



601 12th Street
Oakland, CA 94607

February 5, 2024

Subject: Notification of required regulatory updates and April 15, 2024 updates to the Blue Shield *Independent Physician and Provider Manual*

Dear IPA/medical group:

Blue Shield is revising the *Independent Physician and Provider Manual (Manual)*. The changes in each provider manual section listed below are described either as a regulatory update, not subject to negotiation and effective January 31, 2024, or as a notice of an update effective April 15, 2024.

All updates included in this letter will appear in the April 15, 2024 version of the *Independent Physician and Provider Manual* posted by January 31, 2024 on the Provider Connection website at www.blueshieldca.com/provider in the *Provider Manuals* section under *Guidelines & resources*.

You may also request a PDF version of the revised *Independent Physician and Provider Manual* be emailed to you or mailed to you in CD format by emailing providermanuals@blueshieldca.com.

The *Independent Physician and Provider Manual* is included by reference in the agreement between Blue Shield of California (Blue Shield) and those physicians and other healthcare professionals contracted with Blue Shield. If a conflict arises between the *Independent Physician and Provider Manual* and the agreement held by the individual and Blue Shield, the agreement prevails.

If you have any questions regarding this notice or about the revisions to be published in the April 15, 2024 version of this *Manual*, please contact Blue Shield Provider Information & Enrollment at (800) 258-3091.

Sincerely,

A handwritten signature in black ink, appearing to read "Aliza Arjoyan", followed by a horizontal line.

Aliza Arjoyan
Senior Vice President
Provider Partnerships and Network Management

Section 2: Provider Responsibilities

Added the following section to comply with AB 133 which mandates the creation of the California Health and Human Services Data Exchange Framework for commercial providers. This update is effective 1/31/24:

Health Information Data and Record Sharing with Blue Shield

Providers shall comply with State requirements regarding electronic health record data exchange, including without limitation those outlined in the California Health and Human Services Data Exchange Framework, and the compliance milestones established for Calendar Year 2022-2024 and other program policy and procedure requirements, and additional state and federal regulations as applicable, and as updated and amended from time to time. Such program requirements and State law, implementing regulations and regulatory guidance shall govern the sharing of electronic health record data beginning January 31, 2024. Blue Shield is able to receive electronic health record data through the following platforms: (i) EPIC Payer platform, (ii) Manifest MedEx platform, and (iii) State Qualifying Health Data Exchange platform. Providers shall participate in and utilize one of the aforementioned options in providing electronic health record data to Blue Shield within the timelines set forth in the State requirements as they may be amended from time to time. For informational purposes, as of January 1, the required timelines include:

On or before January 31, 2024, unless otherwise stated:

- General acute care hospitals, as defined by Section 1250. (Fewer than 100 beds, the compliance date is 1/31/26.)
- Provider and physician organizations and medical groups, as defined by Section 127500.2. (Fewer than 25 physicians, and nonprofit clinics with fewer than 10 providers, the compliance date is 1/31/26.)
- Skilled nursing facilities, as defined by Section 1250, that currently maintain electronic records. (Fewer than 100 beds, the compliance date is 1/31/26.)
- Clinical laboratories, as that term is used in Section 1265 of the Business and Professions Code, and that are regulated by the State Department of Public Health.
- Acute psychiatric hospitals, as defined by Section 1250. (Fewer than 100 beds and state-run acute psychiatric hospitals, the compliance date is 1/31/26.)
- Emergency medical services, as defined by Section 1797.72.

Section 4: Billing

Special Billing Situations

Added the following language in the **Office-Administered Injectable Medications** section describing how providers can utilize the pharmacy Drop Ship Program:

Drop Ship requests are to be managed through our Blue Shield vendor, ASPN Pharmacy. ASPN Pharmacy will triage the drug procurement and coordinate prescription fulfillment and can be reached at (888) 349-0884, Monday through Friday, 5 a.m. to 7 p.m. A list of the Drop Ship medications and program information and requirements can be found on Provider Connection at blueshieldca.com/provider.