



Promise Health Plan

601 Potrero Grande Drive  
Monterey Park, CA 91755

## **CORRECTION SHEET TO THE BLUE SHIELD PROMISE CAL MEDICONNECT 2022 PROVIDER & PHARMACY DIRECTORY**

**This is important information about changes to your 2022 Blue Shield Promise Cal MediConnect coverage.**

We previously provided you with the 2022 Provider & Pharmacy Directory, which provides information about your coverage as a member of our plan. This is a notice that information in the 2022 Provider & Pharmacy Directory was updated. Section B3: Long-Term Services and Supports (LTSS) has changed.

In Section B3, Blue Shield Promise removed references to In-Home Supportive Services (IHSS) and the Multipurpose Senior Services Program (MSSP) on pages 15 to 16. Below you will find updated information describing the correction.

### **Changes to your 2022 Provider & Pharmacy Directory**

Removed words are shown in the table below with a strikethrough line. Removed text looks like this: ~~removed text~~.

| <b>Provider &amp; Pharmacy Directory</b>            | <b>Original Information</b>  | <b>Corrected Information</b>   | <b>What does this mean for you?</b>  |
|---|--|--|--|
| B3. Long-Term Services and Supports, pages 15 to 16 | As a Blue Shield Promise Cal MediConnect Plan member, you may be able to get long-term services and supports (LTSS), such as | As a Blue Shield Promise Cal MediConnect Plan member, you may be able to get long-term services and supports (LTSS), such as | Your IHSS benefits will not change, the administration of the benefit is by the California Department of Social Services |

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|  | <p>Community-Based Adult Day Services (CBAS) which provide nursing services, physical, occupational and speech therapy, therapeutic activities, and meals at centers in the community. <del>In Home Supportive Services (IHSS), in home care for people that cannot safely remain in their home without care giving assistance.</del></p>   | <p>Community-Based Adult Day Services (CBAS) which provide nursing services, physical, occupational and speech therapy, therapeutic activities, and meals at centers in the community.</p>  |  |
| <p>B3. Long-Term Services and Supports, pages 15 to 16</p> | <p>Other long-term services and supports provided by Blue Shield Promise Cal MediConnect Plan include <del>Multipurpose Senior Services Program (MSSP). The MSSP is a Medicaid Waiver case management program for seniors age 65 and older who are eligible for Medi-Cal and are certifiable for placement in a nursing facility but wish to remain living in the community. MSSP Care Managers work with the beneficiary, their family members, and the medical team to identify and coordinate services in the home;</del> Long-Term Care/Custodial, is the provision of medical, social and personal care services provided to Medi-Cal recipients who cannot live safely at-home but do not need to be in a hospital. Individuals are placed <del>at the level of care most appropriate for</del></p> | <p>Other long-term services and supports provided by Blue Shield Promise Cal MediConnect Plan include Long-Term Care (LTC)/Custodial Care, which is the provision of medical, social and personal care services to Medi-Cal recipients who cannot live safely at-home but do not need to be in a hospital. Individuals are placed in a Nursing Facility (NF) that is most appropriate based on medical needs. To find providers of these services, refer to page 28 in this Directory. Your care coordinator can tell you more about how to access IHSS, MSSP, and other available services to help you live in the comfort of your own home or community as independently as possible the eligibility requirements, and how to apply for these programs.</p> | <p>Your MSSP benefits have not changed. You will keep getting MSSP services from your MSSP site. The administration of the benefit is by the California Department of Aging.</p> |

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|  | <p><del>their medical needs and include Skilled Nursing Facilities (SNF), Sub-Acute Facilities, and Intermediate Care Facilities.</del> To find providers of these services, refer to page 28 in this Directory.</p> |  |  |
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You are not required to take any action in response to this document, but **we recommend you keep this information for future reference.** If you have any questions, please call us at (855) 905-3825 (TTY: 711), 8 a.m. to 8 p.m. seven days a week.

You can get this document for free in other formats, such as large print, braille, or audio. Call (855) 905-3825 (TTY: 711), 8 a.m. to 8 p.m. seven days a week. The call is free.

Blue Shield Promise Cal MediConnect Plan is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.