



Promise Health Plan

3840 Kilroy Airport Way
Long Beach, CA 90806

July 24, 2024

Subject: Notification of October 2024 Updates to the *Blue Shield Promise Health Plan Nursing Facilities Reference Guide*

Dear Provider:

Blue Shield Promise is revising the *Blue Shield Promise Health Plan Nursing Facilities Reference Guide* (Reference Guide). The changes in each provider manual section listed below are effective October 1, 2024.

On that date, you can search and download the revised manual on the Blue Shield Promise Provider website at www.blueshieldca.com/en/bsp/providers. Click on *Provider manuals* under the *policies & guidelines* heading in the middle of the page.

You may also request a PDF version of the revised *Blue Shield Promise Health Plan Nursing Facilities Reference Guide* be emailed to you or mailed to you in CD format, once it is published, by emailing providermanuals@blueshieldca.com.

The *Blue Shield Promise Health Plan Nursing Facilities Reference Guide* is included by reference in the agreement between Blue Shield of California Promise Health Plan (Blue Shield Promise) and those Medi-Cal providers contracted with Blue Shield Promise. If a conflict arises between the *Blue Shield Promise Health Plan Nursing Facilities Reference Guide* and the agreement held by the provider and Blue Shield Promise, the agreement prevails.

If you have any questions regarding this notice or about the revisions that will be published in the October 2024 version of this Reference Guide, please contact Blue Shield Promise Provider Customer Services at (800) 468-9935 [TTY 711] 6 a.m. to 6:30 p.m., Monday through Friday.

Sincerely,

A handwritten signature in black ink, appearing to read "Aliza Arjoyan", followed by a horizontal line.

Aliza Arjoyan
Senior Vice President
Provider Partnerships and Network Management

Updates to the October 2024
Blue Shield Promise Health Plan
Nursing Facilities Reference Guide

Leave of Absence and Bed Holds

Updated language which discussed including leaves of absence or bed holds as a covered benefit, in "boldface" type as follows:

Blue Shield Promise will include any leave of absence or bed hold as a covered benefit if provided in accordance with Title 22 California Code of Regulations **Sections 51535 and 51535.1** and California's Medicaid State Plan.

Services that Require Prior Authorization

Deleted "sleep studies" from list of services that require prior authorization.