

May 9, 2022



Promise Health Plan

To: Blue Shield of California Promise Health Plan  
Directly Contracted Providers

Distributed via FAX

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

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Subject: Financial Responsibility for COVID-19 Testing and Related Costs for  
Medi-Cal Members

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I'm writing to ensure you are aware of updates regarding financial responsibility for the following types of COVID-19 testing for Blue Shield of California Promise Health Plan ("Blue Shield Promise") Medi-Cal members.

- **Financial responsibility for COVID-19 testing administrative costs**

Blue Shield Promise has assumed financial responsibility for COVID-19 diagnostic and screening testing and related costs for Medi-Cal members for dates of service on and after January 1, 2022. Please ensure that all administrators and clinical practitioners, as well as billing laboratories, are made aware that these COVID-19 testing costs should be billed to Blue Shield Promise for those dates of service.

- **Over-the-counter at-home test kits for Medi-Cal members**

- We also want to ensure you are aware that, effective February 1, 2022, Medi-Cal members can obtain over-the-counter (OTC) at-home COVID-19 tests at no cost from pharmacies enrolled as Medi-Cal providers in the Department of Health Care Services' **Medi-Cal Rx** program.
- To find a participating pharmacy, members can either go online, or call Medi-Cal Rx customer service number for assistance: (800) 977-2273, on any day, 24/7. This benefit covers up to eight (8) tests per member, per month. If a Medi-Cal member purchased an OTC at-home test between March 11, 2021, and January 31, 2022, they can go online to the Medi-Cal Out-of-Pocket Expense Reimbursement (Conlan) web page on the California Department of Health Care Services (DHCS) website to obtain information on how to obtain a refund: [https://www.dhcs.ca.gov/services/medi-cal/Pages/Medi-Cal\\_Conlan.aspx](https://www.dhcs.ca.gov/services/medi-cal/Pages/Medi-Cal_Conlan.aspx).

Thank you for your ongoing care for our valued Medi-Cal members. If you have questions about the information above, please contact our Provider Customer Service Department at (800) 468-9935, Monday through Friday, from 6 a.m. to 6:30 p.m.

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