLP Surveys Temporarily Suspended
• Safety Net Clinic Billing Instructions for CalAIM Dental Initiatives
• Technical Review of Remote Cardiovascular Interrogation is a Medi-Cal Benefit
• Mediterranean Fever Procedures Added as Medi-Cal Benefits
• Introduction of Therapeutic Substance into Mouth and Pharynx Not Restricted to Females
• Pilot Program for End-Stage Renal Disease Extended through December 31, 2022
• Supplemental Payments for Trauma and Developmental Screenings to Continue
• National Correct Coding Initiative Quarterly Update for October 2021
• Medication Therapy Management Services is a New Medi-Cal Benefit
• Policy Updates to Durable Medical Equipment Codes
• Reimbursement of COVID-19 Vaccine and Monoclonal Antibody Administration for Medical Providers
• CalAIM Transition
• Updated Medi-Cal Rx NCPDP Payer Specification Sheet Now Available
• Shared Nursing Services are Reimbursable with Modifier TT

For detailed information regarding these changes, please refer to: November General Medicine Bulletin 569 https://files.medi-cal.ca.gov/pubsdoco/bulletins/artfull/gm202111.aspx, Durable Medical Equipment and Medi-cal Supplies Bulletin 554 https://files.medi-cal.ca.gov/pubsdoco/bulletins/artfull/dme202111.aspx and Medi-Cal Newsflashes https://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom_30717_46.aspx, https://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom_31482.aspx and https://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom_30761.aspx

Important Meetings

Meeting	Date and Time
CalOptima Board of Directors	**December 20, 2 p.m.**
CalOptima Provider Advisory Committee	**February 10, 8 a.m.**

Unless otherwise specified, all meetings are held virtually at this time due to COVID-19. To select the virtual meeting you would like to attend, visit the CalOptima website at www.caloptima.org/en/About/BoardAndCommitteeMeetings.aspx.

Follow CalOptima on Social Media

CalOptima regularly posts on social media to engage members with heath tips, community resources, event dates, program updates and other pertinent information. Follow the agency on **Facebook**, **Instagram**, **Twitter** and **LinkedIn**.

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