

## Blue Shield of California Promise Health Plan Network Provider Update

To: Community-Based Adult Services (CBAS) providers

June 2020

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Blue Shield of California Promise Health Plan

Page 1 of 2

Subject: Department of Health Care Services All Plan Letter 20-007

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The Department of Health Care Services (DHCS) has issued an All Plan Letter (APL) to all Medi-Cal managed care health plans in response to the current COVID-19 crisis. 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 20-007](#) – (Revised 04/13/2020)

### **Policy Guidance for Community-Based Adult Services in Response to COVID-19 Public Health Emergency**

CBAS providers are advised of the following guidance:

- Congregate services inside centers are not allowed during the COVID-19 public health emergency.
- Essential services may be provided to individuals in the center or in the home, so long as they meet safety and infection control precautions.
- CBAS centers are granted flexibility to reduce day-center activities and to provide CBAS temporarily alternative services telephonically, via telehealth, live virtual video conferencing, or in the home (with appropriate infection control precautions and equipment). These services include, but are not limited to:
  - Professional nursing care
  - Personal care services
  - Social services
  - Behavioral health services
  - Speech therapy
  - Therapeutic activities
  - Registered dietician-nutrition counseling
- Services provided at a participant's home, with appropriate infection control precautions and equipment, may also include physical therapy and occupational therapy.

The APL also lists specific requirements for services, staffing, authorization and reimbursement, and documentation and reporting.

The revision posted on April 13 included additional service requirements. In addition to the services described above, all CBAS providers are required to do the following:

1. Maintain phone and email access for participant and family support, to be staffed a minimum of six hours daily, during provider-defined hours of services, Monday through Friday. The provider-defined hours are to be specified in the CBAS center's plan of operation.
2. Provide a minimum of one service to the participant or their caregiver for each authorized day billed. This service could include a telehealth (e.g., telephone, live video conferencing) contact, a service provided on behalf of the participant, or an in-person "door-step" brief well check conducted when the provider is delivering food, medicine, activity packets, etc.
3. Conduct a COVID-19 wellness check and risk assessment for COVID-19 at least once a week, with greater frequency as needed.
4. Assess participants' and caregivers' current needs related to known health status and conditions, as well as emerging needs that the participant or caregiver is reporting.
5. Respond to needs and outcomes through targeted interventions and evaluate outcomes.
6. Communicate and coordinate with participants' networks of care supports based on identified and assessed need.
7. Arrange for delivery or deliver supplies based on assessed need, including, but not limited to, food items, hygiene products, and medical supplies. If needs cannot be addressed, staff will document efforts and reasons why needs could not be addressed.

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 20-007 may be found at this URL:

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2020/APL20-007.pdf>

Links to the DHCS.ca.gov website will take you off of the Blue Shield Promise website.

If you have questions about applying any of the information in this notice to Blue Shield Promise members, please call our CBAS team at **(855) 622-2755** from 8 a.m. to 5 p.m., Monday through Friday.

TBSP11040 (6/20)