

Network Provider Update

To: Medi-Cal network participants

September 2023

From: Manuel T.G. Enriquez
Senior Director, Provider Network Management

Subject: **All Plan Letter 23-018: Managed Care Health Plan Transition Policy Guide**

The Department of Health Care Services (DHCS) recently issued [All Plan Letter \(APL\) 23-018](#), "Managed Care Health Plan Transition Policy Guide." We are sharing a summary of this APL with you to ensure you are aware of the information, and you can apply the information to your practice or facility operations, where appropriate.

APL 23-018 introduces a new DHCS policy guide for supporting members transitioning between different managed care plans (MCPs) due to county-driven MCP model changes, changes to commercial MCP contracting, and a new direct contract with a specific MCP. Other reasons for transitioning between MCPs (such as a member choosing to change their MCP) are not covered by the new policy guide.

How the MCP transitions will affect you – for San Diego providers only

As a result of Medi-Cal contract changes, starting January 1, 2024, Blue Shield of California Promise Health Plan will be receiving new members from two exiting MCPs in San Diego County. We look forward to this opportunity for growth and ask you to help us support new members as they transition to our plan. Please reach out to new members to schedule initial appointments and find out if continuity of care is needed.

We are available to support any continuity of care needs. To submit a continuity of care request, please complete our [Continuity of Care form](#) and fax it to **(855) 895-3506** or call our Provider Services team at **(800) 468-9935** from 6 a.m. to 6:30 p.m., Monday through Friday.

APL summary

- The new Managed Care Health Plan Transition policy guide outlines policies, operational requirements, and guidelines for MCPs in facilitating the January 2024 MCP transition.
- MCPs are advised to engage in specific continuity of care and member support activities for incoming members.
- DHCS will continue to update the policy guide throughout 2023.

Resources

- [2024 Managed Care Plan Transition Policy Guide](#)
- [2024 Managed Care Plan Transition web page](#)

This summary is only meant as a brief description of the APL. Please see the APL itself for additional information. The full text of APL 23-018 may be found at this URL:

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2023/APL23-018.pdf>

(Links to the DHCS.ca.gov website will take you off the Blue Shield Promise website.)

If you have questions about how Blue Shield Promise is managing the 2024 MCP transitions, please contact Provider Services via Live Chat after logging in at blueshieldca.com/provider or call (800) 468-9935 from 6 a.m. to 6:30 p.m., Monday through Friday.