

PROVIDER MEMO

To: Community-based adult services (CBAS) providers
From: Long-Term Services and Supports
Date: April 8, 2020
Subject: CBAS services and activities during the COVID-19 public health emergency

Dear Provider,

Santa Clara Family Health Plan (SCFHP) has received **APL-20-007** from the Department of Health Care Services ([DHCS](#)), which provides health plans with policy information regarding the temporary CBAS services. During the current period of emergency, these are services provided telephonically, in members' homes, and individually in centers, instead of congregate services provided at CBAS centers.

SCFHP is closely following the California Association for Adult Day Services (CAADS) leadership and the ever-evolving coordinated federal, state, and local policy efforts. **At this time, we are awaiting All Center Guidance from the California Department of Aging (CDA), which we anticipate receiving next week.** We intend to follow the combined guidance and policies to the extent possible for our contracted centers to allow for the continuation of services to participants now remaining at home. This additional guidance should help clarify enrollments, outreach guidelines, retro services, billing guidelines, reimbursement methodology, types of allowed temporary services, as well as reporting and oversight requirements for CBAS centers.

We thank you for your ongoing communications with us, flexibility, and support while we redesign the temporary service model to ensure the safety, health, and well-being of our members. **It is our goal to provide you regular SCFHP updates as soon as we receive news from CDA. A contract amendment will be shared with you shortly, outlining SCFHP's expectations during this time.**

Please continue to refer to the [California Department of Public Health \(CDPH\)](#), [CAADS](#), and [CDA](#) websites for additional tools and the most up to date information on preventing the spread of COVID-19 in the community.

Thank you for your continued partnership and the care you provide to our members. For additional questions, please email mltsshelpdesk@scfhp.com.