

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

EMERGENCY TELEHEALTH GUIDANCE COVID-19 PANDEMIC (APL 19-009)

This is an advisory notification to Molina Healthcare of California (MHC) network providers in response to the COVID-19 pandemic. It is imperative that members practice "social distancing". Members also need to be able to continue to have access to necessary medical care. MHC must take steps to allow members to obtain health care via telehealth when medically appropriate to do so as provided in this supplemental guidance.

This notification is based on All Plan Letter (APL) 19-009, which can be found in full on the DHCS website at:

<https://www.dhcs.ca.gov/Documents/COVID-19/APL19-009-Supplement-Telehealth-031820.pdf>.

REQUIREMENTS:

Pursuant to the authority granted in the California Emergency Service Act, MHC must, effective immediately, comply with the following:

- Unless otherwise agreed by MHC and the provider, MHC must reimburse providers at the same rate, whether a service is provided in-person or through telehealth, if the service is the same regardless of the modality of delivery, as determined by the provider's description of the service on the claim. For example, if MHC reimburses a provider \$100 for an in-person visit, MHC must reimburse the provider \$100 for an equivalent visit done via telehealth unless otherwise agreed to by MHC and the provider.
- MHC must provide the same amount of reimbursement for a service rendered via telephone as they would if the service is rendered via video, provided the modality by which the service is rendered (telephone versus video) is medically appropriate for the member.

MHC is responsible for ensuring that their subcontractors and network providers comply with the requirements in this supplemental guidance as well as all applicable state and federal laws and regulations, contract requirements, and other Department of Health Care Services' guidance. MHC must communicate these requirements to all network providers and subcontractors.

This supplemental guidance will remain in effect until further notice.

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 to the left.