

Network Provider Update

To: Medi-Cal Network Providers

July 2021

From: Manuel T.G. Enriquez 
Senior Director, Provider Network Management

Subject: **All Plan Letter 21-003, Medi-Cal Network Provider and Subcontractor Terminations**

The Department of Health Care Services (DHCS) recently issued All Plan Letter (APL) 21-003, "Medi-Cal Network Provider and Subcontractor Terminations." 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.

Managed care plans (MCPs), such as Blue Shield of California Promise Health Plan, may terminate a contract with a provider or subcontractor for a variety of business reasons, based on the contracted relationship. MCPs are also required to terminate a contract if the provider, subcontractor or facility has been suspended or excluded from the Medicaid/Medicare or Medi-Cal programs, and must check the [exclusionary databases and lists](#) at least monthly to learn about suspensions and exclusions.

APL 21-003 outlines the notification, reporting, transition planning, and continuity of care procedures MCPs must follow when a provider or subcontractor contract is terminated.

"For all terminations, the MCP must mail appropriate member notifications and remain accountable for all functions and responsibilities of the terminated network provider/subcontractor to ensure that impacted members do not experience disruption in access to care."

Similar requirements apply when long-term care facilities are suspended or decertified by DHCS. The APL includes a [template for notifying members](#) about facility decertification.

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 21-003 may be found at this URL: <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2021/APL21-003.pdf> (Links to the DHCS.ca.gov website will take you off of the Blue Shield Promise website.)

We will inform you if, in response to this APL, changes are made to current Blue Shield Promise processes that affect your practice.

If you have questions about applying any of the information in this notice to Blue Shield Promise members, please call our Provider Services Department at **(800) 468-9935** from 6 a.m. to 6:30 p.m., Monday through Friday.