



Aetna Better Health® of California

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| <p style="text-align: center;">Provider News and Updates</p> <p style="text-align: center;">Emergency Guidance for Medi-Cal Managed Care Health Plans in Response to COVID-19 (Revised APL 20-004)</p> <p>Dear Network Partners,</p> <p>Aetna Better Health of California (ABHCA) would like to remind you that on September 9, 2021, the California Department of Public Health issued an Emergency Guidance for Medi-Cal Managed Care Health Plans in Response to COVID-19 (APL 20-004).</p> <p>The purpose of this revised All-Plan Letter (APL) is to outline temporary changes to federal requirements for managed care plans (MCPs) according to Section 1135 Waiver request, including but not limited to extended timeframe for State Fair Hearings; flexibilities for provider Medi-Cal screening and enrollment; waiving prior authorization requirements for COVID-19 services, including screening and testing; reimbursement for COVID-19 testing; provision of care in alternative settings, hospital capacity and blanket waivers; pharmacy guidance as required by the Department of Health Care Services (DHCS).</p> <p>The revised APL 20-004 adds guidelines related to resumption of the following:</p> <p>Initial Health Assessment (IHA)</p> <p>Starting October 1, 2021, Aetna Better Health of California and its provider network must resume IHA activities that were temporarily suspended during the period of December 1, 2019 – September 30, 2021. ABHCA will utilize available data sources to identify all members who were: newly enrolled since December 1, 2019; have not received an IHA and do not meet exclusion criteria as detailed in contract and Policy Letter 08-003; have not engaged in primary care or perinatal services since enrollment; and, for whom an IHA or portions of an IHA are currently appropriate. Providers, IPAs, and ABHCA must outreach to members identified and coordinate access to care as needed to facilitate primary care or perinatal care engagement. For all members who are newly enrolled as of October 1, 2021.</p> | <p style="text-align: center;">November 4, 2021</p> <p style="text-align: center;">A QUICK REMINDER:</p> <p style="text-align: center;">HAS YOUR OFFICE RELOCATED OR CHANGED A FAX OR PHONE NUMBER LATELY?</p> <p style="text-align: center;">DO YOU OFFER TELEHEALTH SERVICES?</p> <p style="text-align: center;">WOULD YOU PREFER TO RECEIVE THESE NOTICES VIA EMAIL RATHER THAN VIA FAX?</p> <p style="text-align: center;">FOR QUESTIONS CALL THE PROVIDER EXPERIENCE TEAM AT:</p> <p style="text-align: center;">Toll Free: 855-772-9076 Fax: 844-886-8349 CaliforniaProviderRelationsDepartment@aetna.com</p> <p style="text-align: center;">THIS PROVIDER UPDATE HAS BEEN SENT TO:</p> <p style="text-align: center;">PROVIDER TYPE(S):</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> IPA/Medical Groups <input checked="" type="checkbox"/> Primary Care Providers <input checked="" type="checkbox"/> Specialist Providers <input checked="" type="checkbox"/> Hospitals <input checked="" type="checkbox"/> Ancillary <input checked="" type="checkbox"/> SNF <input checked="" type="checkbox"/> DME <input checked="" type="checkbox"/> Home Health <input type="checkbox"/> Other <p style="text-align: center;">LINE OF BUSINESS:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Aetna Medi-Cal Managed Care <p style="text-align: center;">COUNTIES:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Sacramento <input checked="" type="checkbox"/> San Diego |
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Timely Access Survey

DHCS will resume the timely access survey calls to providers beginning in January 2022.

Temporarily reinstates acetaminophen and cough/cold medicines

Primary symptoms of COVID-19 involve pain, aches, fever, and significant cough and congestion. The preferred treatments for these symptoms are over-the-counter fever reducers, analgesics, and cough/cold products. These treatments are often the safest, most effective, and least costly alternatives for the population most at risk of both contracting the virus and subsequently experiencing the most severe symptoms. Therefore, pursuant to SPA 20-0024, DHCS issued guidance on May 13, 2020, regarding the temporary reinstatement of non-legend acetaminophen-containing products and non-legend cough and cold products for adults as covered benefits with the Medi-Cal FFS program. ABHCA is required to follow this FFS-issued guidance, including the provision of these over-the-counter drugs without prior authorization.¹⁵

Temporary Addition of Provider Types at FQHCs and RHCs

DHCS issued guidance on May 20, 2020, temporarily adding the services of Associate Clinical Social Workers (ACSWs) and Associate Marriage and Family Therapists (AMFTs) at FQHCs and RHCs as billable visits. The California Board of Behavioral Sciences (BBS) does not consider ACSWs or AMFTs to be licensed practitioners. Therefore, licensed behavioral health practitioners must supervise and assume the professional liability of services furnished by the unlicensed ACSW and AMFT practitioners. The licensed practitioner must also comply with supervision requirements established by the BBS. Visit may be conducted as a face-to-face encounter or meet the requirements of a visit provided via telehealth.

Please take time to review **APL 20-004** and share amongst your teams and staff as appropriate.

For the most up-to-date information regarding COVID-19, please visit **DHCS COVID-19 response page**.

If you have questions or need for clarity, please email **CaliforniaProviderRelationsDepartment@aetna.com**

Be well,

Aetna Better Health® of California

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