



# PROVIDER UPDATE

## What's Inside:

- Medi-Cal Rx Transition Updates
- APL 20-016: Blood Lead Screening of Young Children
- Don't Wait Vaccinate Campaign
- Recommendations During COVID-19
- Richard Sanchez Becomes Permanent CalOptima CEO
- APL 17-018: Family Therapy Benefit — DHCS Clarification
- Reporting Members Testing Positive for COVID-19
- NL 05-1020: CCS and GHPP Policy on Coverage of Experimental and Investigational Services
- Prop 56 Value-Based Payment Program — FAQs
- APL 20-017: Requirements for Reporting Managed Care Program Data — RVD
- Medi-Cal Benefits Covered by CalOptima — Provisional Postpartum Care Extension Program
- Updated Notice of Nondiscrimination
- OneCare and OneCare Connect Annual Notice of Change Supplemental Benefits
- Say Hello: OneCare Connect Benefits for 2021 Virtual Event
- Claims Guidance for Services Rendered to a Member Experiencing Homelessness
- Aged, Blind, and Disabled Federal Poverty Level Program Enrollment Notices and FAQs
- APL 20-018: Ensuring Access to Transgender Services — RVD
- Policies and Procedures Monthly Update
- Health Education: Trainings and Meetings
- Provider Code Updates
- Important Meetings

## Urgent Medi-Cal Rx Registration Due Now

Effective January 1, 2021, the Department of Health Care Services (DHCS) 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).

DHCS recently distributed **All-Plan Letter (APL) 20-020: Governor's Executive Order N-01-19 Regarding Transitioning Medi-Cal Pharmacy Benefits from Managed Care to Medi-Cal Rx** to provide MCPs with guidance on changes to the Medi-Cal pharmacy benefit to the new FFS delivery system known as Medi-Cal Rx.

**In order to continue prescribing outpatient medication to CalOptima members, pharmacy providers, prescribers and their staff must complete the registration process through the Medi-Cal Rx web portal at [www.medi-calrx.dhcs.ca.gov](http://www.medi-calrx.dhcs.ca.gov) prior to January 1, 2021.**

---

## Medi-Cal Rx Transition Updates

The Department of Health Care Services (DHCS) recently distributed the following three recent Medi-Cal Rx Communication Materials for managed care plans (MCPs), like CalOptima, to share with their providers and health care partners as part of the transition to Medi-Cal Rx:

### Medi-Cal Rx Web Portal Registration Training Update

A resource that gives the Medi-Cal pharmacy and prescribing providers an overview of the Medi-Cal Rx Web Portal, the Medi-Cal Rx Subscription Service to stay informed on upcoming project news, and provides the resources required to register for the portal and related training. The article has been updated to include registration office hours and trainings for the month of November.

### Medi-Cal Rx Prescriber Communication

Information for the prescriber community regarding Medi-Cal Rx and the impact on prescribers. DHCS strongly encourages the Medi-Cal prescriber community to closely monitor upcoming Medi-Cal Rx news and bulletins for additional information regarding any future updates.

### Medi-Cal Rx 90-Day Pharmacy Notice

This article is more technical in nature for the Medi-Cal pharmacies, touching upon topics such as National Council for Prescription Drug Program (NCPDP) transactions, payer sheets, opportunities for pharmacy testing, and a call-out to batch and paper submitters.

### California Department of Health Care Services (Medi-Cal Rx) — National Council for Prescription Drug Programs (NCPDP) Standard Payer Sheet, Version 1.0, dated October 22, 2020

Document contains instructions related to transactions based on NCPDP Version D.0:

- Claim Billing
- Claim Reversal
- Claim Rebill
- Prior Authorization Reversal
- Prior Authorization Inquiry
- Prior Authorization Request

Please note that Eligibility Verification and SB393 Drug Price Inquiry will be incorporated in an upcoming revision of this document.

To view these documents in their entirety, visit the CalOptima website at <https://www.caloptima.org/en/ForProviders/NewsAndEvents/Announcements.aspx>.

---

## APL 20-016: Blood Lead Screening of Young Children

On November 2, 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 supersedes APL 18-017** located at [www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2018/APL18-017.pdf](http://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2018/APL18-017.pdf).

You may view **APL 20-016 (with revisions italicized for ease of reference)** in its entirety by visiting <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2020/APL20-016.pdf>.

# Don't Wait Vaccinate Campaign

The California Immunization Coalition (CIC), American Academy of Pediatrics California, Department of Health Care Services (DHCS) and others have partnered to develop a communication toolkit, **#DontWaitVaccinate**, with assistance from the California Department of Public Health, Immunization Branch to address the concerning drop in immunization rates among California children and adults during the COVID-19 pandemic.

The campaign **#DontWaitVaccinate**, stresses the impact delayed routine vaccinations places on families and communities at risk for infection with vaccine-preventable diseases. It's essential to ensure infants and toddlers are safe and school-aged students are ready for the school year ahead. It's also important that adults continue to receive recommended vaccines and, additionally, to remind everyone 6 months and older to get the influenza vaccine this fall.

For more information or to download the toolkit, visit <https://www.immunizeca.org/DontWaitVaccinate/>.



## RECOMMENDATIONS DURING COVID-19



### IMPROVING CHILD IMMUNIZATIONS (PART 1)

**R**outine vaccination is an essential preventive care service for children, adolescents, and adults (including pregnant women) that should not be delayed because of the COVID-19 pandemic.

[Centers for Disease Control and Prevention \(CDC\)](https://www.cdc.gov/)

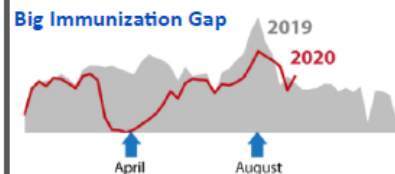
### A REMINDER OF RESOURCES TO INCREASE ADULT IMMUNIZATION



Immunization rates in California have dropped precipitously during the COVID-19 pandemic, raising alarm bells for the health and safety of our children, patients and family.

California Immunization Coalition

MMR Doses Recorded in CAIR in 2020 vs. 2019, Children Age 4-6 Years



**Health Plans and Providers:**  
Engaging Parents



- ▶ Watch case [testimonials](#) by parents on how vaccination can impact lives (e.g., [Rory's story](#), [Hailey's story](#); [the story of three families](#), etc.); use information snippets as voice mail message script.
- ▶ Watch [featured videos](#) by CDC on effective strategies for recommending childhood immunizations to parents of young children. Use [resources](#) that can be shared with parents.
- ▶ Use [communication tips](#) in addressing vaccination questions from parents that come in printable handouts including [scripts](#) on structuring effective [communication strategies](#) around vaccines.

**Providers:**  
Mobilizing Vaccination Efforts



- ▶ Ensure health workers in other areas (e.g., prenatal, post-natal, primary care) check vaccination status at any clinical service and vaccinate or refer to immunization clinic.
- ▶ [Allow catch-up immunization visits](#) and implement the [WHO guidance](#) that outlines considerations for prioritizing strategies for restarting immunization and vaccine catch-up strategies.
- ▶ Use CAIR status reports at each essential childhood clinic visit. Use reminder/recall systems to bring back patients that may have deferred routine visits during COVID-19.

**Health Plans and Providers:**  
Messaging for Targeted Member Groups



- ▶ Use the San Diego [Pediatric Provider Toolkit](#) and the California [#DontWaitVaccinate Campaign \(Toolkit\)](#) for various [messaging approaches](#) to parents, adolescents, adults and pregnant women.
- ▶ Adapt [sample media/twitter posts](#) on [social media](#) platforms regarding the benefits of vaccination for children and adolescents.
- ▶ Mail the childhood immunization schedule to members who are in their third trimester of pregnancy.

To view the above recommendations online and to access information links, visit [https://www.caloptima.org/~media/Files/CalOptimaOrg/508/COVID19/2020-10\\_ImmunizationQIPostcard\\_508.ashx](https://www.caloptima.org/~media/Files/CalOptimaOrg/508/COVID19/2020-10_ImmunizationQIPostcard_508.ashx).



# RECOMMENDATIONS DURING COVID-19 (CONTINUED)



## IMPROVING ADULT IMMUNIZATIONS (PART 2)

Routine vaccination is an essential preventive care service for children, adolescents, and adults (including pregnant women) that should not be delayed because of the COVID-19 pandemic.

[Centers for Disease Control and Prevention \(CDC\)](#)

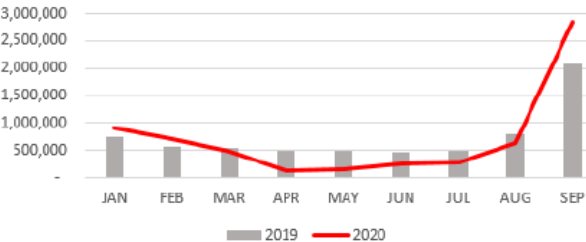
### A REMINDER OF RESOURCES TO INCREASE ADULT IMMUNIZATION



A moderately severe influenza season in the presence of circulating SARS-CoV-2 would significantly amplify cases of acute respiratory illness. [Less than half](#) of US adults received influenza vaccine in 2018-2019.

Vaccine Doses, Patients 19 years and older, Submitted to the California Immunization Registry January-September 2019 & January-September 2020

California Department of Public Health



**Providers:**  
Addressing Flu Vaccine Hesitancy



- ▶ See [#HowIRecommend](#) videos for strategies to make effective recommendation and address immunization questions including flu vaccine hesitancy. [Infographics](#) in multiple languages.
- ▶ Refer to CDC [study](#), published August 25, 2020, linking sudden heart complications called “acute cardiac events”, common in adults hospitalized with flu ([infographic](#)).
- ▶ Watch case [testimonials](#) on the importance of immunizations (e.g., [Influenza](#), [pneumococcal](#), etc.).
- ▶ Be a role model and take the vaccine ([infographic](#)). Use top [flu strategies](#) gathered from providers.

**Providers:**  
Mobilizing Vaccination Efforts



- ▶ Partner with [pharmacists](#) as essential access points for vaccination services in the community.
- ▶ Utilize mobile vaccination vans out in the community and/or pop-up tent clinics in parking lots.
- ▶ Use on-hold flu messages when the member calls the provider’s office.
- ▶ Use [standing order](#) templates to streamline practice workflows in clinics.

**Health Plans and Providers:**  
Messaging for Targeted Member Groups



- ▶ Use targeted [communication campaigns](#) for different segments and hard to reach populations (e.g., [elderly](#), [pregnant women](#), [special health conditions](#), etc.).
- ▶ Essential key messages regarding the importance of [immunizations to pregnant women](#).
- ▶ Engage key community influencers regarding the benefits of vaccination. Adapt [sample media/twitter posts](#) on [social media](#) platforms.
- ▶ Pop-up announcements on [immunization campaigns](#) via the health plan website.

To view the above recommendations online and to access information links, visit [https://www.caloptima.org/~media/Files/CalOptimaOrg/508/COVID19/2020-10\\_ImmunizationQIPostcard\\_508.ashx](https://www.caloptima.org/~media/Files/CalOptimaOrg/508/COVID19/2020-10_ImmunizationQIPostcard_508.ashx).

## Richard Sanchez Becomes Permanent CalOptima CEO

The CalOptima Board of Directors appointed Richard Sanchez, REHS, MPH, as the permanent Chief Executive Officer of the public agency. He has served in an interim capacity since April. For the past seven months, Sanchez has guided CalOptima through the challenges of responding to the COVID-19 pandemic, budgeting in a changing state economy and ensuring ongoing access to quality care in an environment shifting to telehealth.

Sanchez came to the interim role after serving on the CalOptima Board of Directors since March 2017. He is the immediate past Director of the Orange County Health Care Agency (HCA). Sanchez replaced former CEO Michael Schrader who had been at CalOptima for more than seven years.

Sanchez was HCA Director for three years, after having served as Assistant Director and Director of Environmental Health. Before his tenure in Orange County, he worked in leadership roles for the San Bernardino Environmental Health Department. Sanchez holds a bachelor’s degree in biological sciences from UC Irvine and a Master of Public Health degree from Loma Linda University. He is also credentialed as a Registered Environmental Health Specialist (REHS).



---

## **APL 17-018: Family Therapy Benefit—DHCS Clarification**

The Department of Health Care Services (DHCS) recently released **All-Plan Letter (APL) 17-018: Medi-Cal Managed Care Health Plan Responsibilities for Outpatient Mental Health Services** and on October 22, 2020, DHCS provided further clarification regarding the family therapy benefit.

APL 17-018 states that family counseling for the sole purpose of relationship problems (better known as marriage counseling) is not a covered benefit. However, other family therapy is a Medi-Cal benefit and relationship problems may need to be addressed in family therapy or provided due to other medically necessary purposes, such as preventive family therapy for children with Adverse Childhood Experiences (ACEs).

For more information contact the CalOptima Provider Relations department at **714-246-8600**.

---

## **Reporting Members Testing Positive for COVID-19**

While the COVID-19 pandemic remains an evolving situation, CalOptima would like to remind providers that they are required to continue to take the following steps when treating members who may be infected with COVID-19:

- Immediately report all suspected cases of COVID-19 infection to the Orange County Health Care Agency at 714-834-8180. If reporting after hours, call 714-628-7008.
- Make sure to take a detailed travel history for any member who has a fever and acute respiratory illness.
- Take the time to assess hospitalized members with respiratory illness for a clinical course consistent with COVID-19.

CalOptima providers are encouraged to monitor the Centers for Disease Control and Prevention (CDC) website for recommendations by visiting [www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus).

**In addition, all providers are required to submit any relevant information regarding COVID-19 to CalOptima daily.** Information reported must include the following elements:

- Number of new positive COVID-19 tests among CalOptima members
- Number of cumulative positive COVID-19 tests among CalOptima members
- Number of new hospital admissions associated with COVID-19 among CalOptima members
- Number of cumulative hospital admissions associated with COVID-19 among CalOptima members
- Other general comments, issues or concerns related to COVID-19

Providers are to submit this information by calling CalOptima Provider Relations at **714-246-8600**.

---

## **Numbered Letter (NL) 05-1020: CCS and GHPP Policy on Coverage of Experimental and Investigational Services**

The Department of Health Care Services (DHCS) recently posted **CCS Numbered Letter (NL) 05-1020: CCS and GHPP Policy on Coverage of Experimental and Investigational Services**.

This NL updates policy on the coverage of experimental and investigational drugs, biological products, and devices under the California Children's Services (CCS) Program and Genetically Handicapped Persons Program (GHPP). The CCS Program publishes this NL under the program's authority to authorize services that are medically necessary to treat CCS-eligible conditions.

To view NL 05-1020 in its entirety, visit <https://www.dhcs.ca.gov/services/ccs/Documents/CCS-NL-05-1020-Experimental-and-Investigational-Services.pdf>.

---

## Prop 56 Value-Based Payment Program — FAQs

On October 6, 2020, the Department of Health Care Services (DHCS) released the first version of the Frequently Asked Questions (FAQ) for the Proposition 56 Value-Based Payment (VBP) Program.

The FAQs provide additional guidance, information, and clarification to Medi-Cal managed care plans (MCPs), like CalOptima, and providers regarding the VBP Program. VBP provides incentive payments to providers who meet specific measures aimed at improving care for specific high-cost or high-need populations. The VBP Program began implementation on July 1, 2019, excluding the Behavioral Health Incentive Program component. For additional information regarding VBP requirements, please refer to DHCS All-Plan Letter (APL) 20-014.

The FAQs is posted on the DHCS Value Based Program webpage located at [https://www.dhcs.ca.gov/provgovpart/Pages/VBP\\_Measures\\_19.aspx](https://www.dhcs.ca.gov/provgovpart/Pages/VBP_Measures_19.aspx). The FAQs will be continuously updated and the website should be checked frequently for updates and new additions to the FAQs.

---

## APL 20-017: Requirements for Reporting Managed Care Program Data — RVD

On October 15, 2020, the Department of Health Care Services (DHCS) distributed **All Plan Letter (APL) 20-017: Requirements for Reporting Managed Care Program Data**.

The purpose of this APL is to inform Medi-Cal managed care plans (MCPs) of changes to monthly program data reporting obligations. Specifically, MCPs are required to report program data using standardized JavaScript Object Notation (JSON) reporting formats.

**APL 20-017** details additional requirements for managed care program data reporting related to grievances, appeals, monthly Medical Exemption Requests (MER) and other continuity of care (COC) requests, out-of-network (OON) requests, and primary care provider (PCP) assignments, with all MCPs required to meet all requirements included in this APL no later than **July 1, 2021**.

**APL 20-017** supersedes APLs 14-013 (Revised) and 14-012. To view **APL 20--017** in its entirety, visit <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2020/APL20-017.pdf>.

---

## Medi-Cal Benefits Covered by CalOptima — Provisional Postpartum Care Extension Program

The Provisional Postpartum Care Extension (PPCE) Program provides extended coverage for Medi-Cal members who have a maternal mental health condition during pregnancy or the time period after pregnancy. CalOptima covers maternal mental health care for women during pregnancy and for up to two months after the end of pregnancy. The PPCE program extends that coverage for up to 12 months after the diagnosis or from the end of the pregnancy, whichever is later.

To qualify for the PPCE program, providers must confirm their diagnosis of a maternal mental health condition within 150 days after the end of pregnancy. Members are encouraged to ask providers about these services if they think there is a need them. If providers think members should have the services from PPCE, they must complete and submit the forms for the member.

For more information contact the CalOptima Provider Relations department at **714-246-8600**.

---

## Updated Notice of Nondiscrimination

This announcement is to provide updated versions of the Notice of Nondiscrimination (NOND) that are available for OneCare and OneCare Connect and should be used moving forward. The main update includes changing the TTY number to “711”. The PACE NOND remains current and has not been updated. To view the current notices for OneCare and OneCare Connect, visit the CalOptima website at one of the following links:

- **OneCare Notice of Nondiscrimination** [https://www.caloptima.org/~media/Files/CalOptimaOrg/508/Members/OneCare/2021/2021\\_OneCare\\_NOND\\_E\\_508.ashx](https://www.caloptima.org/~media/Files/CalOptimaOrg/508/Members/OneCare/2021/2021_OneCare_NOND_E_508.ashx)
- **OneCare Connect Notice of Nondiscrimination** [https://www.caloptima.org/~media/Files/CalOptimaOrg/508/Members/OneCareConnect/2021/2021\\_OneCareConnect\\_NOND\\_E\\_508.ashx](https://www.caloptima.org/~media/Files/CalOptimaOrg/508/Members/OneCareConnect/2021/2021_OneCareConnect_NOND_E_508.ashx)

As a reminder, the NOND must be included in “significant communications” to members, potential members, and the public. **“Significant communications” include outreach, education, and marketing materials as well as written notices pertaining to rights or benefit or requiring a response from an individual.** Please refer to DHCS All Plan Letter (APL) 17-011 located at <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2017/APL17-011.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 and 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 and 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](http://www.caloptima.org/onecareconnect) and navigate to the Member Documents page.

## OneCare Connect Benefits for 2021 Virtual Event

CalOptima is hosting a special ongoing virtual event for Medi-Medi members on our website. To access this event, please visit [www.caloptima.org/onecareconnect](http://www.caloptima.org/onecareconnect).

Please invite members, family members and/or caregivers who want to learn more about OneCare Connect Cal MediConnect Plan (Medicare and Medi-Cal Plan). During this presentation, we will review the great benefits and services available through OneCare Connect and announce the new benefits for 2021. This is a great opportunity for members who have Medicare and Medi-Cal benefits or are turning 65 years old and want to learn more about their health care options. This ongoing event aims to reinforce the benefits of the program and allow attendees to meet virtually with a OneCare Connect Care Enrollment Specialist.

**Say Hello**  
to **OneCare Connect**

**CalOptima invites you to a special virtual event!**

- Learn about **new benefits** available to you
- Meet your CalOptima team
- Get resources to stay healthy

Watch a video explaining the 2021 benefits of OneCare Connect and how to enroll. Visit [www.caloptima.org/onecareconnect](http://www.caloptima.org/onecareconnect)

Learn more about OneCare Connect at:  
**caloptima.org | 1-855-705-8823**

**OneCare Connect**  
**CalOptima**  
Better. Together.  
OneCare Connect Cal MediConnect Plan (Medicare-Medicaid Plan)

OneCare Connect Cal MediConnect Plan (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees. OneCare Connect complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Contact OneCare Connect Customer Service toll-free at 1-855-705-8823 (TTY 711), 24 hours a day, 7 days a week. H8016\_21MM035a (Accepted 9/27/20)

To learn more or enroll please call OneCare Connect toll-free at **1-800-960-9070 (TTY 711)**.

### **About OneCare Connect:**

OneCare Connect Cal MediConnect Plan (Medicare-Medicaid Plan) is the only plan in Orange County that combines member's Medicare and Medi-Cal benefits at no extra cost. With OneCare Connect members get over-the-counter products, vision, dental (through Denti-Cal) and hearing services. Members also get prescriptions, unlimited transportation to medical services and fitness benefits, including a gym membership and fitness kits. Plus, members will have a Personal Care Coordinator who can help them get the services needed to live safely at home.



## Claims Guidance for Services Rendered to a Member Experiencing Homelessness

Robust data related to patients' social needs is critical to improving patient and community health, and employing a standardized approach to screening for, documenting and coding social needs enables hospitals, health systems and providers to:

- Track the social needs that impact their patients, allowing for personalized care that addresses patients medical and social needs
- Aggregate data across patients to determine how to focus a social determinants strategy
- Identify population health trends and guide community partnerships.

The following guidance is intended to assist a provider when billing for services delivered to an individual experiencing homelessness:

ICD-10-CM Code	Problems/Risk Factors Included in Category
Z59.0	Homelessness, inadequate housing, discord with neighbors, lodgers and landlord, problems related to living in residential institutions, lack of adequate food and safe drinking water, extreme poverty, low income, insufficient social insurance, and welfare support.

The "Z Code" for homelessness is one among many that are used to identify non-medical factors (i.e. Social Determinants of Health).

To view the complete list of International Classification of Diseases, Tenth Revision, Clinical Modification (ICD-10-CM) Coding for Social Determinants of Health visit: <https://www.aha.org/system/files/2018-04/value-initiative-icd-10-code-social-determinants-of-health.pdf>.

## Aged, Blind, and Disabled Federal Poverty Level Program Enrollment Notices and FAQs

On December 1, 2020, approximately 65,000 Medi-Cal beneficiaries in the Aged, Blind, and Disabled Federal Poverty Level (ABD FPL) Program in County Organized Health Systems (COHS) and non-COHS counties will be transitioned into the Managed Care delivery system under full-scope aid codes with no share of cost.

As part of this transition, DHCS has developed 30-day enrollment notices, which the Plans and Associations reviewed this past August. The notices are finalized, and attached here for your information. These notices and a list of ABD Frequently Asked Questions (FAQ) was mailed to members on **Monday, November 2, 2020**.

To view the list of ABD FAQs visit <https://www.caloptima.org/~media/Files/CalOptimaOrg/508/Providers/ProviderCommunications/2020-10-21 ProviderUpdate ABDFPLFAQ 508.ashx>

## All Plan Letter (APL) 20-018: Ensuring Access to Transgender Services — RVD

On October 26, 2020, the Department of Health Care Services (DHCS) distributed **All Plan Letter (APL) 20-018: Ensuring Access to Transgender Services**.

The purpose of this APL is to remind Medi-Cal managed care plans (MCPs), like CalOptima, of their obligations to provide transgender services to members. **This APL is a clarification of current policy and does not represent a policy change.** This APL supersedes APL 16-013.

You may view APL 20-018 in its entirety by visiting <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2020/APL20-018.pdf>.

# Policies and Procedures Monthly Update

The following is a list outlining changes made to CalOptima policies and procedures during **October 2020**. The full description of the policies below are finalized and available on CalOptima's website at [www.caloptima.org](http://www.caloptima.org).

Policy Number	Policy Title, Description and Revisions	Policy Last Review and/or Last Revision Date
<b>CalOptima Administrative</b>		
AA.1223	Participation in Community Events by External Entities	10/01/20
<b>Medi-Cal</b>		
GG.1101	California Children's Services (CCS)/Whole-Child Model – Coordination with County CCS Program	10/01/20
GG.1105	Coverage of Organ and Tissue Transplants	10/01/20
GG.1326	Risk Stratification Process for a Member who Chooses to Opt-Out of Cal MediConnect, or is a Full Benefit Dual-Eligible excluded from Cal MediConnect or is a Partial Dual Eligible	10/01/20
GG.1352	Private Duty Nursing Care Management	08/06/20
GG.1423	Medication Quality Assurance Program	08/06/20
<b>Multiple Programs</b>		
GG.1112	Standing Referral to Specialty Care Provider or Specialty Care Center	10/01/20
GG.1113	Specialty Practitioner Responsibilities	10/01/20
GG.1120	Inpatient Length of Stay for Obstetrical Delivery	10/01/20
GG.1507	Notification Requirements for Covered Services Requiring Prior Authorization	10/01/20
GG.1546	Home Health Services	10/01/20
GG.1806	Preadmission Screening and Resident Review (PASRR)	10/01/20
GG.1831	Multipurpose Senior Services Program (MSSP)	10/01/20
GG.1832	Multipurpose Senior Services Program (MSSP) – MSSP Identification, Referral, and Coordination of Care Process	10/01/20
MA.6023	Notice of Medicare Non-Coverage and Notice of a Detailed Explanation of Non-Coverage	10/01/20
MA.6042	Organization Determinations	10/01/20
<b>OneCare</b>		
MA.4011	Notice of Change in Location and Availability of Covered Services	10/01/20
<b>OneCare Connect</b>		
CMC.4005	Election Periods and Effective Dates	10/01/20
CMC.4011	Notice of Change in Location and Availability of Covered Services	10/01/20
CMC.6031	Health Risk Assessment	10/01/20
<b>PACE</b>		
PA.1800	PACE Primary Care Provider (PCP) Roles & Responsibilities	10/01/20
PA.2005	Marketing and Outreach	10/01/20
PA.5040	Participant Rights	10/01/20
PA.5050	Nutrition	10/01/20
PA.5051	Quality of Food	10/01/20
PA.5052	Utensil Cleaning Guidelines for Nutritional Services	10/01/20

## 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	12/1/2020 Available anytime
Smoking Cessation Leadership Center	Webinars, publications, toolkits, fact sheets and guides for providers	12/1/2020 Available anytime
Managed Health Care in California Archived Webinars	Multiple 90-minute webinars	12/1/2020 Available anytime
Available CME/CEU Recorded Webinars	Available recorded webinars with available CE/CME units from the Smoking Cessation Leadership Center	12/1/2020 Available anytime
Training Offered by Different Organizations	Various training opportunities offered by different organizations. Check specific trainings for dates and times	12/1/2020 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	12/2/2020 Available anytime
Screening, Brief Intervention, and Referral to Treatment (SBIRT) Training	Virtual SBIRT learning webinar	12/2/2020 12–1 p.m.
Increasing Adolescent Immunization Coverage	Webinar intended for health professionals engaged in care of patients needing vaccinations	12/7/2020 Available anytime
“We Can” Program 90-Minute Online Training	Four Sessions: We Can! Energize Our Families: Parent Program	12/7/2020 Available anytime
Media-Smart Youth: Eat, Think and Be Active	Free 1-hour webinar for those interested in implementing youth programs	12/7/2020 Available anytime
How to Talk With Patients About Smoking Cessation and Anxiety	Free recorded webinar with 1.0 CE credit	12/9/2020 Available anytime
How to Talk With Patients About Smoking Cessation and Anxiety	Free recorded webinar with 1.0 CE credit	12/23/2020 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	12/25/2020 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:

- COVID-19 Quantitative Antibody Test Added as a Medi-Cal Benefit
- October 2020 HCPCS Quarterly Update
- Updates to Policy for Injection Codes
- Updated Policy Effective Date for Billing Immune Globulins
- New Benefits: Magnetoencephalography (MEG) and Magnetic Source Imaging (MSI)
- Reimbursement Rate Update for Electroencephalography Procedure
- Changes to Eligibility Requirements for Pulmonary Rehabilitation
- Policy Update for Sinuva Sinus Implant
- 2020 Immunization Updates: Vaccination during COVID-19, Flu, HepA and Tdap
- Medi-Cal Rx Portal Registration Launched for Pharmacy Providers and Prescribers
- Correction to HCPCS Code in DME Manual Section
- Reimbursement Rates are Updated for COVID-19 Testing

For detailed information regarding these changes, please refer to the October General Medicine bulletin 556, <https://files.medi-cal.ca.gov/pubsdoco/bulletins/artfull/gm202010.aspx>, Durable Medical Equipment and Medical Supplies bulletin 541, <https://files.medi-cal.ca.gov/pubsdoco/bulletins/artfull/dme202010.aspx#a1>, Newsflashes, [https://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom\\_30339\\_98.aspx](https://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom_30339_98.aspx),

For CalOptima’s prior authorization required list, please refer to the CalOptima website: [www.caloptima.org/](http://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>

<b>Meetings</b>	<b>Date and Time</b>
<b>CalOptima Board of Directors</b>	December 3, 2 p.m.
<b>CalOptima Member Advisory Committee</b>	December 10, 2:30 p.m.
<b>CalOptima Provider Advisory Committee</b>	December 10, 8 a.m.
<b>CalOptima Whole-Child Model Family Advisory Committee</b>	December 15, 9:30 a.m.
<b>CalOptima OneCare Connect (OCC) Member Advisory Committee</b>	December 17, 3 p.m.

## Visit the CalOptima Website

Visit the CalOptima website at [www.caloptima.org](http://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**