



Promise Health Plan

3840 Kilroy Airport Way
Long Beach, CA 90806

October 13, 2023

Subject: Notification of January 2024 Updates to the *Blue Shield Promise Health Plan Nursing Facilities Reference Guide*

Dear Provider:

Blue Shield Promise is revising the *Blue Shield Promise Health Plan Nursing Facilities Reference Guide* (Reference Guide). The changes in each provider manual section listed below are effective January 1, 2024.

On that date, you can search and download the revised manual on the Blue Shield Promise Provider website at www.blueshieldca.com/en/bsp/providers. Click on *Provider manuals* under the *policies & guidelines* heading in the middle of the page.

You may also request a PDF version of the revised *Blue Shield Promise Health Plan Nursing Facilities Reference Guide* be emailed to you or mailed to you in CD format, once it is published, by emailing providermanuals@blueshieldca.com.

The *Blue Shield Promise Health Plan Nursing Facilities Reference Guide* is included by reference in the agreement between Blue Shield of California Promise Health Plan (Blue Shield Promise) and those Medi-Cal providers contracted with Blue Shield Promise. If a conflict arises between the *Blue Shield Promise Health Plan Nursing Facilities Reference Guide* and the agreement held by the provider and Blue Shield Promise, the agreement prevails.

If you have any questions regarding this notice or about the revisions that will be published in the January 2024 version of this Reference Guide, please contact Blue Shield Promise Provider Customer Services at (800) 468-9935 [TTY 711] 6 a.m. to 6:30 p.m., Monday through Friday.

Sincerely,

A handwritten signature in black ink, appearing to read "Aliza", followed by a horizontal line.

Aliza Arjoyan
Senior Vice President
Provider Partnerships and Network Management

**Updates to the January 2024
Blue Shield Promise Health Plan
Nursing Facilities Reference Guide**

Deleted all references to and descriptions of "Cal MediConnect," throughout the document, as that program is no longer being offered.

Claims

Updated the following charts to include one chart for dates of services prior to 2/1/2024 and a separate chart for dates of service on and after 2/1/2024.

- LTC Patient Status Code Chart
- NF-B Adult Sub-Acute Chart
- NF-B Pediatric Sub-Acute Chart
- Long-term Non-Skilled Care (Custodial) Chart
- Bed Hold– Maximum of 7 days per hospitalization Chart
- Bed Hold (Pediatrics) – Maximum of 7 days per hospitalization Chart
- Leave of Absence (Adult) – Maximum 18 days per calendar year Chart
- Leave of Absence (Pediatric) – Maximum 18 days per calendar year Chart
- Leave of Absence Long-term Non-Skilled Care (Custodial) – Maximum 18 days per calendar year Chart

Long-Term Care Acronyms

Deleted a chart with acronyms and ***replaced*** with the following in bullet point list of acronyms, as reflected below:

Long-Term Care Acronyms

- Accom. – Accommodation
- Amt - Amount
- DD - Developmentally Disabled
- DD-CN - Developmentally Disabled/Continuous Nursing
- DD-H - Developmentally Disabled/Habilitative
- DD-N - Developmentally Disabled/Nursing
- DP - Hospital Distinct Part
- DP/NF-B – Distinct Part Nursing Facility Level B
- ICF – Intermediate Care Facility
- ICF/DD – Intermediate Care Facility Developmental Disability Program
- ICF/DD-H - Intermediate Care Facility Developmental Disability Habilitative
- ICF/DD-N - Intermediate Care Facility Developmental Disability Nursing
- NF - Free-standing Nursing Facility
- NF A - Nursing Facility Level A
- NF B - Nursing Facility Level B
- Non-DD – Non-Developmentally Disabled

Electronic Payment

Updated the mailing address to use to send a paper claim to the following:

Blue Shield of California Promise Health Plan

P.O. Box 272660

Chico, CA 95926

Change in Coverage, Condition, or Discharge

Updated the website for a beneficiary to appeal a discharge to:

<https://www.blueshieldca.com/en/bsp/medi-cal-members/your-medi-cal-program/appeals-and-grievance-process>.

This page intentionally left blank.