



November 16, 2022

All Plan Letter 22-020

Community-Based Adult Services Emergency Remote Services

Dear Provider,

The Department of Health Care Services (DHCS) released APL 22-020 on October 21, 2022, to provide guidance on the end of CBAS Temporary Alternative Services (TAS) effective September 30, 2022 and the starting of CBAS Emergency Remote Services (ERS) effective October 1, 2022. APL 22-020 supersedes APL 20-007.

CBAS ERS allows members continuity of care needs to be addressed when an emergency restricts or prevents the member from receiving services at a center. CBAS ERS allows CBAS services be performed in an alternate setting including:

- In the community
- At the doorstep of a member's home
- Via telehealth

All CBAS providers are required to provide ERS if all conditions for ERS are met. CBAS ERS are temporary and time-limited;

- Short-term: up to three consecutive months
- Beyond three consecutive months: Assessment and review for continued need for ERS must be sent to KHS in advance.

ERS Criteria must be met for consideration:

Public Emergencies: state or local disasters i.e., earthquakes, power outages, fire, flood, etc.

Personal Emergencies: serious illness or injury which prevents the member from receiving medically necessary covered services and supports which are required to protect life, alleviate pain, etc.

Authorization Process:

When requesting an authorization for CBAS and the member meets the criteria for ERS, CBAS providers must submit the CBAS ERS Initiation Form (CEIF) along with the authorization request to KHS via the KHS Provider Portal:

<https://provider.kernfamilyhealthcare.com/v3app/publicservice/loginv1/login.aspx?bc=1215a844-d81f-4be0-ac1c-92dd137dd90c&serviceid=05411915-5bc6-4527-97a6-45b09eecbde3>

PROVIDER Bulletin



KERN HEALTH SYSTEMS

If a member has been authorized to receive CBAS services and the members circumstances change where they now qualify for CBAS ERS, your facility will need to submit a new authorization request along with the CEIF via the KHS provider portal.

Please keep in mind, if a member receives authorization for CBAS ERS, Electronic Visit Verification will need to occur on each visit where services are rendered in the members home. Please reference APL 22-014 for more information:

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2022/APL22-014.pdf>

All CBAS facilities are required to regularly check the CDA website for updated CBAS and ERS letters. To access the website, please visit:

https://aging.ca.gov/Providers_and_Partners/Community-Based_Adult_Services/#pp-ers

KHS posts all bulletins on the KHS website, www.kernfamilyhealthcare.com, choose Provider, then Bulletins.

For any questions, please contact your Provider Relations Representative at 1-800-391-2000.

Sincerely,

Melissa McGuire
Deputy Director of Provider Network
Kern Health Systems