



February 15, 2023

### **All Plan Letter (APL) 22-004**

#### **Strategic Approaches for use by Managed Care Plans to Maximize Continuity of Coverage as Normal Eligibility and Enrollment Operations Resume**

Dear Provider,

The Department of Health Care Services (DHCS) released APL 22-004 to provide guidance on continuity of coverage as DHCS prepares to resume normal operations after the end of the COVID-19 Public Health Emergency (PHE). The Centers for Medicare and Medicaid Services (CMS) is working closely with stakeholders to ensure the renewals of eligibility occur in an orderly process that minimizes beneficiary burden and promotes continuity of coverage for eligible individuals, including those who no longer qualify for Medi-Cal.

During the PHE, many beneficiaries have not been required to complete a renewal of eligibility. As of April 1, 2023, the requirement DHCS will resume the requirement for beneficiaries to complete Medi-Cal renewals. In some cases, eligible individuals may lose coverage once the PHE comes to an end if they are required to renew and do not receive their renewal packet in the mail. Members may have a new address or other contact information which has not been updated with their county worker since their last completed renewal (in most cases prior to the COVID-19 PHE).

If you notice a member's demographics vary from what is showing when your office checks eligibility, please ask the member to contact the Department of Human Services (DHS) to update. For DHS locations and contact information in Kern County, please visit:

<https://www.kcdhs.org/about-dhs/about-us/office-hours-and-locations>

Medi-Cal beneficiaries can complete their annual renewal and report changes to their Medi-Cal case online. Beneficiaries can create an online account by going to [www.benefitscal.com](http://www.benefitscal.com).

As a reminder, eligibility can be checked via the following methods:

- KFHC Provider Portal
- KFHC DIVA (661) 664-5185
- AEVS 800-456-2387

If above options are unavailable:

- KFHC Member Services Dept. 661-632-1590 (Bakersfield), 800-391-2000 (outside of Bakersfield), Providers can dial 5, a silent prompt created specifically for providers to bypass other queues.

# PROVIDER Bulletin



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## KERN HEALTH SYSTEMS

For additional information, the full APL can be found by visiting:

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2022/APL-22-004.pdf>

KHS posts all bulletins on the KHS website, [www.kernfamilyhealthcare.com](http://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