

## Network Provider Update

To: Medi-Cal Network Providers

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

Subject: **All Plan Letter 21-006, Network Certification Requirements**

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The Department of Health Care Services (DHCS) recently issued All Plan Letter (APL) 21-006, "Network Certification 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.

DHCS requires managed care plans (MCPs), such as Blue Shield of California Promise Health Plan, to annually submit documentation showing compliance with network adequacy requirements. APL 21-006 provides the network certification requirements for the upcoming contract year, which include:

- "An appropriate network of specific provider types to ensure the MCP's network has the capacity to provide all medically necessary services for current and anticipated membership"
- A ratio of at least one full-time equivalent primary care physician per 2,000 members and one full-time equivalent physician per 1,200 members
- Contracts with the required minimum number of mandatory provider types (Federally Qualified Health Centers, Rural Health Clinics, Freestanding Birth Centers, Certified Nurse Midwives, Licensed Midwives, and Indian Health Facilities)
- Provider accessibility to members, within established time and distance parameters
- Timely access to appointments, interpreters, and provider sites

The APL explains requirements for approved alternatives, corrective action plans and monetary sanctions as needed, and includes the following support documents:

- [Attachment A: Network Adequacy Standards](#)
- [Attachment B: Annual Network Certification Instruction Manual](#)
- [Attachment C: Alternative Access Standard Request Template](#)

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 21-006 may be found at this URL: <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPsandPolicyLetters/APL2021/APL21-006.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, including monitoring and reporting requirements as needed.

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.