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Department of Health Care Services



GAVIN NEWSOM
GOVERNOR

DATE: April 15, 2020

ALL PLAN LETTER 20-009

TO: ALL MEDI-CAL MANAGED CARE HEALTH PLANS

SUBJECT: PREVENTING ISOLATION OF AND SUPPORTING OLDER AND OTHER AT-RISK INDIVIDUALS TO STAY HOME AND STAY HEALTHY DURING COVID-19 EFFORTS

PURPOSE:

The purpose of this All Plan Letter (APL) is to remind Medi-Cal managed care health plans (MCPs) to continue to serve and provide resources to members who are aged 60+ or have high-risk health conditions during the COVID-19 emergency response campaign to “Stay Home. Save Lives. Check In.”

BACKGROUND:

The State of California agencies, including the Department of Managed Health Care, the Department of Aging (CDA) and the Department of Health Care Services (DHCS), are actively monitoring the evolving COVID-19 emergency and taking proactive steps to lessen the immediate impacts of COVID-19 on California’s health care systems and communities. During California’s stay-at-home order, older members and other at-risk members – especially those living alone – will likely need their MCPs, as well as family, friends, neighbors and community, to help them maintain basic needs like groceries and prescriptions, and much-needed social interaction and connection.

POLICY:

DHCS reminds MCPs of the following:

- MCPs must continue to support telehealth for all services for which it is medically appropriate.
- MCPs and their contracted providers should continually assess for and provide allowable additional services and supports during this time that may be vital for an older or at-risk adult to stay home and stay healthy.
- MCPs and their contracted providers should support continuity and coordinate the integration of medical and behavioral health services for all ages.

- MCPs are encouraged to continue their check-in calls (see below resources) with older and other at-risk adults, to check on basic needs, health care, mental health, and safety from abuse and neglect.

RESOURCES

During this period of the COVID-19 pandemic, MCPs are encouraged to provide these resources to members who may need any of the following:

Food and more: The State of California is partnering with 211 in all communities to be a first stop for all local food and other human service needs. Dial 2-1-1.

Aging & Adults services: The State of California's Aging and Adults Info Line connects to local Area Agencies on Aging. Dial 1-800-510-2020.

Isolation: Resources are expanding in this area to meet urgent health risks from social isolation:

- The Friendship Line, run by Institute on Aging, provides a 24/7 connection and crisis line for older adults. Dial (888) 670-1360.
- "[Feeling Good & Staying Connected](#)" is a new activity guide and weekly planner available from the CDA in English, Spanish, Traditional Chinese and Simple Chinese.
- Additional resources on how to mitigate the stress-related health outcomes anticipated with the COVID-19 emergency can be found on www.ACEsAware.org.

Wellness Checks or Abuse, Neglect, or Exploitation: The State of California's Adult Protective Services line connects to county Adult Protective Services 24/7. Dial 1-833-401-0832.

American Association of Retired Persons (AARP) Fraud Watch Network Helpline: AARP provides a free resource to the public for those targeted or who have fallen victim to a scam. Dial 1-877-908-3360.

Alzheimer's Helpline: The Alzheimer's Association provides a free resource to public 24/7 for help and latest information. Dial 1-800-272-3900.

For general information on COVID-19, please visit the California COVID-19 Response [webpage](#) and the California Department of Public Health's COVID-19 [webpage](#). For Medi-Cal information, please visit the DHCS COVID-19 Response [webpage](#).

These resources will continue to be updated.

MCPs are responsible for ensuring that their subcontractors and network providers comply with all applicable state and federal laws and regulations, contract requirements, and other DHCS guidance, including APLs and Policy Letters. These requirements must be communicated by each MCP to all subcontractors and network providers. If you have any questions regarding this APL, please contact your Managed Care Operations Division Contract Manager.

Sincerely,

Original Signed by Nathan Nau

Nathan Nau, Chief
Managed Care Quality and Monitoring Division