

To: Medi-Cal and Cal MediConnect\* network participants

From: Manuel T.G. Enriquez   
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Subject: **COVID-19 All Plan Letters – APL 20-004 revisions**

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The Department of Health Care Services (DHCS) has issued several All Plan Letters (APLs) to Medi-Cal managed care plans (MCPs) in response to the COVID-19 pandemic. Recently, APL 20-004 was revised. We are sharing a summary of these APL guidelines with you to ensure you are aware of the information.

Blue Shield of California Promise Health Plan (Blue Shield Promise) also publishes other [COVID-19 information](#), some of which pertains to network Medi-Cal service providers.

#### **[APL 20-004](#)**

#### **Emergency Guidance for Medi-Cal Managed Care Health Plans in Response to COVID-19**

Updates include:

- MCPs must continue to approve transportation requests for members infected with COVID-19 who need to see a provider in person.
- Beginning October 1, 2021, MCPS must resume Initial Health Assessments (IHAs). They must outreach to all eligible new members enrolled since December 1, 2019 and coordinate access to providers for primary care or perinatal engagement. All members enrolled as of October 1, 2021 should receive their IHA within the contractual time period.
- Also, effective October 1, 2021, MCPS must resume Quarterly Monitoring Response Template (QMRT) activities. DHCS will resume timely access survey calls in January 2022.
- Regular Encounter Data Validation (EDV) activities will resume beginning in SFY 2021–2022, including medical record procurement requirements.

This summary is only meant as a brief description of the APL guidelines. Please see the entire APL for the complete requirements. The full text of all DHCS managed care APLs may be found at this URL: <https://www.dhcs.ca.gov/formsandpubs/Pages/AllPlanLetters.aspx>. Links to the DHCS.ca.gov website will take you off of the Blue Shield Promise website.

If you have questions about applying any of the information in this notice to Blue Shield Promise members, please call 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.