

## PROVIDER MEMO

**To:** Community-based adult services (CBAS) providers  
**From:** Long-Term Services and Supports (LTSS)  
**Date:** April 17, 2020  
**Subject:** Temporary alternative services (TAS) and plan of operation

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Dear CBAS Provider,

As we work together to provide services to our members in a new way, know that we are here to support you during this time of change. To do this, we request that you provide us regular communications, feedback and information so we may also adapt in this rapidly changing environment.

At this time, we are requesting that each center submit a copy of your operational plans, as well as a progress update on the services provided to SCFHP participants during your initial outreach.

1) On April 20, 2020 by 5 p.m., please send Santa Clara Family Health Plan (SCFHP) a **copy of your plan of operation submitted to the California Department on Aging (CDA)**. This information is required so that we may be informed about the services you intend to provide under CBAS TAS. Please be sure to include your emergency plan/policy and a summary of the specific TAS services you are currently providing to SCFHP participants. The operational plan must be submitted, even if it has not yet been approved by CDA. Email your operation plan to Nicole Bell at [nbell@scfhp.com](mailto:nbell@scfhp.com).

2) On April 21, 2020 by 5 p.m., please submit a progress/status report from the last month that describes your **initial participant outreach** using the [CAADs COVID-19 Participant Wellness Risk Checklist](#). Please send only a summary spreadsheet of the number of SCFHP participants contacted, number identified at each risk, and any comments about TAS services provided. Email this report to Nicole Bell at [nbell@scfhp.com](mailto:nbell@scfhp.com).

3) CBAS reauthorization submissions: During this time, please include a **CBAS TAS services summary** with each new CBAS reauthorization request. SCFHP requires a description of the current TAS services being provided for the SCFHP participant and any **additional** planned interventions for the reauthorization period. Please include the updated care plan with a description of the TAS arrangements being made. If specific ongoing and planned TAS activities and interventions for SCFHP participants are not included with the reauthorization requests, SCFHP will ask you to provide it and the reauthorization request will be pended until the additional information is received.

Please notify [mltsshelppdesk@scfhp.com](mailto:mltsshelppdesk@scfhp.com) with questions, comments, or concerns. Thank you for your continued partnership and the care you provide to our members.