


## Network Provider Update

To: Medi-Cal Network Providers

September 2020

From: Hugo Florez   
Vice President, Network Management  
Blue Shield of California Promise Health Plan

**Subject: Private duty nursing case management for Medi-Cal members under the age of 21**

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The Department of Health Care Services (DHCS) recently issued [All Plan Letter \(APL\) 20-012](#), "Private Duty Nursing Case Management Responsibilities for Medi-Cal Eligible Members under the Age of 21." 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 20-012 requires managed care plans (MCPs) such as Blue Shield of California Promise Health Plan to provide case management services for all Medi-Cal eligible members under the age of 21 who qualify for private duty nursing (PDN) care. MCPs are required to arrange for all approved PDN services, whether or not the MCP is financially responsible for the PDN services.

In accordance with APL 20-012, MCPs must do the following when an eligible member under the age of 21 is approved for PDN services:

- Provide the member with information about the number of PDN hours the member is approved to receive
- Contact enrolled home health agencies (HHAs) and enrolled individual nurse providers to seek approved PDN services on behalf of the member
- Identify potentially eligible HHAs and individual nurse providers and assist them with navigating the process of enrolling to become a Medi-Cal provider
- Work with enrolled HHAs and enrolled individual nurse providers to jointly provide PDN services to the member
- Document if the member declines to receive PDN services

This summary is only meant as a brief description of the APL. Please see the APL itself for the complete requirements. The full text of APL 20-012 may be found at this URL:

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2020/APL20-012.pdf>  
(Links to the DHCS.ca.gov website will take you off of the Blue Shield Promise website.)

We will inform you if changes are made to current processes that affect your practice.

If you have questions about applying any of the information in this notice to Blue Shield Promise members, please call our Provider Customer Care Department at **(800) 468-9935** from 8 a.m. to 5 p.m., Monday through Friday.