

Long-term care claims may be denied if your rate isn't published by the Department of Health Care Services

Recently, the Department of Health Care Services (DHCS) has been publishing updated rates for long-term care (LTC) services in batches on its [Freestanding Skilled Nursing Facilities and Subacute Units](#) web page. Each provider's rate is listed in connection with their National Provider Identifier (NPI).

In some cases, a rate is not listed for an NPI number for a certain time period, or the NPI has moved to the 'Former NPI' field. When this occurs, Blue Shield of California Promise Health Plan cannot pay that provider's claims for LTC services provided during that time, because we don't know what rate DHCS has approved in connection with that NPI.

If your organization is affected by this situation, please contact DHCS directly via email at AB1629@dhcs.ca.gov and work with them to establish your rate.

If your facility has gone through a change of ownership, please submit a change of ownership (CHOW) letter to PHPSNFProvInquiries@blueshieldca.com so we can update our system with the correct ownership date.

Thank you for your understanding as we work together to make sure that the correct rates are paid for your services.