

PROVIDER ALERT

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CalOptima Claims Administration Policy Remains Compliant During Public Health Emergencies

Providers are reminded that during a declared public health emergency or disaster, CalOptima's standard claims processing policy remains in effect for contracted and noncontracted providers serving Medi-Cal, OneCare and OneCare Connect members.

In the event that, during a declared public health emergency or disaster, a member is unable to see a provider or fill a prescription with an in-network provider or pharmacy, the member will be able to use a non-network provider or pharmacy. CalOptima will reimburse the provider or pharmacy using its standard claims processing policy.

If a member's current Medi-Cal or Medicare provider or pharmacy is not in CalOptima's network, the member may continue seeing them for a period of time, if the provider agrees to work with CalOptima.

To review CalOptima's Claims Processing Policy, please see policy MA.3101 on our website at: <https://www.caloptima.org/en/ForProviders/Resources/ManualsPoliciesandGuides.aspx>.

Providers with questions can also call CalOptima's Provider Relations Department at 714-246-8600 or email providerservices@caloptima.org.

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