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DIRECTOR

State of California—Health and Human Services Agency  
Department of Health Care Services



EDMUND G. BROWN JR.  
GOVERNOR

**DATE:** September 29, 2014

DUALS PLAN LETTER 14-004  
SUPERSEDES DUALS PLAN LETTER 13-005

**TO:** ALL MEDI-CAL MANAGED CARE PLANS PARTICIPATING IN  
CAL MEDICONNECT

**SUBJECT:** CONTINUITY OF CARE

**PURPOSE:**

The purpose of this Duals Plan Letter (DPL) is to clarify and provide guidance about continuity of care provided by Medicare-Medicaid Plans (MMPs) that are participating in the Duals Demonstration Project, called “Cal MediConnect.”

**BACKGROUND:**

In January 2012, Governor Brown announced his intent to enhance health outcomes and beneficiary satisfaction for low-income Seniors and Persons with Disabilities by shifting service delivery away from institutional care to home and community-based settings. To implement that goal, Governor Brown enacted the Coordinated Care Initiative (CCI) by signing Senate Bill (SB) 1008 (Chapter 33, Statutes of 2012), SB 1036 (Chapter 45, Statutes of 2012) and SB 94 (Chapter 37, Statutes of 2013).

One component of CCI is Cal MediConnect. Implementation of Cal MediConnect has started in five of the following eight CCI-designated counties: Alameda, Los Angeles, Orange, Riverside, San Bernardino, Santa Clara, San Diego, and San Mateo. Cal MediConnect is a voluntary program, which serves beneficiaries who are both Medi-Cal and Medicare eligible (dual-eligible beneficiaries) and combines the full continuum of acute, primary, institutional, and home and community-based Medicare and Medi-Cal services into a single benefit package delivered through an organized service delivery system administered by a Medicare-Medicaid Plan (MMP).

Dual-eligible beneficiaries are or will be notified of their right to select a participating plan no fewer than 60 days prior to their effective date of enrollment and will receive a notice regarding implementation of the program 90 days prior. If a beneficiary makes no active choice of a participating plan, he or she will be enrolled into an MMP using a seamless, passive enrollment process; this process provides the opportunity for each beneficiary to make a voluntary choice to enroll or disenroll from the participating plan at any time. A beneficiary who chooses to disenroll will still receive his or her Medi-Cal services from a Medi-Cal managed care health plan.

Continuity of care requirements for Cal MediConnect are defined in Welfare and Institutions (W&I) Code, Sections (§§) 14182.17 and 14132.275. These requirements are also set forth in the Memorandum of Understanding (MOU) between the Centers for Medicare and Medicaid Services (CMS) and the Department of Health Care Services (DHCS). The MOU establishes the following requirements:

- CMS and DHCS require each MMP to ensure that each beneficiary continues to have access to medically necessary items and services, as well as medical and long-term services and supports providers.
- DHCS will require each participating MMP to follow continuity of care requirements established in current law.
- As part of the process to ensure that continuity of care and coordination of care requirements are met, an MMP must perform a Health Risk Assessment (HRA) within the timeframes specified in DPL 13-002. As part of the HRA, the MMP shall ask the beneficiary if there are upcoming health care appointments or treatments scheduled and assist the beneficiary to initiate the continuity of care process at that time if the beneficiary chooses to do so.
- Upon beneficiary request, an MMP must allow a beneficiary to continue receiving services from out-of-network providers for primary and specialty care services and maintain his or her current providers and service authorizations at the time of enrollment for:
  - A period up to six months for Medicare services if the criteria are met under W&I Code §14132.275 (l)(2)(A).
  - A period of up to 12 months for Medi-Cal services if the criteria are met under W&I Code §14182.17(d)(5)(G).
- Medicare Part D transition rules and rights will continue as provided in current law and regulation for the entire integrated formulary associated with the MMP.

**CAL MEDICONNECT PROVIDER CONTINUITY OF CARE REQUIREMENTS:**

Upon request by a beneficiary, or other authorized person as noted below, an MMP shall offer continuity of care with an out-of-network provider to all Cal MediConnect beneficiaries if all of the following circumstances exist:

- The beneficiary has an existing relationship with a primary or specialty care provider. An existing relationship means a beneficiary has seen an out-of-network primary care provider at least once or a specialty care provider at least twice during the 12 months prior to the date of his or her initial enrollment in the MMP for a non-emergency visit;
- The provider is willing to accept payment from the MMP based on the current Medicare or Medi-Cal fee schedule, as applicable; and
- The MMP does not have any documented quality of care concerns that would cause it to exclude the provider from its network.

If a beneficiary changes MMPs, the continuity of care period may start over one time. If the beneficiary changes MMPs a second time (or more), the continuity of care period does not start over, meaning that the beneficiary does not have the right to a new six or 12 month period. If the beneficiary returns to fee-for-service (FFS) Medi-Cal and later reenrolls in Cal MediConnect, the continuity of care period does not start over. If a beneficiary changes MMPs, this continuity of care policy does not extend to out-of-network providers that the beneficiary accessed through their previous MMP.

Consistent with the provisions of the MOU, MMPs are not required to provide provider continuity of care with an out-of-network provider if any of the following circumstances exist:

- An MMP is not required to provide continuity of care for services not covered by Medi-Cal or Medicare.
- The following providers are not eligible for continuity of care: providers of durable medical equipment (DME), transportation, other ancillary services, or carved-out services (however, continuity of services is required).
- The provider does not agree to abide by the MMP's utilization management policies.

#### Procedures for Requesting Continuity of Care

Beneficiaries, their Authorized Representative on file with Medi-Cal, or their provider, may make a direct request to an MMP for continuity of care. Only those providers that are eligible for continuity of care, as noted above, may make a request to the MMP for continuity of care.

MMPs shall accept requests for continuity of care over the telephone, according to the requestor's preference, and shall not require that the requester complete and submit a paper or computer form. To complete a telephone request, the MMP may take any necessary information from the requester over the telephone.

MMPs shall accept and approve retroactive requests for continuity of care that meet all continuity of care requirements noted above, with the exception of the requirement to abide by the MMP's utilization management policies. The services that are the subject of the request must have occurred after the beneficiary's enrollment into the MMP, and the MMP must have the ability to demonstrate that there was an existing relationship between the beneficiary and provider prior to the beneficiary's enrollment into the MMP. MMPs shall only approve retroactive requests that meet the following requirements:

- Have dates of services that occur after the effective date of this DPL.
- Have dates of services within 30 calendar days of the first date of service for which the provider is requesting, or has previously requested, continuity of care retroactive reimbursement.

- Are submitted within 30 calendar days of the first service for which retroactive continuity of care is being requested.

When a request for continuity of care is made, the MMP must begin to process the request within five working days after receipt of the request. However, as noted below, the request must be completed in three (3) days if there is a risk of harm to the beneficiary. The continuity of care process begins when the MMP starts the process to determine if there is a pre-existing relationship and enters into an agreement with the provider.

The MMP should determine if a relationship exists through use of data provided to the MMP by CMS and DHCS, such as FFS utilization data from Medicare or Medi-Cal. A beneficiary or his or her provider may also provide information to the MMP that demonstrates a pre-existing relationship with a provider. A beneficiary may not attest to a pre-existing relationship (instead actual documentation must be provided) unless the MMP makes this option available to him or her.

Following identification of a pre-existing relationship, the MMP must contact the provider and make a good faith effort to enter into a contract, letter of agreement, single-case agreement or other form of relationship to establish a continuity of care relationship for the beneficiary.

#### Request Completion Timeline

Each continuity of care request must be completed within:

- 30 calendar days from the date the MMP received the request;
- 15 calendar days if the beneficiary's medical condition requires more immediate attention, such as upcoming appointments or other pressing care needs; or,
- 3 calendar days if there is risk of harm to the beneficiary.

A continuity of care request is considered completed when:

- The beneficiary is informed of his or her right of continued access or if the MMP and the out-of-network FFS or prior plan provider are unable to agree to a rate;
- The MMP has documented quality of care issues; or
- The MMP makes a good faith effort to contact the provider and the provider is non-responsive for 30 calendar days.

#### Requirements after the Request Process is Completed

If an MMP and the out-of-network FFS or prior plan provider are unable to reach an agreement because they cannot agree to a rate or the MMP has documented quality of care issues with the provider, the MMP will offer the beneficiary an in-network

alternative. If the beneficiary does not make a choice, the beneficiary will be assigned to an in-network provider. Beneficiaries maintain the right to pursue an appeal through the Medicare and Medi-Cal processes.

If a provider meets all of the necessary requirements, including entering into a contract, letter of agreement, single-case agreement or other form of relationship with the MMP, the MMP must allow the beneficiary to have access to that provider for the length of the continuity of care period unless the provider is only willing to work with the MMP for a shorter timeframe. In this case, the MMP must allow the beneficiary to have access to that provider for the shorter period of time.

At any time, beneficiaries may change their provider regardless of whether or not a continuity of care relationship has been established. When the continuity of care agreement has been established, the MMP must work with the provider to establish a care plan for the beneficiary.

Upon approval of a continuity of care request, the MMP must notify the beneficiary of the following within seven calendar days:

- The request approval;
- The duration of the continuity of care arrangement;
- The process that will occur to transition the beneficiary's care at the end of the continuity of care period; and
- The beneficiary's right to choose a different provider from the plan's provider network.

The MMP shall also notify the beneficiary 30 calendar days before the end of the continuity of care period about the process that will occur to transition the beneficiary's care at the end of the continuity of care period. This process shall include engaging with the beneficiary and provider before the end of the continuity of care period to ensure continuity of services through the transition to a new provider.

#### MMP Extended Continuity of Care Option

MMPs may choose to work with a beneficiary's out-of-network doctor past the six or 12 month continuity of care period, but MMPs are not required to do so.

#### Beneficiary and Provider Outreach and Education

MMPs must inform beneficiaries of their continuity of care protections and must include information about these protections in their beneficiary information packets and handbooks. This information must include how a beneficiary and provider initiate a continuity of care request with the MMP. These documents must be translated into threshold languages and must be made available in alternative formats, upon request.

MMPs must provide training to call center and other staff who come into regular contact with beneficiaries about beneficiary continuity of care protections.

Provider Referral Outside of the MMP Network

An approved out-of-network provider must work with the MMP and its contracted network and cannot refer the beneficiary to another out-of-network provider without authorization from the MMP. In such cases, the MMP will make the referral, if medically necessary, and if the MMP does not have an appropriate provider within its network.

Durable Medical Equipment, Transportation, and Other Ancillary Services

For DME, transportation and other ancillary services, MMPs must provide continuity of care for services in accordance with W&I Code §§ 14132.275 and 14182.17(d)(5)(G), as noted in the “Background” section of this DPL, but are not obligated to use out-of-network providers that are determined to have a pre-existing relationship, for the applicable six or 12 months.

Nursing Facilities

A beneficiary who is a resident of a nursing facility (NF) prior to enrollment will not be required to change NFs during the duration of Cal MediConnect if the facility is licensed by the California Department of Public Health (CDPH), meets acceptable quality standards and the facility and MMP agree to Medi-Cal rates in accordance with the three-way contract. This provision is automatic, meaning the beneficiary does not have to make a request to the MMP to invoke this provision. The MMP shall determine the duration of residency through the same process specified previously for verifying a pre-existing provider relationship, which is through historical utilization data or documentation from the beneficiary or provider.

**DOCUMENTATION REVIEW:**

MMPs must submit the following documents to CMS and DHCS within 20 days of the issuance of this revised DPL in connection with MMP continuity of care:

- Policy and procedures delineating operations that have been revised based on this revised DPL; and
- Forms applicable to the process, including call scripts for completion of continuity of care requests by telephone that have been revised based on this DPL.

**ADDITIONAL CONTINUITY OF CARE PROVISIONS UNDER CALIFORNIA LAW:**

In addition to the protections set forth above, Cal MediConnect beneficiaries also have rights to protections set forth in current state law pertaining to continuity of care. In accordance with W&I Code §14185(b), MMPs must allow beneficiaries to continue use of any (single-source) drugs that are part of a prescribed therapy (by a contracting or non-contracting provider) in effect for the beneficiary immediately prior to the date of enrollment, whether or not the drug is covered by the MMP, until the prescribed therapy is no longer prescribed by the contracting physician.

Additional requirements pertaining to continuity of care are set forth in Health and Safety (H&S) Code §1373.96 and require all health plans in California to, at the request of a beneficiary, provide for the completion of covered services by a terminated or nonparticipating health plan provider. Under this Section, health plans are required to complete services for the following conditions: acute, serious chronic, pregnancy, terminal illness, the care of a newborn child between birth and age 36 months, and surgeries or other procedures that were previously authorized as a part of a documented course of treatment. Health plans must allow for the completion of these services for certain timeframes which are specific to each condition and defined under H&S Code §1373.96.

If you have any questions regarding this DPL, please contact Sarah Brooks, Chief, Program Monitoring and Medical Policy Branch at [sarah.brooks@dhcs.ca.gov](mailto:sarah.brooks@dhcs.ca.gov).

Sincerely,

*Original Signed by Mari Cantwell*

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Health Care Programs