Effective January 1, 2020, the administration of outpatient behavioral health care and behavioral health treatment (BHT) services will transition from Magellan Behavioral Healthcare directly to CalOptima for all our OneCare and OneCare Connect Cal MediConnect Plan (Medicare-Medicaid Plan) members through our CalOptima Behavioral Health Network.

What does this mean for members?
CalOptima is responsible for mild to moderate behavioral health services for all members. Members may access behavioral health services by calling the CalOptima Behavioral Health line at 855-877-3885.

Members seeking severe behavioral health services should contact Orange County Mental Health at 714-935-6061.

What does this mean for providers?
It is important to understand that claims with dates of service on or before December 31, 2019, should be sent to Magellan. Likewise, claims with dates of service on or after January 1, 2020, should be sent to CalOptima.

You may submit your claims electronically at:
Office Ally
866-575-4120 or www.officeally.com
Payer ID: “CALOP”

or via U.S. Mail at:
CalOptima Direct Claims
P.O. Box 11065
Orange, CA 92856

Contact the CalOptima Provider Relations department for further assistance by email at ProviderServicesInbox@CalOptima.org or call 714-246-8600.
Provider Code Updates

Based on the Medi-Cal bulletins, CalOptima has updated the procedure codes for the subjects listed below:

- Notice: Obsolete CHDP Information Retired
- New ICD Requirement for Spinal Canal Ultrasound
- Updates to Clinic Dispensing of Internal (Female) Condoms
- Policy for Medical Supply Billing Codes Updated to DME Supply Billing Codes
- Remove Frequency Limits for Select Intrauterine Devices and Contraceptive Implant
- Maximum Dose Restriction for Acyclovir Injection Removed
- Update to Buprenorphine ICD-10-CM Diagnosis Code Requirement

For detailed information regarding these changes, please refer to the November 2019 General Medicine bulletin on the Medi-Cal website at Medi-Cal: Medi-Cal Update - General Medicine | November 2019 | Bulletin 545. For CalOptima’s prior authorization required list, refer to the CalOptima website at www.caloptima.org.

Health Homes Program Implementation

Effective January 1, 2020, CalOptima will provide Orange County Health Homes Program (HHP) services to participating members with chronic physical conditions and substance use disorders (SUD). Members with severe mental illness (SMI) will receive HHP services no sooner than July 1, 2020.

HHP is designed to serve eligible CalOptima Medi-Cal members with complex medical needs and chronic conditions who may benefit from enhanced care management and coordination. HHP coordinates the full range of physical health, behavioral health, and community-based long-term services and supports (LTSS) needed by eligible members.

Upon implementation, CalOptima will be responsible for providing the following six core services:

- Comprehensive care management
- Health promotion
- Individual and family support
- Care Coordination
- Comprehensive transitional care
- Referral to community and social support services, including housing

For more information, call the CalOptima Provider Relations department at 714-246-8600 or email ProviderServicesInbox@CalOptima.org.
# Health Education: Trainings and Meetings

<table>
<thead>
<tr>
<th>Title</th>
<th>Description</th>
<th>Date and Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smoking Cessation for Pregnancy and Beyond</td>
<td>Learn about smoking cessation from experts in an informative, engaging and novel interactive format</td>
<td>1/1/2020 Available anytime</td>
</tr>
<tr>
<td>Smoking Cessation Leadership Center</td>
<td>Webinars, publications, toolkits, fact sheets and guides for providers</td>
<td>1/1/2020 Available anytime</td>
</tr>
<tr>
<td>Managed Health Care in California Archived Webinars</td>
<td>Multiple 90-minute webinars</td>
<td>1/1/2020 Available anytime</td>
</tr>
<tr>
<td>Available CME/CEU Recorded Webinars</td>
<td>Available recorded webinars with available CE/CME units from the Smoking Cessation Leadership Center</td>
<td>1/1/2020 Available anytime</td>
</tr>
<tr>
<td>Tobacco Dependence Treatment and Behavioral Health</td>
<td>Provides mental health and substance use disorder professionals the knowledge to assess and treat tobacco dependence in smokers with co-occurring psychiatric and/or addictive disorders</td>
<td>1/1/2020 Available anytime</td>
</tr>
<tr>
<td>Screening, Brief Intervention, and Referral to Treatment (SBIRT) Training</td>
<td>Virtual SBIRT learning webinar</td>
<td>1/1/2020 12–1 p.m.</td>
</tr>
<tr>
<td>Increasing Adolescent Immunization Coverage</td>
<td>Webinar intended for health professionals engaged in care of patients needing vaccinations</td>
<td>1/6/2020 Available anytime</td>
</tr>
<tr>
<td>“We Can” Program 90-Minute Online Training</td>
<td>Four Sessions: We Can! Energize Our Families: Parent Program</td>
<td>1/6/2020 Available anytime</td>
</tr>
<tr>
<td>Media-Smart Youth: Eat, Think and Be Active</td>
<td>Free 1-hour webinar for those interested in implementing youth programs</td>
<td>1/6/2020 Available anytime</td>
</tr>
<tr>
<td>Training Offered by Different Organizations</td>
<td>Various training opportunities offered by different organizations. Check specific trainings for dates and times</td>
<td>1/7/2020 Available anytime</td>
</tr>
<tr>
<td>How to Talk With Patients About Smoking Cessation and Anxiety</td>
<td>Free recorded webinar with 1.0 CE credit</td>
<td>1/8/2020 Available anytime</td>
</tr>
<tr>
<td>How to Talk With Patients About Smoking Cessation and Anxiety</td>
<td>Free recorded webinar with 1.0 CE credit</td>
<td>1/22/2020 Available anytime</td>
</tr>
<tr>
<td>The Resources for Integrated Care – Webinar Recordings</td>
<td>The Resources for Integrated Care website features recordings of webinars and additional resources and tools for providers and health plans</td>
<td>1/31/2020 12–1 p.m.</td>
</tr>
</tbody>
</table>

For more information regarding available trainings and meetings, contact our Health Education department by fax at 714-338-3127 or by email at healthpromotions@caloptima.org.
Annual Notice of Change

OneCare Connect Cal MediConnect Plan (Medicare-Medicaid Plan)

New and Supplemental Benefits for 2020

- **Fitness** (Includes Gym Membership or Home Fitness Kits)
- **Vision Care** ($300 Every Two Years)
- **Worldwide Emergency Coverage** ($50,000 a Year)
- **Hearing Services** ($1000 Annual Allowance)
- **Over-the-Counter Drugs** ($50 Quarterly Allowance)

The 2020 Annual Notice of Change provides you with important information regarding modifications to CalOptima’s OneCare Connect benefits, coverages, rules and cost.

To download your copy of the CalOptima OneCare Connect Annual Notice of Change, visit: [www.caloptima.org/onecareconnect](http://www.caloptima.org/onecareconnect)
(and navigate to the Member Documents page)

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Joint Medi-Cal Audit: January 27 Through February 7, 2020

CalOptima was formally engaged by the Department of Health Care Services (DHCS) for its annual Medi-Cal audit, scheduled from January 27–February 7, 2020.

DHCS nurse evaluators will contact providers selected for the audit site visit and medical record reviews directly to schedule the on-site visit.

For more information, call CalOptima’s Provider Relations department at **714-246-8600**.
The following is a list outlining changes made to CalOptima policies and procedures during November 2019. The full description of the policies below are finalized and available on CalOptima’s website at www.caloptima.org.

<table>
<thead>
<tr>
<th>Policy #</th>
<th>Policy Title, Description and Revisions</th>
<th>Policy Last Review and/or Last Revision Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medi-Cal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GG.1318</td>
<td>Coordination of Care for Hemophilia Members</td>
<td>10/03/19</td>
</tr>
<tr>
<td>GG.1900</td>
<td>Behavioral Health Services</td>
<td>10/01/19</td>
</tr>
<tr>
<td>Multiple Lines of Business</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GG.1806</td>
<td>Preadmission Screening and Resident Review (PASRR)</td>
<td>10/1/19</td>
</tr>
<tr>
<td>GG.1807</td>
<td>Authorization Review Process, Long-Term Care</td>
<td>11/01/19</td>
</tr>
<tr>
<td>GG.1811</td>
<td>Leave of Absence, Long-Term Care</td>
<td>11/01/19</td>
</tr>
<tr>
<td>GG.1816</td>
<td>Quality Improvement Activities, Long-Term Services and Supports</td>
<td>08/01/19</td>
</tr>
<tr>
<td>MA.6103</td>
<td>Pharmacy and Therapeutics Committee and Formulary Management</td>
<td>11/01/19</td>
</tr>
<tr>
<td>MA.6105</td>
<td>Medication Quality Assurance</td>
<td>11/01/19</td>
</tr>
<tr>
<td>M.6109</td>
<td>True Out-of-Pocket Expenditures</td>
<td>11/01/19</td>
</tr>
<tr>
<td>MA.6112</td>
<td>Access to Part D Vaccines</td>
<td>11/01/19</td>
</tr>
<tr>
<td>MA.6113</td>
<td>Hospice and Part D Coordination of Benefits</td>
<td>11/01/19</td>
</tr>
<tr>
<td>MA.6115</td>
<td>Medicare Part B Organization Determinations</td>
<td>11/01/19</td>
</tr>
<tr>
<td>OneCare</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MA.4008</td>
<td>Evidence of Coverage</td>
<td>10/01/19</td>
</tr>
<tr>
<td>OneCare Connect</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CMC.7010</td>
<td>Additional Demonstration Drugs (ADD) Prior Authorization</td>
<td>11/01/19</td>
</tr>
<tr>
<td>CMC.7011</td>
<td>Additional Demonstration Drugs (ADD) Appeal</td>
<td>11/01/19</td>
</tr>
<tr>
<td>PACE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PA.2005</td>
<td>Marketing and Outreach</td>
<td>10/01/19</td>
</tr>
<tr>
<td>PA.2010</td>
<td>Enrollment and Intake</td>
<td>10/01/19</td>
</tr>
<tr>
<td>PA.6001</td>
<td>Medical Records Maintenance</td>
<td>10/01/19</td>
</tr>
</tbody>
</table>
Prepare Your Patients for Flu Season

The flu season is in full swing and can be unpredictable. Although flu epidemics happen every year, the timing, severity and length of the season varies. Please encourage your patients to get a flu shot, and explain the benefits of why it is important to get the vaccine.

Who Should Get Vaccinated This Season?
The Centers for Disease Control and Prevention recommends a yearly flu vaccine for everyone 6 months of age and older. It is the first and most important step in protecting against this serious disease. It's especially important for certain people to get vaccinated, including people who are at high risk of developing serious complications like pneumonia if they get sick with the flu. These include:

- People who have certain medical conditions like asthma, diabetes and chronic lung disease
- Pregnant women
- People 65 years and older
- People who are morbidly obese

People who live with or care for others who are at high risk of developing serious complications, such as:

- Household contacts and caregivers of people with certain medical conditions like asthma, diabetes and chronic lung disease
- Caregivers for infants less than 6 months old

Thank you for your continued support in providing quality health care services to our members.

Please visit www.caloptima.org/en/ForProviders/Resources/HealthEducation.aspx for additional member health education materials.

Health Management Programs

CalOptima offers health management services at NO COST to our OneCare members. Eligible members are added to selected programs based on their health records, self referral or a doctor referral. Once enrolled into a program, members may receive information in the mail from CalOptima or get a call from one of our staff. We are here to help you improve their health.

<table>
<thead>
<tr>
<th>Program Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Asthma Health Program</td>
</tr>
<tr>
<td>Congestive Heart Failure Health Program</td>
</tr>
<tr>
<td>Diabetes Health Program</td>
</tr>
<tr>
<td>Bright Steps Maternity Health Program</td>
</tr>
</tbody>
</table>

For any questions or if you would like to enroll a CalOptima member into one of our health management programs, please call 714-246-8895.
State Launches Incentive Program for Behavioral Health Integration; Applications Due January 21, 2020

To positively impact mental health care delivery, the Department of Health Care Services (DHCS) is utilizing Proposition 56 funds to create the Value-Based Payment Behavioral Health Integration (BHI) Incentive Program. This program aims to incentivize improvement of physical and behavioral health outcomes, care delivery efficiency, and the patient experience by establishing or expanding fully integrated care into CalOptima’s networks.

In order to apply, providers must complete, sign and submit an application to CalOptima by January 21, 2020. Prior to completing the application, it is strongly suggested that applicants carefully review the entire application and other supporting documents that are available at the links below and consult with CalOptima. CalOptima will review the material and inform applicants about participation decisions by March 18, 2020. If the provider is awarded BHI funding, CalOptima will be responsible for oversight and payment to the provider for meeting the BHI incentive program milestones, based on the approved application.

Visit the DHCS website at www.dhcs.ca.gov/provgovpart/Pages/VBP_BHI_IncProApp.aspx for details regarding:
- Program Information
- Process Guide
- Application
- Project Selection Criteria

CalOptima will release Orange County-specific information no later than December 20, 2019, regarding how to submit completed applications online.

If you have any questions, please send them to CalOptima’s Business Integration department at businessintegration@caloptima.org.

Notice: Provider Update Email Distribution Coming Soon

The CalOptima Provider Update, currently distributed monthly via fax, will soon convert to an email distribution system.

Please submit your contact email address as soon as possible to ProviderServicesInbox@CalOptima.org.

For questions regarding this change, contact the Provider Relations department at 714-246-8600.
Prop 56 Hyde Reimbursement Requirements

The Department of Health Care Services (DHCS) recently distributed All Plan Letter (APL) 19-013, to provide MCPs, like CalOptima, with information funded by the California Healthcare, Research and Prevention Tobacco Tax Act of 2016 (Proposition 56) for the provision of specified state-supported medical pregnancy termination services. DHCS requires CalOptima, either directly or through its delegated entities, to use Prop 56 funding to pay individual rendering providers that are qualified to provide and bill for medical pregnancy termination services with a date of service (DOS) on or after July 1, 2017.

Filing Denial Appeals
CalOptima offers a Provider Dispute Resolution Request (PDR) process for providers to resolve issues involving claims submitted to CalOptima. The PDR process is used primarily to address underpayment and overpayment issues, including:

- Claim was underpaid per Medi-Cal rates or contract terms
- Claim was overpaid due to a payment or billing error
- Procedures which were denied as inclusive to another procedure in error
- Correct claims where a previous payment was made (If a previous payment has not been made, claim should be submitted as an original claim, not as a dispute.)

To submit a provider complaint or to dispute a claim paid by the CalOptima Claims department, refer to the table below to identify the appropriate mailing address to send the complaint:

<table>
<thead>
<tr>
<th>Level of Dispute</th>
<th>Address</th>
</tr>
</thead>
</table>
| Level 1 Claims Disputes | CalOptima Claims Resolution Unit  
P.O. Box 11037  
Orange, CA 92856 |
| Level 1 CalOptima Utilization Management Post Service Disputes | CalOptima Care Coordination Department  
P.O. Box 11033  
Orange, CA 92868 |
| Level 2 Disputes Health Network/CalOptima Direct/CalOptima Community Network | CalOptima Grievance and Appeals Resolution Services  
505 City Parkway West  
Orange, CA 92868 |


For further assistance call the CalOptima Provider Relations department at 714-246-8600 or email ProviderServicesInbox@CalOptima.org.
Say Hello to OneCare Connect

CalOptima invites you to a special event!

- Learn about new benefits available to you
- Meet your CalOptima team
- Get resources to stay healthy

Saturday, January 25, 2020
9:30 to 11 a.m.
Garden Grove Community Center
11300 Stanford Ave.
Garden Grove, CA 92840

Snacks and drinks will be provided.

Call us today to reserve your space!
1-877-361-3555
Important Meetings

CalOptima Board of Directors Meeting:
No meeting scheduled for January

CalOptima Provider Advisory Committee Meeting:
No meeting scheduled for January

Visit the Provider Events section of the CalOptima website to view the provider activities calendar and download registration forms. CalOptima’s office is located at: 505 City Parkway West, Orange, CA 92868.

Unless otherwise specified, meetings are held at CalOptima.

Visit the CalOptima Website
Visit the CalOptima website at www.caloptima.org to view the Provider Manuals, Policies and Guides section for information regarding:

- Member Rights and Responsibilities
- QI Program and Goals
- Privacy and Confidentiality
- Pharmaceutical Management Procedures
- Cultural and Linguistic Services
- Changes to the Approved Drug List (Formulary)
- Clinical Practice Guidelines
- Complex Case Management
- Disease Management Services
- Utilization Management

Request hard copies by calling 714-246-8600.