CalOptima
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PROVIDER UPDATE

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CalOptima Covers Transplants at Centers of Excellence and Specialty Care Centers

CalOptima reminds providers that the agency is restricted to approving coverage for transplants at Centers of Excellence (COE) or Special Care Centers (SCC). These centers are designated by the Department of Health Care Services (DHCS) as equipped for transplant operations.

CalOptima Policy G.G. 1105, Coverage of Organ and Tissue Transplants, defines transplant coverage for CalOptima members under Medi-Cal:

- *A DHCS-approved transplant center is a facility that is approved by DHCS to provide specific transplant services for Medi-Cal members.*

- *A California Children's Services (CCS)-approved transplant center for all transplants is an SCC that is approved by DHCS to provide specific transplant services for CCS Whole-Child Model-eligible members as determined by CCS in accordance with CalOptima Policy GG.1101: Whole-Child Model — Coordination with County CCS Program.*

To learn more about DHCS-approved COEs and SCCs, visit the DHCS website at www.dhcs.ca.gov/services/ccs/scc.

CalOptima Making Progress Toward CalAIM Implementation in January 2022

A total of $1.6 billion in funding for California Advancing and Innovating Medi-Cal (CalAIM) was included in Gov. Newsom's FY 2021–22 enacted state budget. CalAIM spans a five-year period from 2022 to 2027, encompasses numerous initiatives and generally expands Medi-Cal managed care plans' responsibilities.

CalOptima has been actively engaged in preparing to implement CalAIM, with a particular focus on those programs going live in 2022. Where implementation of CalAIM requires transitions in current programs, including the Whole Person Care pilot and Health Homes Program, CalOptima's priority will be to create a seamless transition that supports members' ongoing access to needed services. In June, the CalOptima Board of Directors approved the agency's implementation plans for specific elements of CalAIM.

The first parts of CalAIM to be implemented are Enhanced Care Management (ECM) and In Lieu of Services (ILOS), effective January 1, 2022. ECM provides comprehensive care management to meet clinical and nonclinical needs of the highest-cost and/or highest-need beneficiaries. It will be phased in to serve various Populations of Focus, such as members who are experiencing homelessness or adults with serious mental illness. ILOS are offered as a substitute to, or to avoid, other covered services. CalOptima will implement ILOS in phases. In Phase 1, CalOptima is committed to offering housing transition navigation services, housing deposits, housing tenancy and sustaining services, and recuperative care (medical respite). For Phase 2, CalOptima surveyed the community about the remaining ILOS, and is still deciding what to offer in the future. There are 14 total ILOS options.

For more information, visit www.caloptima.org/CalAIM.

CalOptima Offers Supplemental COVID-19 Payment Increase for Contracted Medi-Cal Providers

In recognition of the strain experienced by the CalOptima-contracted providers during the COVID-19 pandemic, CalOptima implemented a temporary 5% supplemental payment increase for certain medically necessary services.

The increase is intended to assist in maintaining the viability of CalOptima's contracted providers, while strengthening access to care given potential utilization changes and COVID-19-related testing and treatment. This short-term supplemental payment increase applies to compliant, directly contracted Medi-Cal providers for dates of service beginning January 1, 2021, through June 30, 2021.

The supplemental payment increase does not apply to pharmaceuticals (including physician-administered drugs); durable medical equipment (DME) items and services; orthotics and prosthetics and other medical devices, goods and services; high-cost exclusion drugs and devices; supplemental or directed payments; cross-claim payments; letter of agreement payments; and administrative services entities (e.g., pharmacy benefit managers and any other contracted administrative service providers for which CalOptima covers the cost of claims).

For more information, contact CalOptima's Provider Relations department at **714-246-8600**.

CalOptima COVID-19 Community and Provider Toolkits Now Available in English, Spanish and Vietnamese

CalOptima's COVID-19 vaccine toolkits are now available for community partners and providers in English, Spanish and Vietnamese. The toolkits promote vaccination to members by helping build confidence and raise awareness about the benefits of COVID-19 vaccines as well as addressing common questions and concerns.

Tools include:

- Don't Wait, Vaccinate! Provider 11 x 17 Poster
- Don't Wait, Vaccinate! Provider 8.5 x 11 Flyer
- COVID -19 Vaccine FAQ
- Sample Provider Letter to CalOptima Members
- Vaccine Myth Buster Fact Sheet (Facts vs. Fiction)
- What to Expect When You Get the COVID-19 Vaccine Fact Sheet
- Telephone On-Hold Message
- Trusted Messenger and COVID-19 Explainer Videos
  (videos for your website or social media pages)

To access the tools, visit the CalOptima website at the following links:
For Community Partners: www.caloptima.org/en/Features/COVID-19/CBOToolkit.aspx
For Providers: www.caloptima.org/en/Features/COVID-19/ProviderToolkit.aspx

Emergency Broadband Benefit Program Continues

Providers, please let your CalOptima members know that the Emergency Broadband Benefit (EBB) is available to support their access to technology, which may include telehealth services.

The EBB is a program overseen by the Federal Communications Commission to promote internet access during the COVID-19 pandemic. Recipients can receive up to $50 a month for broadband service and equipment rentals. All Medi-Cal members qualify without affecting their health coverage, though funding is limited.

Members are encouraged to apply as soon as possible by visiting www.getemergencybroadband.org. The monthly discounted internet service will be available until EBB funds are fully expended, or up to six months after the end of the COVID-19 pandemic.

Additionally, a stipend is available for qualifying devices such as a laptops, tablets or computers up to $100 purchased through an eligible internet provider. A list of participating internet providers in California can be viewed at https://www.fcc.gov/emergency-broadband-benefit-providers#California

EBB eligibility includes any of the following:

- Loss of income from job loss since February 29, 2020, and income is less than $99,000 annually
- Receive food assistance through SNAP (food stamps)
- Receive supplemental security income (SSI) payments
- Receive Medi-Cal
- Receive veterans pension and survivors benefit

Executive Order Ends Certain COVID-19 Provisions

DHCS informed Medi-Cal managed care plans, including CalOptima, that certain pandemic-related regulatory flexibilities issued by Gov. Gavin Newsom on April 22, 2020, as outlined in All Plan Letter (APL) 20-011, terminated effective June 30, 2021. Therefore, effective July 1, 2021, managed care plans are required to begin resumption of these activities and return to standard program operations, policies and procedures in place prior to the COVID-19 public health emergency.

DHCS is in the process of finalizing a revised APL 20-011 to provide further information and guidance related to the termination of the flexibilities and will issue the revised APL in the near future. In the meantime, DHCS is requiring managed care plans to resume site review activities detailed in APL 20-006 as soon as possible, with full resumption of these activities within six months of the June 30, 2021, termination date.

CalOptima will keep you informed of changes as they occur. You may call the Provider Resource Line at 714-246-8600 or email providerservices@caloptima.org.

Policy Guides When Tertiary Care Is Appropriate

CalOptima would like to remind providers about the correct use of tertiary care facilities. Inappropriate referrals to tertiary care may impact utilization management decisions. As a reminder, tertiary care is specialized consultative care is provided by specialists that work in a center with personnel and facilities experienced in handling complex, uncommon or highly complicated diagnostics and treatments, such as organ transplants. Note that within Orange County, UCI is considered a tertiary care facility.

Tertiary care is provided upon referral from primary or secondary medical personnel and is a level of care that is not available in a community setting. CalOptima Policy GG.1508 guides providers regarding tertiary care decisions. Please review the policy for details about when tertiary care is required.

APL 21-003: Medi-Cal Network Provider and Subcontractor Terminations

CalOptima encourages providers to refer to APL 21-003, distributed by DHCS to managed care plans (MCPs) on March 5, 2021, for information about Medi-Cal network provider and subcontractor terminations.

APL 21-003 clarifies the obligation of Medi-Cal MCPs when terminating or initiating terminations of contractual relationships between MCPs, network provider and subcontractors. It also establishes MCPs' obligations to check exclusionary databases and terminate contracts with network providers and subcontractors who have been suspended or excluded from participation in the Medi-Cal or Medicare programs.

To view APL 21-003 in its entirety, visit www.dhcs.ca.gov/formsandpubs/Documents/ MMCDAPLsandPolicyLetters/APL2021/APL21-003.pdf.

Policies and Procedures Monthly Update

The following list outlines changes made to CalOptima policies and procedures during **June 2021**. The full description of the policies below is available on CalOptima's website at www.caloptima.org.

Policy Number	Policy Title, Purpose, Revision, and Program	Policy Review and/or Revision Date
Medi-Cal		
AA.1500 - Retired	Medical Respite Program	06/04/20
DD.2003	Member Identification and Eligibility Verification	06/01/21
FF.1002	CalOptima Medi-Cal Fee Schedule	06/01/21
FF.1005a	Special Payments – Bone Marrow Transplant and Solid Organ Transplant	06/01/21
GG.1327	Coordination of Care Plans for Dual-Eligible Members, Not Enrolled in OneCare Connect, with LTSS	06/01/21
Multiple Programs		
GG.1119	Direct Access to OB/GYN Practitioner Service	06/01/21
GG.1503	CalOptima Hospice Coverage, Notification and Validation Requirements	06/01/21
GG.1516	Acute Administrative Days	06/01/21
GG.1531	Criteria and Authorization Process for Wheelchair Rental, Purchase, and Repair	06/01/21
GG.1546	Home Health Services	06/01/21
GG.1611	Potential Quality Issue Review Process	03/04/21
GG.1805	Distinct Part Nursing Facility Authorization	06/01/21
GG.1807	Authorization Review Process, Long Term Care	06/01/21
GG.1811	Leave of Absence, Long-Term Care	06/01/21
GG.1815	Long Term Services and Support Quality of Care Reporting	06/01/21
GG.1816	Quality Improvement Activities, Long-Term Services and Supports	06/01/21
GG.1830	In-Home Supportive Services (IHSS) Referral Coordination Process	06/01/21
HH.2003	Health Network and Delegated Entity Reporting	06/03/21
MA.6044	Coverage of Solid Organ and Stem Cell Transplants	06/01/21
OneCare		
MA.3103	Claims Coordination of Benefits	06/01/21
MA.3105	Medicare Secondary Payer	06/01/21
OneCare Connect		
CMC.3103	Claims Coordination of Benefits	06/01/21
CMC.3105	Medicare Secondary Payer	06/01/21

Health Education: Trainings and Meetings

July Webinars	
Accelerated Learning Education Program: Child and Adolescent Well-Care Visits Webinar **Tuesday, July 27, 2021 12 p.m.**	http://www.partnershiphp.org/About/Pages/PHC-Events.aspx
August Webinars	
Social Determinants of Health and Mental Health **Tuesday, August 10, 2021 9 a.m.**	https://attendee.gototraining.com/2c781/register/627020009912119554?tz=America/Los_Angeles
Cultural Competence — Moving From Cultural Competence to Cultural Humility **Wednesday, August 11, 2021 12 p.m.**	https://attendee.gototraining.com/2c781/register/1742630686941526018?tz=America/Los_Angeles
An Introduction to the ASAM Criteria **Thursday, August 12, 2021 12 p.m.**	https://attendee.gototraining.com/2c781/register/1427275358928426242?tz=America/Los_Angeles
Monthly Webinars	
The Resources for Integrated Care – Webinar Recordings	https://www.resourcesforintegratedcare.com/
Asthma Management Academy (AsMA)	https://www.cdph.ca.gov/Programs/CCDPHP/DEODC/EHIB/CPE/Pages/AsMA.aspx
Every Tuesday and Thursday	
Chlamydia Screening for Adolescent Patients E-learning Collaborative (CT eLC)	https://californiaptc.com/national-quality-improvement-center/chlamydia-screening-for-adolescent-patients-elearning-collaborative/?utm_source=eLearning+Collaborative+Announcement+-+CT+Screening&utm_campaign=eLC_Recruitment&utm_medium=email
Medi-Cal Learning Portal	https://learn.medi-cal.ca.gov/
Ongoing/On-Demand Webinars	
Screening, Brief Intervention, and Referral to Treatment (SBIRT) Training	https://healtheknowledge.org/course/index.php?categoryid=50
Smoking Cessation Leadership Center	https://smokingcessationleadership.ucsf.edu/webinars

Health Education: Trainings and Meetings (cont.)

Ongoing/On-Demand Webinars (cont.)	
Professional Development Classes	https://www.cdc.gov/diabetes/professional-info/training.html?CDC_AA_refVal=https://www.cdc.gov/diabetes/ndep/training-tech-assistance/index.html
National Diabetes Education Program	https://www.cdc.gov/diabetes/professional-info/training.html?CDC_AA_refVal=https://www.cdc.gov/diabetes/ndep/training-tech-assistance/index.html
Free Continuing Education (CME) from MMWR and Medscape	https://login.medscape.com/login/sso/getlogin?urlCache=aHR0cDovL3d3dy5tZWRzY2FwZS5vcmcvdmlld2FydGljbGUvODg4ODIx&ac=401
LifeScan Institute LLC Webinars	https://www.lifescandiabetesinstitute.com/
Medicare Learning Network	https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/WebBasedTraining

Provider Code Updates

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

• New Telehealth Code Added to EWC for FQHC/RHC Providers
• 2021 HCPCS Q3 Update
• Policy Updates for Opioid Use Disorder Emergency Department Treatment
• Updates to Drug and Alcohol Use Screening and Counseling
• Retroactive Policy Change for Drug Use Screening
• Policy Update for Specific Chemotherapy and Injection HCPCS Codes
• Procedure Type and Benefit Status Updated for CPT Code 48160
• Start of the Reporting Year 2023 Payment Error Rate Measurement (PERM) Cycle
• National Correct Coding Initiative Quarterly Update for July 2021
• Temporary Increased COVID-19 Durable Medical Equipment Oxygen and Respiratory Rates
• Updates to the List of Enteral Nutrition Products
• Medi-Cal Rates Page Update

For detailed information regarding these changes, please refer to the June General Medicine Bulletin 564, https://files.medi-cal.ca.gov/pubsdoco/Bulletins/artfull/gm202106.aspx, the Durable Medical Equipment and Medical Supplies Bulletin 549, https://files.medi-cal.ca.gov/pubsdoco/bulletins/artfull/dme202106.aspx, and the Medi-Cal Newsflash, https://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom_30893_02.aspx

For CalOptima's prior authorization required list, visit www.caloptima.org.

Important Meetings

Meeting	Date and Time
CalOptima Board of Directors	**August 5, 2 p.m.**
CalOptima Provider Advisory Committee	**August 12, 8 p.m.**

Unless otherwise specified, all meetings are held virtually at this time due to COVID-19. To select the virtual meeting you would like to attend, visit the CalOptima website at www.caloptima.org/en/About/BoardAndCommitteeMeetings.aspx.

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

Follow CalOptima on Social Media

CalOptima regularly posts on social media to engage members with heath tips, community resources, event dates, program updates and other pertinent information.

Follow the agency on **Facebook**, **Instagram**, **Twitter** and **LinkedIn**.

Request hard copies by calling
714-246-8600