

**THIS CA UPDATE HAS BEEN SENT TO THE FOLLOWING:****COUNTIES:**

- Imperial
- Riverside/San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

**LINES OF BUSINESS:**

- Molina Medi-Cal Managed Care
- Molina Medicare Options Plus
- Molina Dual Options Cal MediConnect Plan (Medicare-Medicaid Plan)
- Molina Marketplace (Covered CA)

**PROVIDER TYPES:** **Medical Group/ IPA/MSO****Primary Care**

- IPA/MSO
- Directs

**Specialists**

- Directs
- IPA

 **Hospitals****Ancillary**

- CBAS
- SNF/LTC
- DME
- Home Health
- Other

**FOR QUESTIONS CALL****PROVIDER SERVICES:**

(888) 562-5442, Extension:

**Los Angeles/Orange Counties**

X123017

**Riverside/San Bernardino Counties**

X120613

**Sacramento County**

X121599

**San Diego County**

X121735

**Imperial County**

X125682

## COVID-19 Screening and Testing (APL 20-006)

This is an advisory notification to Molina Healthcare of California (MHC) network providers regarding COVID-19 Screening and Testing All Plan Letter (APL) 20-006. As the State of California responds to COVID-19, the Department of Managed Health Care (DMHC) is taking action to ensure that cost does not inhibit enrollees' access to medically necessary screening and testing for COVID-19. MHC has implemented the steps and requirements in APL 20-006 as we continue to monitor COVID-19 developments on a daily basis.

This notification is based on APL 20-006, which can be found in full on the DMHC website at: <http://www.dmhc.ca.gov/Portals/0/Docs/OPL/APL-COVID-19WaiverOfCostShare3-5-20Final.pdf>

### Waiver of Cost-Sharing Amounts and Other Changes

1. Molina and its delegated IPAs and Medical Groups will immediately reduce cost-sharing (including, but not limited to, co-pays, deductibles, or coinsurance) to zero for all medically necessary screening and testing for COVID-19, including hospital (including emergency department), urgent care visits, and provider office visits where the purpose of the visit is to be screened and/or tested for COVID-19.
2. Molina and its delegated IPAs and Medical Groups will continue to notify all contracted providers that cost sharing as described above is waived.

Molina's Nurse advice line and customer service representatives will be informed of the member cost-sharing waiver as described above and will be able to answer questions Molina members may have about medically necessary screening and testing for COVID-19 or ways to access care.

To ensure members and providers are informed about this notice, Molina will display a statement that cost-sharing for medically necessary screening and testing for COVID-19 is waived on Molina's website at [www.molinahealthcare.com](http://www.molinahealthcare.com).

### Ensuring Enrollees Have Timely Access to Care

Molina and its delegated IPAs and Medical Groups will continue to comply with existing laws to ensure enrollees are able to access medically necessary care in a timely manner, including:

- Covering all medically necessary emergency care without prior authorization, whether that care is provided by an in-network or out-of-network provider.
- Complying with the utilization review timeframes for approving requests for urgent and non-urgent services.
- Molina will ensure our provider networks are adequate to handle an increase in the need for health care services, including offering access to out-of-network services where appropriate and required, as more COVID-19 cases emerge in California.
- Ensuring enrollees are not liable for unlawful balance bills from providers, including balance bills related to testing for COVID-19.
- Molina will ensure there will be 24-hour access to a person with the authority to authorize services and ensuring DMHC has the contact information for that person.

**DMHC and Molina Recommended Proactive Steps**

- Waive prior authorization requests for services related to COVID-19; at a minimum, respond to such requests more quickly than the timeframes required by law.
- Work with contracted providers to use telehealth services to deliver care when medically appropriate, as a means to limit enrollees' exposure to others who may be infected with COVID-19, and to increase the capacity of IPA's and Medical Groups contracted providers.

Molina will continue to closely monitor this situation and will issue further guidance as appropriate.

**QUESTIONS**

If you have any questions regarding the notification, please contact your Molina Provider Services Representative at (888) 562-5442. Please refer to the extensions on page one.