



PROVIDER *bulletin*

July 6, 2020

Early and Periodic Screening, Diagnostic and Treatment Outreach

The California Department of Health Care Services (DHCS) has issued new requirements for Medi-Cal managed care plans (MCPs) in response to the current COVID-19 pandemic. In an effort to limit the impact of the pandemic on preventive care for children, DHCS has advised MCPs to conduct two phases of member outreach for preventive care for young children.

Both phases of outreach will provide

- Information about immunizations
- Advise them of the importance for their child to receive a blood lead screening

The first phase includes members under the age of three (3) years who have not received a check-up or well child visit within the past six (6) months. This phase will begin around August 3rd, 2020.

The second phase will begin around August 21st, 2020, and will continue until the end of September. The outreach will focus on children ages three (3) through six (6) years who have not received a check-up or wellness visit for preventive care services within the past six (6) months.

Both phases will be conducted using Interactive Voice Recognition (IVR) technology (also known as robocalls). Since members may contact you after receiving these calls with questions or to schedule an appointment, we wanted you to be aware of these activities. DHCS will likely require future member outreach activities also focused on preventive care services.

If you have any questions about this, please contact your KHS Provider Relations Representative at 661-664-5000.

Thank you,

Melissa Lopez
Provider Relations Manager