

Updated: June 26, 2020

Specialty Care and Services

Blue Shield of California and Blue Shield of California Promise Health Plan Providers

At Blue Shield of California and Blue Shield of California Promise Health Plan, we continue to do all we can during the COVID-19 public health emergency to support the health, safety and well-being of our members. We also want to keep you informed as you courageously provide care on the front lines.

Please check this section frequently to stay informed. We will update the content as new information becomes available by replacing this document and changing the date.

[Guidance for long-term care facilities](#)

We want to ensure that long-term care facilities are aware of the [guidance](#) issued by the Centers for Disease Control and Prevention: [Preparing for COVID-19 in Nursing Homes](#). We encourage you to review this imperative information and apply it to your facility to help keep patients and providers as safe as possible. Please visit the same website periodically for updated information.

As a reminder, [COVID-19 Long-Term Care Facility Guidance](#) was also previously issued by the Centers for Medicare and Medicaid Services (CMS) and the Centers for Disease Control and Prevention (CDC). The guidance includes information about care and precautions for long-term care facilities, sometimes known as skilled nursing facilities or nursing homes. We encourage you to review and download the guidance document for reference.

[Reducing administrative burden for long-term care facilities](#)

At Blue Shield and Blue Shield Promise, in an effort to help reduce administrative burden on long-term care facilities, we have waived prior authorizations for patient transfers of post-acute patients when a member is moved to a different site of care, including skilled nursing facilities and extended acute rehabilitation facilities. Admitting facilities are required to notify Blue Shield within 24 hours of the admission. To learn more about ways we are reducing administrative burdens associated with prior authorization, review the [Claims and Operations](#) section on this website.

Home Infusion Services

Can my patients receive home health infusion by a nurse in their home instead of going to a hospital, in order to avoid potential exposure to COVID-19 and help reduce traffic at the hospital?

As the member's physician or other authorized prescriber, you should make decisions, along with your patient, about whether drug infusion services should be continued and/or administered in the patient's home versus in a facility, if they normally receive a physician-ordered and plan authorized drug infusion service in a facility.

Assuming you have determined that your patient can safely receive drug infusions at home, Blue Shield of California and Blue Shield of California Promise Health Plan members are eligible for physician-ordered and plan authorized home infusion services.

For Blue Shield of California commercial plan members and Medicare Advantage HMO and PPO plan members, if you need to find a home infusion provider for your patient, you can search our [Find a Doctor website](#).

For Blue Shield of California Promise Health Plan Medicare, Cal MediConnect or Medi-Cal members, a list of network providers of this service is at our [Blue Shield Promise Find a Doctor website](#).