

Network Provider Update

To: Medi-Cal and Cal MediConnect* network participants

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Subject: **All Plan Letter 22-005: No Wrong Door for Mental Health Services Policy**

The Department of Health Care Services (DHCS) recently issued [All Plan Letter \(APL\) 22-005](#), "No Wrong Door for Mental Health Services Policy." 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 22-005 ensures that members receive timely mental health services without delay regardless of the delivery system where they seek care and that members can maintain treatment relationships with trusted providers without interruption.

Key information

Addresses managed care plan coverage of clinically appropriate non-specialty mental health services (NSMHS) when:

- Services are provided prior to determination of a diagnosis, during the assessment period, or prior to a determination of whether NSMHS or SMHS access criteria are met;
- Services are not included in an individual treatment plan;
- The member has a co-occurring mental health condition and substance use disorder (SUD); or,
- NSMHS and specialty mental health services (SMHS) are provided concurrently, as long as those services are coordinated and not duplicated.

This summary is only meant as a brief description of the APL. Please see the APL itself for additional background and the complete requirements. The full text of APL 22-005 may be found at this URL: <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2022/APL22-005.pdf> (Links to the DHCS.ca.gov website will take you off of the Blue Shield Promise website.)

Please direct questions about serving Blue Shield of California Promise Health Plan members to our Provider Services Department at **(800) 468-9935** from 6 a.m. to 6:30 p.m., Monday through Friday.

*Cal MediConnect network participants are responsible for identifying and applying the guidance and requirements that pertain to their patients.