

# PROVIDER ALERT

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## COVID-19 Face-to-Face Care Coordination Flexibilities Extended

On March 20, 2020, the Centers for Medicare & Medicaid Services (CMS), in consultation with the Department of Health Care Services (DHCS), released a memo permitting Medicare-Medicaid Plans (MMPs) in California the ability to temporarily suspend or limit face-to-face care coordination activities required under the three-way contract (found in sections 2.8 and Duals Plan Letter 17-001) between CMS, DHCS and each MMP.

This flexibility was originally effective through May 31, 2020. **The contract management team (CMT) is now extending this flexibility until further notice.** It is expected that MMPs are continuing to:

- Substitute face-to-face interactions with other approved modalities for conducting care coordination activities, such as telephonic and telehealth.
- Conduct assertive outreach to at-risk enrollees to mitigate risks and provide education on COVID-19.

As the COVID-19 pandemic continues, face-to-face care coordination continues to be unfeasible, especially for our most at-risk members. CalOptima appreciates the efforts our providers are making to ensure members continue to safely receive all needed services.

To access this update and additional provider communications, regarding COVID-19, visit:  
<https://www.caloptima.org/en/Features/COVID-19/ProviderCommunication.aspx>.

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