COVID-19 Face-to-Face Care Coordination
Flexibilities Extended

On March 20, 2020, the Centers for Medicare & Medicaid Services (CMS), in consultation with the Department of Health Care Services (DHCS), released a memo permitting Medicare-Medicaid Plans (MMPs) in California the ability to temporarily suspend or limit face-to-face care coordination activities required under the three-way contract (found in sections 2.8 and Duals Plan Letter 17-001) between CMS, DHCS and each MMP.

This flexibility was originally effective through May 31, 2020. The contract management team (CMT) is now extending this flexibility until further notice. It is expected that MMPs are continuing to:

- Substitute face-to-face interactions with other approved modalities for conducting care coordination activities, such as telephonic and telehealth.
- Conduct assertive outreach to at-risk enrollees to mitigate risks and provide education on COVID-19.

As the COVID-19 pandemic continues, face-to-face care coordination continues to be unfeasible, especially for our most at-risk members. CalOptima appreciates the efforts our providers are making to ensure members continue to safely receive all needed services.

To access this update and additional provider communications, regarding COVID-19, visit: https://www.caloptima.org/en/Features/COVID-19/ProviderCommunication.aspx.

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