

# FREQUENTLY ASKED QUESTIONS

## Appointments for justice-involved individuals

We have compiled answers to the following list of questions that we anticipate will be asked by our Blue Shield of California Promise Health Plan network providers about supporting appointments for justice-involved individuals as part of the Department of Health Care Services (DHCS) Medi-Cal Justice-Involved Reentry Initiative.

If you do not find an answer you are seeking, please refer to the contact information at the end of this document.

### 1. **What is the purpose of the Medi-Cal Justice-Involved Reentry Initiative?**

According to [All Plan Letter \(APL\) 23-030](#), "The goal of the ... Medi-Cal Justice-Involved Reentry Initiative, is to build a bridge to community-based care for justice-involved Medi-Cal members, offering them services up to 90 days prior to their release to stabilize their health conditions and establish a plan for their community-based care."

By doing so, the program hopes to reduce recidivism and improve public health.

As part of this program, justice-involved individuals may request healthcare appointments that would take place following their release.

### 2. **Do I have to accept appointments from justice-involved individuals?**

No, but we hope that you will see these appointments as opportunities to both serve your community and grow your business. Receiving appropriate care (especially behavioral health services) may help these individuals avoid recidivism.

### 3. **These folks are frequent no-shows. How can I make sure my business needs are met?**

We understand that your time is valuable. You may consider setting aside certain times of the day or week for these patients, as some providers do with cash-paying patients. You may also consider requiring these patients to confirm 24 hours in advance in order to hold their appointment times.

### 4. **How long do I need to hold an appointment for a justice-involved individual?**

You may follow your own current policy for requiring an appointment confirmation to hold an appointment (for example, requiring confirmation 24 hours in advance).

### 5. **If they don't have an insurance number yet, how will we be able to document services or process their claims?**

At first you can treat them as cash-paying patients, until they get proof of coverage. Medi-Cal coverage will be back-dated to the first day of the calendar month they were released.

**6. What community supports are available for individuals who have been recently released from incarceration?**

Please visit our [Community Supports web page](#) for a list of available services and online referral forms.

**7. Where can I learn more about the Medi-Cal Justice-Involved Reentry Initiative?**

Please visit the [DHCS Justice Involved Reentry Initiative web page](#)

**8. Is there someone I can contact at Blue Shield Promise with questions about supporting appointments for justice-involved individuals?**

Please contact the Justice Involved Managed Care Plan Liaison:

Phone: (800) 393-1542

Email: [ECM@blueshieldca.com](mailto:ECM@blueshieldca.com)

Web page: [Enhanced Care Management | Blue Shield of CA Provider](#)