



PROVIDER UPDATE

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CalOptima Named No. 1 Quality Medi-Cal Plan

CalOptima was recently honored by the Department of Health Care Services (DHCS) for outstanding performance on 40 quality measures in the Managed Care Accountability Set (MCAS). CalOptima received recognition for being the only Medi-Cal plan in the state to perform above the benchmark in **all** the quality measures for Reporting Year 2020, which tracks activity in Calendar Year 2019.

The state developed the MCAS to assess overall performance in many areas, such as well-child visits, immunizations, cancer screenings, medication management and much more. According to state regulators, this makes CalOptima the No. 1 quality Medi-Cal plan in California. We share this honor with all of our providers, who are our partners in the effort to deliver quality care.

\$20 Billion New Phase 3 Provider Relief Funding

On October 1, 2020, the U.S. Department of Health and Human Services (HHS), through the Health Resources and Services Administration (HRSA), announced that it will provide \$20 billion in new Provider Relief Funding (PRF) for providers on the front lines of the coronavirus pandemic.

Under this Phase 3 General Distribution allocation, providers who have already received Provider Relief Fund payments will be invited to apply for additional funding that considers financial losses and changes in operating expenses caused by the coronavirus. Previously ineligible providers, such as those who began practicing in 2020, will also be invited to apply, and an expanded group of behavioral health providers confronting the emergence of increased mental health and substance use issues exacerbated by the pandemic will also be eligible for relief payments.

Providers will have from October 5, 2020, through November 6, 2020, to apply for Phase 3 General Distribution funding. For more information visit the HHS website at www.hhs.gov/about/news/2020/10/1/trump-administration-announces-20-billion-in-new-phase-3-provider-relief-funding.html.

Medi-Cal Rx Web Portal and Training Registration

Effective January 1, 2021, the Department of Health Care Services Medi-Cal Rx will transition all administrative services related to Medi-Cal pharmacy benefits billed on pharmacy claims from the existing intermediaries, Medi-Cal Fee-for-Service (FFS) or Managed Care Plan (MCP) providers, to the new Medi-Cal Rx vendor, Magellan Medicaid Administration, Inc. (MMA).

What Providers Should Know

As of September 8, 2020, pharmacy providers, prescribers and their staff will be able to start the registration process, allowing them to access the Saba Learning Management System (LMS) through the secure section of the Medi-Cal Rx web portal at www.medi-calrx.dhcs.ca.gov.

Providers must designate a single point of contact to manage access to the secure Medi-Cal Rx web portal who will become the Delegated Administrator for one or more pharmacy providers or prescribers.

Provider trainings will be provided on the User Administration Console (UAC), and Saba LMS applications via a series of computer-based tutorials (CBT) and job aids with step-by step instructions. If additional help is needed, you can elect to attend an office-hours session. Topics to be covered during the training session include how to view the education and outreach events calendar, how to register to attend an event or take an online course, and how to complete evaluations of training effectiveness.

For a complete list of available training options or to view this guidance in its entirety, visit [https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/education-and-outreach/2020.09 EOT Medi-Cal%20Rx UAC%20Training%20Registration%20and%20Schedule.pdf](https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/education-and-outreach/2020.09_EOT_Medi-Cal%20Rx_UAC%20Training%20Registration%20and%20Schedule.pdf).

CMS Seasonal Influenza Vaccination Reminder and 2020 #FightFlu Campaign Launch

On September 24, 2020, the Centers for Medicare & Medicaid Services (CMS) reminded Medicare Advantage organizations and Medicare-Medicaid plans to be prepared to provide access to vaccinations for seasonal influenza. Influenza vaccinations are covered by Medicare Part B and must be available at in-network providers without cost sharing.

In addition, on October 2, 2020, the Centers for Medicare & Medicaid Services (CMS) launched its **2020 #FightFlu** campaign, which includes sending postcards to members and encouraging those with Medicare or other CMS health care programs to get vaccinated against influenza. Postcards will begin mailing on October 22, 2020, with large print in English, Spanish, and braille to all OneCare Connect members. Providers may download postcards at no cost in multiple languages by visiting www.cms.gov/flu-shot-outreach-media-material-more-languages.

CMS also offers a **#FightFlu Partner Resource Guide**, which can be found by visiting their website at <https://www.cms.gov/files/document/cms-mmco-fightflu-partner-resources.pdf>.

Providers are encouraged to visit the CMS Preventive Services website at www.cms.gov/Medicare/Prevention/PrevntionGenInfo, for comprehensive information on Medicare preventive services and immunizations, including flu vaccine information for the 2020–2021 season. More information on the vaccines for people 65 years and older can be found at the Centers for Disease Control and Prevention website located at www.cdc.gov/flu/highrisk/index.htm and the 2020–2021 list of vaccines and availability can be found on the Food and Drug Administration website at www.fda.gov/vaccines-blood-biologics/lot-release/influenza-vaccine-2020-2021-season.

APL 20-016: Blood Lead Screening of Young Children

On September 29, 2020, the Department of Health Care Services (DHCS) issued **All Plan Letter (APL) 20-016: Blood Lead Screening of Young Children**.

The purpose of this APL is to provide requirements for blood lead screening tests and associated monitoring and reporting for Medi-Cal managed care health plans (MCPs) like CalOptima.

This APL 20-016 supersedes APL 18-017 located at www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2018/APL18-017.pdf.

You may view **APL 20-016** in its entirety by visiting <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2020/APL20-016.pdf>.

APL 20-014: PROP 56 Value-Based Payment Program Directed Payments

On May 15, 2020, the Department of Health Care Services (DHCS) issued **All Plan Letter (APL) 20-014 Proposition 56 Value-Based Payment Program Directed Payments**.

The purpose of this APL is to provide Medi-Cal managed care plans, (MCPs) like CalOptima, with guidance on value-based directed payments, funded by the California Healthcare, Research and Prevention Tobacco Tax Act of 2016 (Proposition 56), to network providers for qualifying services tied to performance on designated health care quality measures in the domains of prenatal and postpartum care, early childhood prevention, chronic disease management, and behavioral health care.

You may view **APL 20-014** in its entirety by visiting <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2020/APL20-014.pdf>.

OneCare and OneCare Connect Annual Notice of Change: Supplemental Benefits for 2021

The 2021 Annual Notice of Change provides **your patients** with important information regarding changes and modifications to CalOptima's OneCare and OneCare Connect Cal MediConnect Plan (Medicare-Medicaid Plan) benefits, coverages, rules and cost.

OneCare 2021 Supplemental Benefits

- **Over-the-Counter Products**
(\$70 Quarterly Allowance)
- **Fitness Benefit**
(Includes Gym Membership or Home Fitness Kits)
- **Vision Care**
(\$300 Every Two Years)
- **Worldwide Emergency Coverage**
(\$100,000 Annual Allowance)
- **Unlimited Transportation to plan-approved locations**
(Includes Trips to and From Gym)
- **Hearing Services**
(\$1,000 Annual Allowance)

OneCare Connect 2021 Supplemental Benefits

- **Over-the-Counter Products**
(\$75 Quarterly Allowance)
- **Fitness Benefit**
(Includes Gym Membership or Home Fitness Kits)
- **Vision Care**
(\$300 Every Two Years)
- **Worldwide Emergency Coverage**
(\$100,000 Annual Allowance)
- **Unlimited Transportation to plan-approved locations**
(Includes Trips to and From Gym)
- **Hearing Services**
(\$1,000 Annual Allowance)

To download a copy of the CalOptima OneCare Connect Annual Notice of Change, visit: www.calOptima.org/onecareconnect and navigate to the Member Documents page.

SCHOLARSHIP ESSAY CONTEST

Sponsored By CalOptima

CalOptima is pleased to offer this scholarship opportunity to reflect our commitment to Orange County. We welcome entries from students pursuing careers in health care or social services. High school seniors and adults who are future or current college students may apply. Scholarships will be awarded to two students — one high school senior and one adult.

Eligibility

- ✓ Be a current CalOptima member or live with an immediate family member who is a CalOptima member. Relatives of CalOptima employees are not eligible.
- ✓ Be accepted by or enrolled in an accredited university, college, technical or vocational school, and attending classes no later than September 1, 2021.
- ✓ Demonstrate the intent to pursue a career in health care or social services.

HOW TO APPLY:

Visit www.caloptima.org and click on the Scholarship link.



Scholarship Amounts

- ✓ \$750 for first place essay by a high school senior
- ✓ \$750 for first place essay by an adult who is a future or current college student

One of the first place essays will be entered into the Association for Community Affiliated Plans (ACAP) national scholarship program for the opportunity to win an additional \$5,000.

ENTRIES MUST BE RECEIVED BY 5 P.M. ON FRIDAY, NOVEMBER 13, 2020.

The Scholarship Essay Contest will be funded solely through fundraising activities conducted by CalOptima employees. No public money will be used.

CalOptima Celebrates 25 Years in Orange County

Twenty-five years ago, when CalOptima was launched on October 1, 1995, no one could have envisioned the important role it would play in Orange County's health system. Today, more than 20% of county residents rely on CalOptima for their health insurance.

This month, CalOptima recognizes our roots as a local solution to improve access to Medi-Cal services and our growth from 180,000 members to nearly 768,000 over the past 25 years. As Orange County's public health plan, CalOptima has always worked in partnership with private health networks, connecting members with thousands of quality providers across the county in a unique public-private health care system.

CalOptima	1995	2020
Members	180,000	767,745
Programs	Medi-Cal	Medi-Cal, OneCare, OneCare Connect, Program of All –Inclusive Care for the Elderly (PACE)
Threshold Languages	English, Spanish and Vietnamese	English, Spanish, Vietnamese, Farsi, Korean, Arabic and Chinese

CalOptima has a history of adapting to evolving needs. Since 2005, the agency has added three health plans that serve seniors by coordinating Medicare and Medi-Cal benefits and providing more comprehensive care. Further, CalOptima has expanded language resources to serve an increasingly diverse Orange County, growing from three to seven threshold languages.

"Change has been a constant, and together with our employees, providers and community-based organizations, CalOptima looks forward to continuing to build our legacy," said Richard Sanchez, Interim Chief Executive Officer. "Our current strategic plan points us toward a future filled with more innovation, stronger partnerships and increased value while we uphold our member-focused mission."

Share Your CalOptima Stories and Memories

CalOptima is set to celebrate 25 years of service in Orange County this October and we want to hear your stories! With just 25 words, share a special memory about how your role as a provider has helped CalOptima to fulfill our mission and make a difference in the community.

Without your partnership, CalOptima wouldn't be where we are today!

Reach out to us with your story, anniversary message or photo at csu@caloptima.org. We look forward to hearing from you!



CQC's Resilient Primary Care Series: Primary and Maternity Care Integration

Thursday, October 22, 11 a.m.

The **Pacific Business Group on Health (PBGH)**'s **California Quality Collaborative (CQC)** program invites you to the next webinar in its "Resilient Primary Care" series, to explore the potential of primary and maternity integration and discuss how high-performing primary care practices can fully support women's pre- and post-natal care needs. Amy Romano, CEO at Primary Maternity Care, will share a definition and characteristics of primary maternity care, with lessons from organizations that have implemented programs supporting healthy pregnancies and birth. Pooja Mehta, M.D., Women's Health Lead at Cityblock Health, will provide an operational perspective on building a maternity value-based payment model. Attendees should be ready to ask questions and actively participate in discussions about re-imagining primary maternity care and how they can make changes within their own organizations.

Front line providers and care teams, independent practice association (IPA) leaders and staff are encouraged to participate, along with health plans, employers and other technical assistance partners who are also welcome to attend, listen and share. Register now to join us **Thursday, October 22 at 11 a.m.** for CQC's webinar on Primary and Maternity Care Integration.

By the end of the webinar, participants will have:

- Heard a definition and recognize key elements of primary maternity care
- Understood opportunities to reimagine maternity care and the potential impact for patients
- Identified foundational elements providers need to support healthy pregnancy and birth
- Obtained lessons learned and successful practices from leaders in the primary care/maternity field

Additional resources:

- Review findings from the Pacific Business Group on Health's Transform Maternity Care program (www.pbgh.org/maternity)
- Learn more about Primary Maternity Care (www.primarymaternitycare.com/)
- Access materials from previous CQC webinars (www.calquality.org/resources/webinars)

To register visit www.eventbrite.com/e/cqc-resilient-primary-care-webinar-primary-maternity-care-integration-tickets-123055627695?aff=out. Please be sure to answer all questions that will help the presenters address your issues during the webinar.

We look forward to connecting with you **Thursday, October 22 at 11 a.m.**



APL 17-010: Non-Emergency Medical and Non-Medical Transportation Services (Update)

On September 9, 2020, the Department of Health Care Services (DHCS) distributed an updated version of the Frequently Asked Questions (FAQ) document for **All-Plan Letter (APL) 17-010: Non-Emergency Medical and Non-Medical Transportation Services**.

The revision to these FAQs is intended to provide additional guidance and clarification to Medi-Cal managed care health plans (MCPs), like CalOptima, regarding **both** Non-Emergency Medical Transportation (NEMT) and Non-Medical Transportation (NMT) Services. Updates to this version of the FAQ document include the following:

Access

Question #8

Do members have access to the same covered services or are there limits based on the mode of transportation for which the member is approved?

Yes, members must have equal access to medically necessary covered services regardless of the form of transportation needed. The mode of transportation needed should not determine the type of covered services the member can access. However, NEMT must be authorized in advance and is subject to utilization controls.

Non-Emergency Medical Transportation (NEMT)

Question #19

Are MCPs required to provide NEMT for pharmacy services?

Yes, MCPs must provide NEMT to pharmacy services if a member meets the requirements for NEMT. This will include pharmacy trips for medications carved-out under Medi-Cal Rx, which goes into effect January 1, 2021. MCPs may apply utilization controls and authorize the lowest cost type of transportation. Further, MCPs must consider reasonable modifications pursuant to ADA requirements when making determinations for the appropriate mode of transportation.

You may view the revised **APL 17-010 FAQ** in its entirety by visiting <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2017/APL17-010FAQ.pdf>.

CalOptima Link Provider Portal Update

CalOptima is required to protect the privacy of and security of our members' protected health information. Due to the recent changes to the CalOptima Link Provider Portal, members' street address, telephone number and clinical notes are no longer displayed.

To assist providers in contacting new members being referred to them when a new referral is received, we are asking the referring provider to do the following: Use the Clinical Symptoms note field for documenting the member's phone number. By adding the member's phone number in the Clinical Symptom note field, the provider will be able to contact the member to ensure they schedule the member's appointment.

Should you need additional assistance or to check claim status, please call CalOptima's Claims department at **714-246-8885**.

HEDIS Measure Year 2020 Provider Medical Record Review Trainings Available

The CalOptima Healthcare Effectiveness Data and Information Set (HEDIS) team will host two virtual medical record review trainings. These trainings are specifically designed for providers and their staff, covering hybrid measure specifications and reviewing the type of documentation necessary to meet compliance for each of the measures. Providers and their staff are encouraged to participate in one of the following trainings:

- October 27, 2020 12:30 – 2 p.m. (PST)
- November 4, 2020 12:30 – 2 p.m. (PST)

To register, contact the CalOptima HEDIS team at HEDISmailbox@caloptima.org.

For more information or to answer questions, call Irma Munoz in the CalOptima Quality Analytics department at 714-347-5762.

Policies and Procedures Monthly Update

The following is a list outlining changes made to CalOptima policies and procedures during **September 2020**. The full description of the policies below are finalized and available on CalOptima's website at www.caloptima.org.

Policy Number	Policy Title, Description and Revisions	Policy Last Review and/or Last Revision Date
Medi-Cal		
DD.2002	Cultural and Linguistic Services	02/01/20
DD.2006	Enrollment In/Eligibility with CalOptima Direct	09/03/20
DD.2008	Health Network and CalOptima Community Network Selection Process	04/01/20
FF.2007	Reporting of Potential Third-Party Liability	08/01/20
GG.1422	Notification Regarding Medication Recalls	08/01/20
GG.1425	Prescriber Restriction Program	02/06/20
GG.1504	Dental Services	08/01/20
GG.1515	Criteria for Medically Necessary Automobile Orthopedic Positioning Devices	08/01/20
GG.1547	Maintenance and Transportation	08/01/20
Multiple Programs		
GG.1118	Family Planning Services, Out-of-Network	08/01/20
GG.1503	CalOptima Hospice Coverage, Notification and Validation Requirements	08/06/20
GG.1506	Guidelines for Advance Directives for CalOptima Members	08/01/20
GG.1637	Assessing Member Experience	08/01/20
GG.1639△	Post-Hospital Discharge Medication Supply	08/01/20
GG.1808	Plan of Care, Long-Term Care	08/06/20
GG.1822	Process for Transitioning CalOptima Members Between Levels of Care	09/03/20
MA.2001	Marketing Materials Standards	09/01/20
MA.2022	Sales and Marketing Ethics Procedure	09/01/20
OneCare		
MA.3103	Claims Coordination of Benefits	08/01/20
OneCare Connect		
CMC.8009	Quality Withhold Measures Data Collection and Reporting	09/01/20

Health Education: Trainings and Meetings

Title	Description	Date and Time
Smoking Cessation for Pregnancy and Beyond	Learn about smoking cessation from experts in an informative, engaging and novel interactive format	11/2/2020 Available anytime
Smoking Cessation Leadership Center	Webinars, publications, toolkits, fact sheets and guides for providers	11/2/2020 Available anytime
Increasing Adolescent Immunization Coverage	Webinar intended for health professionals engaged in care of patients needing vaccinations	11/2/2020 Available anytime
"We Can" Program 90-Minute Online Training	Four Sessions: We Can! Energize Our Families: Parent Program	11/2/2020 Available anytime
Managed Health Care in California Archived Webinars	Multiple 90-minute webinars	11/2/2020 Available anytime
Available CME/CEU Recorded Webinars	Available recorded webinars with available CE/CME units from the Smoking Cessation Leadership Center	11/2/2020 Available anytime
Media-Smart Youth: Eat, Think and Be Active	Free 1-hour webinar for those interested in implementing youth programs	11/2/2020 Available anytime
Training Offered by Different Organizations	Various training opportunities offered by different organizations. Check specific trainings for dates and times	11/3/2020 12–1 p.m.
Tobacco Dependence Treatment and Behavioral Health	Provides mental health and substance use disorder professionals the knowledge to assess and treat tobacco dependence in smokers with co-occurring psychiatric and/or addictive disorders	11/4/2020 Available anytime
Screening, Brief Intervention, and Referral to Treatment (SBIRT) Training	Virtual SBIRT learning webinar	11/4/2020 12–1 p.m.
How to Talk With Patients About Smoking Cessation and Anxiety	Free recorded webinar with 1.0 CE credit	11/11/2020 Available anytime
How to Talk With Patients About Smoking Cessation and Anxiety	Free recorded webinar with 1.0 CE credit	11/25/2020 Available anytime
The Resources for Integrated Care – Webinar Recordings	The Resources for Integrated Care website features recordings of webinars and additional resources and tools for providers and health plans	11/27/2020 12–1 p.m.

Provider Code Updates

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

- CPT Code for COVID-19 Testing Exempt from AB 97 10 Percent Payment Reduction
- CPT Code for COVID-19 Testing Now a CLIA-Waived Test
- CPT Codes 86408 and 86409 for COVID-19 Testing are Medi-Cal Benefits
- New Benefits to Aid Targeted Genomic Sequence Analysis
- Brachytherapy Codes C2616 and Q3001 are New Medi-Cal Benefits
- Modifier Update to HCPCS Codes G8431 and G8510 for Depression Screenings
- Providers May Bill for Remdesivir to Treat COVID-19
- Billing Requirements for COVID-19 Telephonic Communications for FQHC/RHC and IHS-MOA
- Advanced Notification of Billing Change for Pen Needles

For detailed information regarding these changes, please refer to the September General Medicine Bulletin 555, <https://files.medi-cal.ca.gov/pubsdoco/bulletins/artfull/gm202009.aspx>, Newsflashes, https://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom_30633.aspx and https://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom_30656.aspx.

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

Important Meetings

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>

Meetings	Date and Time
CalOptima Board of Directors	November 5, 2 p.m.
CalOptima Provider Advisory Committee	November 12, 8 a.m.
CalOptima Board of Directors' Quality Assurance Committee	November 18, 3 p.m.
CalOptima Board of Directors' Finance and Audit Committee	November 19, 2 p.m.

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