



PROVIDER *bulletin*

October 12, 2021

Emergency Guidance for Medi-Cal Managed Care Health Plans in Response to COVID-19

APL 20-004 (Revised)

Dear Provider:

The Department of Health Care Services (DHCS) recently updated previously released APL 20-004, Emergency Guidance for Medi-Cal Managed Care Health Plans in Response to COVID-19. The APL covers various topics including:

- Telehealth/Virtual Communication
- Benefits of attending well-child visits in person
- Transportation (including patients who test positive for COVID-19)
- Delay in the Medi-Cal redetermination process
- Etc.

Initial Health Assessment (IHA):

The DHCS had originally suspended requirements for an IHA to be completed within the first 120 days of a member's enrollment into a managed care plan. Starting October 1st, 2021, the regulatory requirement timeframe will commence. Please access the KHS Provider Portal to obtain membership lists to conduct outreach for members in need of an IHA.

For additional information, you can access the APL by visiting:

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2020/APL20-004-Revised.pdf>

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

Thank you,

Melissa Lopez
Provider Relations Manager