CalOptima
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PROVIDER UPDATE

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Medi-Cal Rx Transition Returns; Set for January 2022

Providers, please be advised that as of July 27, plans for the Medi-Cal Rx transition have resumed following the resolution of a delay that began in February. Full implementation of Medi-Cal Rx is now set to begin on January 1, 2022.

Members will be given information about the Medi-Cal Rx transition at intervals beginning 90 days in advance of the January implementation, and then 60 days and 30 days in advance. Please expect to receive questions from members about Medi-Cal Rx during this period. Resources and general information about the transition can be found on the Department of Health Care Services' (DHCS) website at:

https://www.dhcs.ca.gov/provgovpart/pharmacy/Pages/Medi-CalRX.aspx

Medi-Cal Rx is a major initiative for improving health care delivery by standardizing the Medi-Cal pharmacy benefit under one delivery system and improving access to pharmacy services with a network that includes a large majority of the state's pharmacies. A key component of Medi-Cal Rx requires the DHCS to transition all Medi-Cal pharmacy services from managed care to fee-for-service.

CalOptima Appreciates Provider Partners' Role in Quality Recognition

Reflecting a longstanding commitment to quality, CalOptima is proud that the National Committee for Quality Assurance (NCQA) recently renewed the agency's Medi-Cal accreditation for three years, through July 27, 2024. NCQA accreditation means that health plan operations meet rigorous requirements for consumer protection and quality improvement. CalOptima received 100% of allowable points on its review.

"CalOptima was first accredited in 2012, so for nearly a decade, the agency has shown an ability to maintain accreditation and stay focused on positive member experiences," said Richard Sanchez, CalOptima CEO. "CalOptima shares this honor with our provider partners, who continually demonstrate their dedication to caring for Medi-Cal members. Quality drives our work every day." Thank you to Orange County providers.

NCQA is the nation's most trusted independent source for evaluating health care quality and the only assessment program that bases results on clinical performance and consumer experience. Earning accreditation as a Medi-Cal plan is voluntary at this time; however, a new state initiative known as California Advancing and Innovating Medi-Cal (CalAIM) will require this gold standard of all plans starting in 2026.

CalOptima Promotes Vaccination for Back-to-School Readiness

In recognition of August as National Immunization Awareness Month, CalOptima is collaborating with community partners to organize mobile back-to-school vaccination and resource fair events. Successful events earlier in August were offered in partnership with Anaheim Union High School District, Northgate Gonzalez Market and Westminster Family Resource Center. Upcoming events are at:

- CalOptima Office: Saturday, August 28, 9 a.m.–1 p.m. (COVID-19 vaccines)

- Boys & Girls Club of Garden Grove: Saturday, September 11 (registration required by calling 714-532-7940, routine immunizations and COVID-19 vaccines)

"As students begin a new school year, it is more important than ever to be up to date with recommended childhood vaccinations to have the benefit of protection from infections, including COVID-19 for those 12 and over," said Emily Fonda, M.D., MMM, CalOptima Chief Medical Officer. "CalOptima is working to reach families with the message that vaccines are safe and essential for back-to-school readiness by hosting or participating in convenient, local events."

CalOptima's goal is to vaccinate children ages 0 to 18 as they return to school as well as to address social determinants of health by connecting families with community resources. CalOptima's event on August 28 will include a variety of partner organizations: Women, Infants, Children (WIC), OC Head Start, 2-1-1 OC, Social Services Agency for CalFresh and Medi-Cal enrollment, and OC Links for behavioral health support.

CalOptima encourages providers to be aware of these events as a community resource and to refer members to them as appropriate.

For more information, visit the Back-To-School Vaccinations page on CalOptima's homepage at www.caloptima.org, or follow CalOptima on Facebook, Twitter and Instagram for regular updates.

Benefits Identification Card Gets an Update

On July 21, DHCS shared the latest version of the Benefits Identification Card (BIC) with managed care plans. For new and replacement cares, the latest version of the BIC will no longer display indications of sex — male (M) or female (F) — beginning on September 1, 2021.

For BICs issued after September 1, the sex indicators can be obtained from the magnetic strip on the back of the BIC, from the member's state-issued identification card, or from the member's medical record.

The images below are of the BICs currently in circulation and the new BIC, respectively.

Old BICs

New BIC

State Offers COVID-19 Provider Materials

Earlier this month, DHCS shared with CalOptima and other health plans COVID-19 vaccine resources for providers that were developed by the California Department of Public Health (CDPH). The materials are based on input from providers as to what would be the most helpful content and useful format. In addition to a general flyer, a Top 5 FAQ is available, as is a Top 5 FAQ tailored for parents. See https://toolkit.covid19.ca.gov/immunity/ to reach the resources in the online toolkit.

COVID-19 Vaccine Administration Guidelines Contained in Revised APL

On July 28, DHCS distributed **Revised All-Plan Letter (APL) 20–022: COVID-19 Vaccine Administration**. The purpose of the APL is to provide Medi-Cal managed care plans, like CalOptima, with information and guidance regarding COVID-19 vaccine coverage and administration in Medi-Cal. The letter offers a variety of details about the ongoing vaccination efforts, including a mention of the new statewide requirement for all health care providers to be fully vaccinated by September 30, 2021. View the APL here: www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2020/APL20-022.pdf

APL Details Social Determinants of Health Codes

On August 11, DHCS released **All-Plan Letter (APL) 21-009: Collecting Social Determinants of Health Data**. The purpose of the APL is to provide guidance to providers and Medi-Cal managed care plans on using the DHCS Priority Social Determinants of Health (SDOH) Codes to collect reliable SDOH data. Correct coding is particularly important in light of the California Advancing and Innovating Medi-Cal (CalAIM) initiative. For more information, the 18 codes are identified in the chart below and the APL document is at this link: https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2021/APL21-009.pdf.

Code	Description
Z55.0	Illiteracy and low-level literacy
Z59.0	Homelessness
Z59.1	Inadequate housing (lack of heating/space, unsatisfactory surroundings)
Z59.3	Problems related to living in residential institution
Z59.4	Lack of adequate food and safe drinking water
Z59.7	Insufficient social insurance and welfare support
Z59.8	Other problems related to housing and economic circumstances (foreclosure, isolated dwelling, problems with creditors)
Z60.2	Problems related to living alone
Z60.4	Social exclusion and rejection (physical appearance, illness or behavior)
Z62.819	Personal history of unspecified abuse in childhood
Z63.0	Problems in relationship with spouse or partner
Z63.4	Disappearance and death of family member (assumed death, bereavement)
Z63.5	Disruption of family by separation and divorce (marital estrangement)
Z63.6	Dependent relative needing care at home
Z63.72	Alcoholism and drug addiction in family
Z65.1	Imprisonment and other incarceration
Z65.2	Problems related to release from prison
Z65.8	Other specified problems related to psychosocial circumstances (religious or spiritual problem)

Revised APL Offers Guidance on Dealing With Members' Other Health Coverage

Revised All Plan Letter (APL) 21–022: Cost Avoidance and Post-Payment Recovery for Other Health Coverage provides clarification and guidance to Medi-Cal managed care health plans and their providers in the event that a member has other health coverage (OHC). In addition, the APL provides instructions on using DHCS' Medi-Cal Eligibility Record for processing claims as well as reporting requirements.

Because state law requires Medi-Cal to be the payer of last resort, members with OHC must utilize their OHC for covered services prior to utilizing their Medi-Cal benefits. Cost avoidance is the practice of requiring providers to bill liable third parties prior to seeking payment from Medi-Cal. The APL provides information about filing claims for members with OHC and for post-payment recovery from providers if services were billed to Medi-Cal and not OHC.

For more information, visit: www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2021/APL21-002.pdf

Vaccine Hesitancy Document Provides Info, Responses to Unvaccinated

RECOMMENDATIONS DURING COVID-19

ADDRESSING VACCINE HESITANCY

A significant portion of the U.S. population may experience vaccine hesitancy of a new COVID-19 vaccine, which poses dangers to both the individual and their community. Vaccination is one of the most important tools to end the COVID-19 pandemic.

Journal of Ambulatory Care Management

STRATEGIES AND TECHNIQUES FOR ADDRESSING VACCINE HESITANCY

COMMUNICATE
- Explore COVID-19 One-Stop Shop Toolkits and learn practical strategies for engaging communities to build public confidence and promote acceptance of COVID-19 vaccines.
- Learn strategies to leverage positive emotional appeals when framing vaccine strategies such as highlighting the importance of family and social connections associated with vaccination.
- Employ tailored strategies for messaging that are tested and evidence-informed such as giving facts, then addressing myths with the use of visual aids.

EDUCATE
- Promote access to COVID-19 educational materials such as webinars and ways to address vaccine hesitancy in minority groups.
- Support educational initiatives in routine processes such as clinic registration and procedures.
- Educate the community on ways to find credible vaccine information.

COLLABORATE
- Engage community and religious/influential leaders to promote vaccination.
- Employ community-level interventions that address access barriers by offering vaccination programs in various settings such as WIC programs, child care centers, etc.
- Collaborate with Health Departments to assist with COVID-19 vaccine registration in hard hit communities or mobile vaccination clinics/testing (See the story of farmworkers in Riverside county).

Vaccine Hesitancy Document Provides Info, Responses to Unvaccinated (cont.)

RECOMMENDATIONS DURING COVID-19

ADDRESSING VACCINE HESITANCY

Strong confidence in the vaccines within communities leads to more people getting vaccinated, which leads to fewer COVID-19 illnesses, hospitalizations, and deaths.

Centers for Disease Control and Prevention

STRATEGIES TO REINFORCE CONFIDENCE IN COVID-19 VACCINES

PROVIDER TOOLS	MEMBER TOOLS
▸ Adapt a sample personal letter message written by a clinical executive staff describing their own vaccine experience, published on their website.	▸ Share discussion strategies for when members talk about vaccination with family or friends.
▸ Consider tailoring patient reminders based on patient values and text reminders to vaccinate.	▸ Encourage members to promote and celebrate their vaccination on social media to influence others.
▸ Learn techniques to communicate effectively about vaccines to vaccine-hesitant parents.	▸ Share key messages that members can use during COVID discussions to elicit trust and promote action within their social network.
▸ Share with members 12 facts and insights from Dr. Golden (Johns Hopkins Medicine) on "what the COVID-19 vaccines can do to benefit you and your family".	▸ Share with members factual information about vaccines.
▸ Explore ready-to-use digital resources for members in multiple languages that can be shared in the community and on social media by providers.	▸ Consider educational outreach in barbershops and beauty salons to dispel vaccine disinformation in Black, Latino and communities of color (such as Shots at the Shop and MCP member education outreach).

Policies and Procedures Monthly Update

The following list outlines changes made to CalOptima policies and procedures during **July 2021**. The full description of the policies below is 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.1001	Capitation Payments	07/01/21
FF.1010	Shared Risk Pool	07/01/21
GG.1103	Specialty Mental Health Services	07/01/21
GG.1129	Coordination of Services for Former Developmental Center Members	07/01/21
GG.1301	Comprehensive Case Management Process	05/01/21
GG.1304	Continuity of Care During Health Network or Provider Termination	06/03/21
GG.1313	Coordination of Care for Transplant Members	06/03/21
GG.1321	Coordination of Care for Local Education Agency Services	07/01/21
GG.1324	Seniors and Persons with Disabilities Comprehensive Case Management	07/01/21
GG.1326	Risk Stratification Process for a Member who Chooses to Opt-Out of Cal MediConnect, or is a Full Benefit Dual-Eligible excluded from Cal MediConnect or is a Partial Dual-Eligible	07/01/21
GG.1327	Coordination of Care Plans for Dual-Eligible Members, Not enrolled in OneCare Connect, with LTSS	06/01/21
GG.1515	Criteria for Medically Necessary Automobile Orthopedic Positioning Devices	07/01/21
GG.1550	Palliative Care Services	07/01/21
GG.1900	Behavioral Health Services	06/03/21
Multiple Programs		
GG.1128	Tuberculosis Services	07/01/21
GG.1130	Community-Based Adult Services Eligibility, Authorization, Availability, and Care Coordination Processes	06/01/21
GG.1808	Plan of Care, Long-Term Care	07/01/21
GG.1810	Bed Hold, Long-Term Care	07/01/21
GG.1822	Process for Transitioning CalOptima Members Between Levels of Care	07/01/21
GG.1826	MSSP Emergency Preparedness	07/01/21
GG.1828	Community-Based Adult Services Reauthorization Process	06/01/21
GG.1829	Community-Based Adult Services Discharge Notification Process	07/01/21
GG.1830	In-Home Supportive Services Referral Coordination Process	06/01/21
GG.1831	Multipurpose Senior Services Program	07/01/21
GG.1832	Multipurpose Senior Services Program – MSSP Identification, Referral, and Coordination of Care Process	07/01/21
MA.6024	Notification of Inpatient Facility Discharge Appeal Rights	07/01/21
MA.9110	Auditing and Monitoring of Hierarchical Condition Categories Coding	07/01/21
OneCare		
MA.3001	Payment Arrangements to Health Networks – Capitation Payments	07/01/21
MA.4016	Direct Member Reimbursement for Covered Services	07/01/21
OneCare Connect		
CMC.3001	Payment Arrangements to Health Networks – Capitation Payments	07/01/21
CMC.4008	Member Handbook	07/01/21

Health Education: Trainings and Meetings

September Webinars	
Social Determinants of Health and Mental Health **Wednesday, September 8, 2021** **8:30 a.m.**	https://attendee.gototraining.com/2c781/register/5820821568944611842?tz=America/Los_Angeles&training_13_register=Register
Cultural Competence: Moving From Cultural Competence to Cultural Humility **Tuesday, September 21, 2021** **12 p.m.**	https://attendee.gototraining.com/2c781/register/7931971855204338178?tz=America/Los_Angeles&training_17_register=Register
The Role of Leadership in Quality Improvement Efforts **Thursday, September 23, 2021** **12 p.m.**	https://bit.ly/leadershipqualityimprovement

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

Every 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	
Training for Health Care Professionals – CDC	https://www.cdc.gov/coronavirus/2019-ncov/hcp/training.html
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

Health Education: Trainings and Meetings (cont.)

Ongoing/On-Demand Webinars (cont.)	
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=aHR0cDovL3d3dy5tZWRzY2FwZS5vcmcvdmlld2FydGljbGUvODg4ODIx&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

Provider Code Updates

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

• Sotrovimab (A Monoclonal Antibody) for COVID-19 Treatment Now a Benefit
• In-Person Signature Requirement for Delivered Medications
• Correction to 2021 HCPCS Quarter 3 Update
• New Telehealth Services and Various Changes to Every Woman Counts Program
• Updated Rates for Hormone Containing Vaginal Rings
• Radiology Reimbursement Rate Adjustment
• Update to Minimum Age Limit for Colorectal Screening
• Update to Allowable Specialized Services
• Updated Rates for Select Physician-Administered Drugs
• Additional Practitioner Types Allowed to Prescribe DME Items
• Updates to the List of Enteral Nutrition Products
• New Threshold Languages Added to HPE, CHDP and PE4PW Program

For detailed information regarding these changes, please refer to the July General Medicine bulletin 565, https://files.medi-cal.ca.gov/pubsdoco/bulletins/artfull/gm202107.aspx, Durable Medical Equipment and Medical Supplies bulletin 550, https://files.medi-cal.ca.gov/pubsdoco/bulletins/artfull/dme202107.aspx and Medi-Cal Newsflash, https://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom_31232.aspx.

For CalOptima's prior authorization required list, visit www.caloptima.org.

Important Meetings

Meeting	Date and Time
CalOptima Board of Directors	**September 2, 2 p.m.**
CalOptima Provider Advisory Committee	**September 9, 8 a.m.**

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

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

Follow CalOptima on Social Media

CalOptima regularly posts on social media to engage members with heath tips, community resources, event dates, program updates and other pertinent information.

Follow the agency on **Facebook**, **Instagram**, **Twitter** and **LinkedIn**.

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