

DHCS All Plan Letter Summary

To: Medi-Cal network participants

December 2025

Subject: All Plan Letter 25-014: Update to Provider Directory Requirements

The Department of Health Care Services (DHCS) recently issued [All Plan Letter \(APL\) 25-014](#), "Update to Provider Directory Requirements." 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 25-014 advises managed care plans (MCPs) such as Blue Shield of California Promise Health Plan on new provider directory requirements to align with recent state and federal regulations.

Key information

- A provider directory should include the following provider types: physicians, including specialists, hospitals, pharmacies (fee-for-service pharmacies not required), mental health and substance use disorder providers, and long-term supports and services providers.
- Each provider directory should include the following information: provider group affiliation; a notification about the Children's Health Insurance Program (CHIP), either for each provider accepting CHIP patients or in a general message that applies to all Medi-Cal providers; what accommodations are available for individuals with physical disabilities; whether or not providers offer covered services via telehealth; other relevant information.
- A provider directory should also include doula, enhanced care management providers, community supports, justice-involved services, and gender affirming care providers.
- MCPs are advised to include information about and links to carved out services, including Medi-Cal Rx, Denti-Cal, and fee-for-service providers.

This summary is only meant as a brief description of the APL. Please see the APL itself for additional background and the complete requirements. The full text of APL 25-014 may be found at this URL: <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL%202025/APL25-014.pdf>

(Links to the websites above will take you off the Blue Shield Promise website.)

If you have questions about the topics covered in this APL, please contact our Provider Customer Service team via Live Chat after logging in at blueshieldca.com/provider or call **(800) 468-9935** from 6 a.m. to 6:30 p.m., Monday through Friday.

blueshieldca.com/promise