**CalOptima**
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# PROVIDER UPDATE

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## Supplemental COVID-19 Payment Increase for Contracted CalOptima Medi-Cal Providers

In recognition of the strain experienced by the CalOptima contracted providers during the COVID-19 pandemic, CalOptima implemented a temporary 5% supplemental payment increase for certain medically necessary services.

The increase is intended to assist in maintaining the viability of CalOptima's contracted providers, while strengthening access to care given potential utilization changes and COVID-19-related testing and treatment. This short-term supplemental payment increase applies to compliant, directly contracted Medi-Cal providers for dates of service beginning January 1, 2021, through June 30, 2021.

For more information, contact CalOptima's Provider Relations department at **714-246-8600**.

**Note:** The temporary 5% supplemental payment increase does not apply to pharmaceuticals (including physician office administered drugs); durable medical equipment (DME) items and services; orthotics and prosthetics and other medical devices, goods and services; high-cost exclusion drugs and devices; supplemental or directed payments; cross-claim payments; letter of agreement payments; administrative services entities (e.g., pharmacy benefit managers and any other contracted administrative service providers for which CalOptima covers the cost of claims).

# State Expands Vaccine Eligibility to Californians Based on Expected Supply Increases

On March 25, 2021, California Governor Gavin Newsom announced the supply of COVID-19 vaccines is expected to significantly increase in the coming weeks, which will allow the state to expand vaccine eligibility to more Californians.

**Effective April 1, 2021, individuals age 50 and older were eligible to make an appointment to receive the COVID-19 vaccine, with individuals age16 and older eligible to make an appointment to be vaccinated beginning April 15, 2021.**

Governor Newsom stressed the focus remains on equity as the state extends vaccine eligibility. In addition to increased allocations of vaccines to providers serving the hardest hit communities, the state has embarked on a series of initiatives to vaccinate those populations that have faced the highest rates of COVID-19 infections before vaccines become available to the entire age 16 and older population. The state will continue to double the amount of vaccine allocated to the lowest California Healthy Places Index (HPI) quartile as announced March 4, 2021 (to view visit https://www.gov.ca.gov/2021/03/04/california-leads-with-public-health-and-vaccine-equity-to-safely-and-sustainably-reopen/).

To review this announcement in its entirety, visit https://www.gov.ca.gov/2021/03/25/state-expands-vaccine-eligibility-to-50-californians-starting-april-1-and-all-individuals-16-on-april-15-based-on-expected-supply-increases/.

# FEMA to Help Pay Funeral Costs for COVID-19 Related Deaths

In early April, FEMA will begin providing financial assistance for funeral expenses incurred after January 20, 2020, for deaths related to coronavirus (COVID-19) to help ease some of the financial stress and burden caused by the pandemic.

Applications began on April 12. Call toll-free 844-684-6333 (TTY: 800-462-74585), Monday—Friday from 9 a.m. to 9 p.m. Eastern Time for more information.

To view eligibility and a list of required documentation, visit https://www.fema.gov/disasters/coronavirus/economic/funeral-assistance.

# HHS Multilingual Resources and Materials

The U.S. Department of Health and Human Services (HHS) is committed to improving cultural competence and providing everyone equal access to quality care. Providing culturally and linguistically appropriate services (CLAS) in health and health  care is one of the ways to improve the quality of services provided to all individuals, which will ultimately help reduce health disparities and achieve health equity. CLAS is about respect and responsiveness: respect the whole individual and respond to the individual's health needs and preferences.

To learn more about CLAS and the National CLAS Standards, visit https://thinkculturalhealth.hhs.gov/clas?utm_medium=email&utm_source=govdelivery.

You may access and share the multilingual resources offered by HHS by visiting: https://content.govdelivery.com/accounts/USOPHSOMH/bulletins/2c7e8b1.

## Virtual Annual Health Literacy Conference:
### The Role of Health Literacy Through Perilous Times
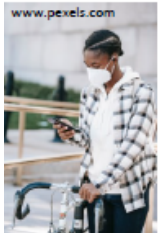Hosted by the Institute for Healthcare Advancement
**Tuesday–Thursday, May 25–27, 2021**
**8 a.m.–1:30 p.m.**
To register at no cost, visit https://hlc.iha4health.org/home

# RECOMMENDATIONS DURING COVID-19

## Improving Adolescent Wellness Visits

Coronavirus disease (COVID-19) can affect adolescents directly and indirectly. Beyond getting sick, many adolescents' social, emotional and mental well-being has been impacted by the pandemic. Trauma faced at this developmental stage may have long-term consequences across their lifespan.

Centers for Disease Control and Prevention

## INNOVATIVE INTERVENTIONS FOR PROVIDERS

**INNOVATING WELLNESS VISITS**

- ► Use Community Health Workers (CHWs) to conduct outreach to socially isolated families through telehealth, home-based, or office visits.
- ► Connect members to needed social services via technology to support patient interaction.
- ► Increase incentives for self-collected specimens and other virtual activities through reloadable credit cards such as ClinCards.
- ► Ask to enlist a trusted person or loved one to provide support during the virtual session.
- ► Augment telehealth or telemedicine clinics with daily two-hour in-person clinic sessions or nurse-only visits for vital signs and lab work for members.
- ► Ask members to use, during the virtual visit,  video chat services and headphones; allow the use of the chat function to type in responses to yes/no questions, and upload photos via the electronic records.

**ENGAGING THROUGH DIGITAL PLATFORMS**

- ► Send patients links to animated and video tours of the intervention technology.
- ► Use online interventions (i.e., P3, YouTHrive, TechStep) that provide spaces for social interaction and social support.
- ► Use virtual currency systems (e.g., Venmo or Zelle) or online retailer gift cards as incentives.
- ► Allow patients, without their parents/guardians, video visit access from the member portal for sensitive history taking.
- ► Review an innovative teen outreach workflow using portal access, a follow-up call and virtual rooming.
- ► Use social media shareable and messaging examples on vaccination from the National HPV Vaccination RoundTable.

To view the above recommendations online and to access information links, visit https://www.caloptima.org/~/media/Files/CalOptimaOrg/508/COVID19/2021-03-31_WellnessVisitsQIPostcard_508.ashx

# RECOMMENDATIONS DURING COVID-19

## Improving Adolescent Wellness Visits

Compared with 2019, the proportion of mental health-related visits for children aged 5-11 and 12-17 years increased approximately 24% and 31%, respectively. Monitoring indicators of children's mental health, promoting coping and resilience, and expanding access to services to support children's mental health are critical during the COVID-19 pandemic.

Centers for Disease Control and Prevention

### RESOURCES FOR TEENS AND PARENTS

**SELF-CARE TOOLS AND COMMUNITY SUPPORT FOR TEENS**

► Use of social media graphics and animations for adolescents to share with peers that encourage taking care of their physical, social, emotional and mental well-being.

► Use a series of self-care videos that offer adolescents' perspective on how to maintain positive mental health while adhering to public health measures.

► Support of digital community for which teens can share their mental health struggles and triumphs (i.e., Brave Teens; Voices from Isolation).

► Use of storytelling through Well Beings campaign, a mental health resource (e.g., Preventing Teen Suicide in a Pandemic of Isolation).

► Use resource guide to stay connected at home during the pandemic; apply for low-income internet service, qualify for free or discounted computers, mobile plans and phones.

**MENTAL HEALTH SUPPORT FOR TEENS**

► Learn how to communicate with teens when supporting resilience development (i.e., helpful phrases; healthy activities).

► Support teens' emotional well-being through CDC's COVID-19 Parental Resource Kit.

► Understand the psychological impact on teens during the pandemic (e.g., trauma, grief) and learn to use key messaging and advocacy in protecting their mental health.

► Use reliable resources for teens and parents when addressing teens' social, mental and sexual well-being.

**MCP PRACTICE HIGHLIGHT**

**Kaiser Permanente in Washington**

► Promotion of easy to access tele-counseling services.

► Video-counseling on contraceptive options with follow-up.

► Virtual or clinic visit to check HPV vaccination status and advice on HIV/STI risk reduction.

To view the above recommendations online and to access information links, visit https://www.caloptima.org/~/media/Files/CalOptimaOrg/508/COVID19/2021-03-31_WellnessVisitsQIPostcard_508.ashx

**CalOptima**
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Community Relations Invites You to:

**VIRTUAL BROWN BAG**
**LUNCH**
-AND-
**LEARN**

Tuesday, April 20, 2021 | 12–1 p.m.

In celebration of the Month of Military Child, the CalOptima Community Relations department invites you to attend a virtual brown bag Lunch and Learn meeting highlighting three community organizations that provide comprehensive services for military families and veterans such as case management, employment services, housing support, and mental health services and supports.

| Purpose | To understand what it means to be service connected, describe the various sectors of the military and identify the needs of this population |
|---|---|
| Guest Presenters | Mitzi Huff, Strong Families, Strong Children / Carmen Gross, Volunteers of America / Jade Smith, Tierney Center for Veteran Services |

## Click here to register:

https://events.r20.constantcontact.com/register/eventReg?oeidk=a07ehnqk6c1636b8918&oseq=&c=&ch=

For more information or questions, please contact:          Lisa Nguyen at 657-236-8500 or lisanguyen@caloptima.org.

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CalOptima, A Public Agency | 505 City Parkway West, Orange, CA 92868 | 714-246-8600 | www.caloptima.org

# OC YOUTH SERVICE PROVIDERS CONSORTIUM

*Building Healthy Relationships for Teens*

## PRESENTS

## HEALING COMMUNITIES: ADDRESSING AND MITIGATING TRAUMA

## *in Orange County*

**SPONSORED BY:** CalOptima — *Better. Together.*

## A VIRTUAL EVENT

## Thursday // May 6th

➡️ 10ᴬᴹ – 12:30ᴾᴹ

## COST : FREE //
## REGISTRATION REQUIRED

➡️ http://bit.ly/OCYSP2021

For more information, contact:
Veronica Stephens
vstephens@laurashouse.org | 949-361-3775

## FEATURING.................

**Tana Amen, Vice President**
*Amen Clinics, NY Times Bestselling Author*

**Annette Oltmans, Founder & Survivor**
*The MEND Project*

**Nicole Payne, LMFT**
*Western Youth Services Outreach and Engagement Program*

DON'T MISS THIS EVENT!

## BROUGHT TO YOU BY

LAURA'S HOUSE · THE MEND PROJECT — *educate. equip. restore.* · Big Brothers Big Sisters OF ORANGE COUNTY & THE INLAND EMPIRE · OC Human Relations · Waymakers

# NL 02-0321: Antisense Oligonucleotide Treatment of Duchenne Muscular Dystrophy

The Department of Health Care Services (DHCS) recently posted **CCS Numbered Letter (NL) 02-0321: Antisense Oligonucleotide Treatment of Duchenne Muscular Dystrophy**.

The purpose of this NL is to establish California Children's Services (CCS) and Genetically Handicapped Persons Program (GHPP) policy regarding the authorization of antisense oligonucleotide treatments for Duchenne muscular dystrophy (DMD). **This NL supersedes NL 11-1120**.

Eteplirsen, Golodirsen, and Viltolarsen are antisense oligonucleotides that are approved as once-weekly intravenous infusion for the treatment of DMD in patients who have a confirmed mutation in the DMD gene that is amendable to exon 51 skipping (Eteplirsen) or exon 53 skipping (Golodirsen, and Viltolarsen).

To view a complete copy of **NL 02-0321** visit https://www.dhcs.ca.gov/services/ccs/Documents/CCS-NL-02-0321-Antisense-Oligonucleotide-Treatment-of-DMD.pdf.

# Blood Lead Screening in Children — Lead Testing Performance Report

On November 2, 2020, the Department of Health Care Services (DHCS) issued **All Plan Letter (APL) 20-016 (Revised) — Blood Lead Screening of Young Children**. This APL outlines provider requirements for blood lead screening tests and associated monitoring and reporting for managed care health plans (MCPs).

**Lead Testing Performance Report**
Beginning April 13, 2021, CalOptima will provide health networks with a quarterly report through the File Transfer Protocol (FTP) server to share with providers. This will help ensure compliance with this APL and assist providers in identifying children 6–72 months of age that have not been screened for lead at the recommended intervals.

CalOptima will share this report on a quarterly basis (e.g., July, October, January, and April).

**Requirements**
Providers are required to proactively review these quarterly reports, reconcile with internal member medical records for accuracy, and act to screen members for lead if they are due. Please note that report information is based on claims and encounters received and there is a data lag in between the time of service and when data is received.

For questions, contact CalOptima's Population Health Management department at QI_Initiatives@caloptima.org.

# California Department of Aging (CDA) CBAS Branch: Transition to Congregate Center Services

On April 8, 2021, The California Department of Aging Community-Based Adult Services Branch released **All Center Letter (ACL) 21-04 CBAS Temporary Alternative Services (TAS) Guidance on Provision of In-Center Services**, which updates policy directives for delivery of ADHC / CBAS in-center services specified and notifies providers of new requirements and the timeline for the phased lifting of restrictions on in-center services.

CDA anticipates that the transition to full congregate center services and return to regular ADHC/CBAS program requirements will occur sometime later in 2021. While timelines included here may change, policy specified in this ACL is effective immediately.

To view a complete copy of **ACL 21-04** visit https://aging.ca.gov/download.ashx?lE0rcNUV0zbAC%2fTEGP5Jng%3d%3d.

# Health Education: Trainings and Meetings

| May Webinars | |
|---|---|
| Accelerated Learning Education Program: Controlling High Blood Pressure Webinar **Tuesday, May 11, 2021 12 p.m.** | http://partnershiphp.org/About/Pages/PHC-Events.aspx |
| Accelerated Learning Education Program: Diabetes Management HbA1C Good Control Webinar **Tuesday, May 25, 2021 12 p.m.** | http://partnershiphp.org/About/Pages/PHC-Events.aspx |
| **Monthly  Webinars** | |
| The Resources for Integrated Care – Webinar Recordings | https://www.resourcesforintegratedcare.com/ |
| Asthma Management Academy (AsMA) | https://www.cdph.ca.gov/Programs/CCDPHP/DEODC/EHIB/CPE/Pages/AsMA.aspx |
| **Tuesday and Thursday** | |
| Chlamydia Screening for Adolescent Patients E-learning Collaborative (CT eLC) | https://californiaptc.com/national-quality-improvement-center/chlamydia-screening-for-adolescent-patients-elearning-collaborative/?utm_source=eLearning+Collaborative+Announcement+-+CT+Screening&utm_campaign=eLC_Recruitment&utm_medium=email |
| Medi-Cal Learning Portal | https://learn.medi-cal.ca.gov/ |
| **Ongoing / On Demand Webinars** | |
| Screening, Brief Intervention, and Referral to Treatment (SBIRT) Training | https://healtheknowledge.org/course/index.php?categoryid=50 |
| Smoking Cessation Leadership Center | https://smokingcessationleadership.ucsf.edu/webinars |
| Professional Development Classes | https://www.cdc.gov/diabetes/professional-info/training.html?CDC_AA_refVal=https://www.cdc.gov/diabetes/ndep/training-tech-assistance/index.html |
| National Diabetes Education Program | https://www.cdc.gov/diabetes/professional-info/training.html?CDC_AA_refVal=https://www.cdc.gov/diabetes/ndep/training-tech-assistance/index.html |
| Free Continuing Education (CME) from MMWR and Medscape | https://login.medscape.com/login/sso/getlogin?urlCache=aHR0cDovL3d3dy5tZWRzY2FwZS5jcmcvdmlld2FydGljbGUvODg4ODIx&ac=401 |
| LifeScan Institute LLC Webinars | https://www.lifescandiabetesinstitute.com/ |
| Medicare Learning Network | https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/WebBasedTraining |

# Policies and Procedures Monthly Update

The following list outlines changes made to CalOptima policies and procedures during **March 2021**. The full description of the policies below is finalized and available on CalOptima's website at www.caloptima.org.

| Policy Number | Policy Title, Purpose, Revision, and Program | Policy Review and/or Revision Date |
|---|---|---|
| **Medi-Cal** | | |
| FF.4000 | Whole-Child Model – Financial Reimbursement for Capitated Health Networks | 03/04/21 |
| **Multiple Programs** | | |
| GG.1500 | Authorization Instructions for CalOptima Direct and CalOptima Community Network Providers | 03/01/21 |
| GG.1508 | Authorization and Processing of Referral | 03/01/21 |
| GG.1603 | Medical Records Maintenance | 03/04/21 |
| GG.1800 | Authorization Process and Criteria for Admission to, Continued Stay in, and Discharge from a Nursing Facility Level A (NF-A and Level B (NF-B) | 11/05/20 |
| **OneCare** | | |
| MA.1001 | OneCare Glossary of Terms | 02/01/21 |
| MA.4001 | Member Rights and Responsibilities | 03/01/21 |
| MA.4010 | Health Network and Primary Care Provider Selection, Assignment, and Notification | 03/04/21 |
| **OneCare Connect** | | |
| CMC.4010 | Health Network and Primary Care Provider Selection, Assignment, and Notification | 03/04/21 |
| **PACE** | | |
| PA.1000 | CalOptima PACE Glossary of Terms | 03/01/21 |

# Provider Code Updates

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

- Updated CCS COVID-19 Guidance, CCS FAQs and COVID Vaccine Flexibilities
- Rates for Certain COVID-19 Diagnostic Testing HCPCS Codes Updated
- New ICD-10-CM and ICD-10 PCS Diagnosis Codes Related to COVID-19
- 2021 CPT Split-Bill Update
- CPT 2021 EWC Correction
- Sevenfact Added as a Medi-Cal Benefit
- Single-Use Drug/Biological Wastage Now Reimbursable with JW Modifier
- Policy Updates to Certolizumab Pegol
- Pen Needles Quantity Limits Change, Effective March 1, 2021

For detailed information regarding these changes, please refer to the March General Medicine bulletin 561, https://files.medi-cal.ca.gov/pubsdoco/bulletins/artfull/gm202103.aspx, Newsflash, https://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom_30815_03.aspx,

For CalOptima's prior authorization required list, please refer to the CalOptima website: **www.caloptima.org/**.

# Important Meetings

Unless otherwise specified, all meetings are held virtually at this time due to COVID-19. To select which virtual meeting you would like to attend, visit the CalOptima website at: https://www.caloptima.org/en/About/BoardAndCommitteeMeetings.aspx.

| Meeting | Date and Time |
|---|---|
| **CalOptima Board of Directors** | May 6, 2 p.m. |
| **CalOptima Provider Advisory Committee** | May 13, 8 a.m. |
| **CalOptima Board of Directors' Quality Assurance Committee** | May 19, 3 p.m. |
| **CalOptima Board of Directors' Finance and Audit Committee** | May 20, 2 p.m. |

# 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**