

Network Provider Update

To: Medi-Cal and Cal MediConnect* network participants

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Subject:

All Plan Letter 21-013, Dispute Resolution Process Between Mental Health Plans and Medi-Cal Managed Care Health Plans

The Department of Health Care Services (DHCS) recently issued All Plan Letter (APL) 21-013, "Dispute Resolution Process Between Mental Health Plans and Medi-Cal Managed Care Health Plans." 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 21-013 explains how managed care plans (MCPs) such as Blue Shield of California Promise Health Plan should submit a service delivery dispute to DHCS when a dispute cannot be resolved at the local level with a mental health plan.

Key messages:

- MCPs should have a Memorandum of Understanding with mental health plans that includes a process for resolving disputes and a means for beneficiaries to receive medically necessary services (including prescriptions and mental health treatment) during disputes.
- If a dispute isn't resolved at the local level within 15 days, the MCP must submit a Request for Resolution to DHCS within 3 days and follow the process outlined in the APL.
- An expedited dispute resolution process is available if a member has not received a disputed service and if following the standard dispute resolution timeline would result in serious jeopardy to the member's life, health, or ability to attain, maintain, or regain maximum function.
- If a financial liability is identified by the dispute resolution process, DHCS will enforce the decision, including withholding funds if necessary.

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 21-013 may be found at this URL: <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2021/APL21-013.pdf> (Links to the DHCS.ca.gov website will take you off of the Blue Shield Promise website.)

Please direct questions about serving Blue Shield Promise members to our Provider Services Department at **(800) 468-9935** from 6 a.m. to 6:30 p.m., Monday through Friday.

*Cal MediConnect network participants are responsible for identifying and applying the guidance and requirements that pertain to their patients.