

# PROVIDER ALERT

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## Access to Medically Necessary Health Services During an Emergency (Medi-Cal)

The Department of Health Care Services (DHCS) reminds managed care plans (MCPs) like CalOptima, that in light of recent wildfires and in accordance with Health and Safety Code (HSC) section 1368.7, MCPs must provide a member who has been displaced by a state of emergency, as declared by the Governor pursuant to Section 8625 of the Government Code, access to medically necessary health care services.

This includes allowing members to access an appropriate out-of-network provider if an in-network provider is unavailable due to the state of emergency or if the member is out of the area due to displacement. MCPs should also act proactively to ensure member access to needed prescription medications.

This may include:

- Approving Out-of-Network (OON) overrides for members who may be temporarily outside the plan's service area.
- Setting refill-too-soon (RTS) edits for maintenance medications to 75 percent or less to authorize early refills when 75 percent of prior prescription has been used. This policy change does not apply to certain medications with quantity/frequency limitations as required by federal and/or state law.
- Covering maintenance medications (both generic and brands) at a minimum 90 day supply. Medi-Cal allows up to a 100-day supply per dispensing of a covered drug. Note that Medi-Cal quantity per dispensing utilization control limitations on certain opioid containing medications still apply.
- Covering or waiving any prescription delivery costs so that members may receive free prescription delivery.
- Ensuring 24/7/365 call center support is available for pharmacies, providers, and members who need support.

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

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