

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



2021 Annual Network Certification Approved Alternative Access Standards Report

Drug Medi-Cal Organized Delivery System (DMC-ODS)

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1. Background and Overview

Welfare and Institutions Code (WIC) section 14197 requires the Department of Health Care Services (DHCS) to post on its website the requested Alternative Access Standards (AAS) it has approved for the certification year. The approved AAS are listed in the county-specific tables at the end of this report. Drug Medi-Cal Organized Delivery Systems (DMC-ODS) may submit AAS requests and/or DHCS may notify for instances where the DMC-ODS is unable to meet time or distance standards for the following provider types:

- Outpatient Services (Adult)
- Outpatient Services (Children/Youth)
- Opioid Treatment Program Services (Adult)
- Opioid Treatment Program Services (Children/Youth)

For DHCS to approve DMC-ODS AAS requests, the DMC-ODS must demonstrate that they have exhausted all reasonable options to meet the applicable standard. DHCS-approved AAS requests were valid for fiscal year July 1, 2021 through June 30, 2022. AAS requests must be resubmitted to DHCS for approval annually, or any time a network change results in the DMC-ODS no longer meeting time or distance standards.

DMC-ODS that receive AAS approval from DHCS must inform their affected beneficiaries of all approved AAS by posting approved AAS, specified by county, on the DMC-ODS internet website. Each DMC-ODS must post the approved AAS on its website no later than 30 days after DHCS publishes the statewide AAS approvals on the DHCS website.

Further, when any DMC-ODS county is unable to refer a beneficiary to a network provider for the appropriate level of care as determined by an American Society of Addiction Medicine (ASAM) assessment, it is the county's responsibility to make a referral to an Out-of-Network (OON) provider in a timely manner. With beneficiary consent, telehealth may be used to meet this requirement.

2. DHCS Review and Validation Process

DMC-ODSs must detail the name of the two nearest identified OON providers, the date the DMC-ODS contacted the providers to discuss contracting with the DMC-ODS, and the number of contracting attempts the DMC-ODS made. Through the AAS validation, DHCS will request evidence of contracting efforts, which must include supporting documentation demonstrating contract efforts via email/letter, scheduled phone calls, good faith negotiations, contract records, marketing materials and advertisements, and follow-up attempts after initial contract efforts or outreach. The evidence of contracting efforts must reflect contracting efforts conducted since the DMC-ODS's last annual Network Adequacy Certification submission. DHCS will focus on validating AAS requests that have potential contracting options. After DHCS approves the AAS request by zip code and provider type, Plans shall post the approved AAS to their website. The supporting documentation submitted must be dated

prior to the AAS request in question taking effect.

DHCS approves or denies an AAS request based on an analysis of zip code and provider type.¹ The review process includes 1) verifying the AAS Request is submitted on time, 2) verifying if the AAS request is complete, and 3) verifying the DMC-ODS's efforts to identify the nearest in-network and OON providers. Additionally, DHCS compares the identified providers submitted by the DMC-ODS to the Network Adequacy Certification Tool (NACT) and to other resources.

DHCS reviews the AAS request and all supporting documentation to assess the facts and circumstances provided by the DMC-ODS. DMC-ODS must maintain documentation of their efforts to contract with nearest OON providers and must provide all documentation to DHCS upon request. DHCS may request additional evidence of contracting efforts if DHCS identifies more than two nearer OON providers during the review process.

The use of clinically appropriate telehealth may be considered in determining compliance with the applicable standards and/or for the purpose of approving an AAS request. However, DMC-ODS cannot require a beneficiary to access services via telehealth only. DMC-ODS must inform the beneficiary about options for accessing covered non-emergency medical transportation to an in-network provider within time or distance and timely access standards for medically necessary services, when an in-person visit is requested by a beneficiary.

On an annual basis and at DHCS' request, the DMC-ODS must demonstrate how it arranges for the delivery of services such as Medi-Cal covered transportation or telehealth, if beneficiaries needed services from a provider or facility located outside of the time or distance standards specified in WIC Section 14197(c).

3. Alternative Access Standards Results

Observations and Trends

DHCS may consider different factors when approving AAS requests. Due to the State's varied county population densities and geographical attributes, many AAS requests come from geographically remote regions, which lack specialists in both rural and urban counties within time or distance standards. Many DMC-ODS listed in this report resulted in an approved AAS specifically due to a lack of providers willing to serve Opioid Treatment Program services to the Youth (0-17) age group.

On-going Monitoring

For all approved AAS request, DHCS will monitor beneficiary access to the service type covered by the AAS request on an on-going basis and report DHCS' findings to Centers for Medicare & Medicaid Services (CMS).²

¹ WIC § 14197, subd. (e)(3) (2020).

² 42 C.F.R. section 438.66 (e) requires DHCS to submit a report to CMS annually on each managed care program the Department administers. 42 C.F.R. sections 438.68(d)(2) and 438.66(e)(2)(vi) require the Department to include the results of the monitoring in that report.

If DHCS rejects a DMC-ODS's request for AAS, DHCS shall inform the DMC-ODS of the reason for rejecting the request. DHCS will post any approved AAS request on its website.³ After DHCS approves the AAS request by zip code and provider type, Plans shall post the approved AAS to their website.

The status of each DMC-ODS AAS by zip code are detailed in this report. The status of each county's AAS is current as of May 2022.

Questions regarding the contents of this report can be directed to: <u>NAOS@dhcs.ca.gov</u>

³ WIC, § 14197, subd. (e)(3).

Alameda Di ug Medi	Gai ei gain			
Service Type	Zip Code	Approved Max Dist. (miles)	Approved Max Time (minutes)	Justification for Approval
Adult (18+) Opioid	94551	60	90	The basis for this approval is Alameda's
Treatment Services	94550	60	90	terrain, proposed time or distance standards
	94539	N/A	N/A	and Federally Qualified Health Center (FQHC)
	94566	N/A	N/A	that will ensure that beneficiaries have
	94568	N/A	N/A	accessibility to services.
	95391	60	90	
	95377	60	N/A	
	94538	N/A	N/A	
Youth (0-17) Opioid	94551	60	90	
Treatment Services	94550	60	90	
	94539	N/A	N/A	
	94566	N/A	N/A	
	94568	N/A	N/A	
	95391	60	90	
	95377	60	N/A	

Alameda Drug Medi-Cal Organized Delivery Systems

Contra Costa Drug n		ganizea zen		
Service Type	Zip Code	Approved Max Dist. (miles)	Approved Max Time (minutes)	Justification for Approval
Youth (0-17) Opioid	94806	60	N/A	The basis for this approval is the lack of
Treatment Services	94801	28.2	35	providers willing to serve the Youth (0-17) age
	94804	N/A	N/A	group closer than the contracted provider. The
	94531	N/A	N/A	plan will utilize Harmonic Solutions as In-
	94513	27.3	35	network contracted provider to be used as the
	94561	25.8	35	youth NTP provider for zip codes that do not
	94509	N/A	N/A	meet time or distance standards. The plan is
	94805	25.6	N/A	prepared and will allocate funds for
	94530	6	N/A	transportation costs to be reimbursed if the
	94505	30.9	40	travel to the facility does not meet the time or
	94803	17.9	N/A	distance standards.
	94514	32	45	
	94564	21.9	N/A	
	94548	26.2	35	
	94707	18.6	N/A	
	94708	N/A	N/A	
	94511	29.7	40	
	94517	14.2	N/A	
	94551	24.2	35	
	94549	5.6	N/A	

Contra Costa Drug Medi-Cal Organized Delivery Systems

LI Dorado Di dg Med			jejeteme	
Service Type	Zip Code	Approved Max Dist. (miles)	Approved Max Time (minutes)	Justification for Approval
Adult (18+) Opioid	96150	65.4	82	The basis for this approval is the remote
Treatment Services	96142	100	89	geographical terrain and lack of closer
	95735	49.6	94	providers. The Plan will provide transportation
Youth (0-17) Opioid	95634	59.6	125	and/or telehealth services to beneficiaries
Treatment Services	95636	71.4	119	when needed.
	95667	50	81	
	95684	59.3	99	
	95721	107.6	89	
	95726	61	77	
	95735	49.6	94]
	96142	131.7	127	

El Dorado Drug Medi-Cal Organized Delivery Systems

Flesho Drug Medi-C			yotomo	
Service Type	Zip Code	Approved Max Dist. (miles)	Approved Max Time (minutes)	Justification for Approval
Youth (0-17) Opioid	93702	N/A	N/A	The basis for this approval is Seasonal
Treatment Services	93722	N/A	N/A	road closures and/or weather conditions,
	93706	N/A	N/A	memorandum of understanding (MOU)'s
	93727	N/A	N/A	with Managed Care Plan CalViva Health for
	93703	N/A	N/A	referral to in-person MAT services, telehealth
	93726	N/A	N/A	options, and use of Medi-Cal transportation
	93705	N/A	N/A	benefit for eligible who request in person services.
	93662	N/A	N/A	361 11663.
	93654	N/A	N/A	
	93657	N/A	N/A	
	93725	N/A	N/A	
	93612	N/A	N/A	
	93704	N/A	N/A	
	93701	N/A	N/A	
	93630	N/A	N/A	
	93611	N/A	N/A	
	93728	N/A	N/A	
	93710	N/A	N/A	
	93648	N/A	N/A	
	93720	N/A	N/A	
	93640	N/A	N/A	
	93646	N/A	N/A	
	93210	75	N/A	
	93711	N/A	N/A	
	93622	N/A	N/A	

Fresno Drug Medi-Cal Organized Delivery Systems

Service Type	Zip Code	Approved Max Dist. (miles)	Approved Max Time (minutes)	Justification for Approval
Youth (0-17) Opioid	93631	N/A	N/A	The basis for this approval is Seasonal
Treatment Services	93656	N/A	N/A	road closures and/or weather conditions,
	93609	N/A	N/A	memorandum of understanding (MOU)'s
	93660	N/A	N/A	with Managed Care Plan CalViva Health for
	93625	N/A	N/A	referral to in-person MAT services, telehealth options, and use of Medi-Cal transportation
	93234	75	N/A	benefit for eligible who request in person
	93619	N/A	N/A	services.
	93650	N/A	N/A	3011003.
	93723	N/A	N/A	
	93721	N/A	N/A	
	93242	N/A	N/A	
	93616	N/A	N/A	
	93675	N/A	N/A	
	93602	N/A	N/A	
	93668	N/A	N/A	
	93667	N/A	N/A	
	93608	N/A	N/A	
	93730	N/A	N/A	
	93652	N/A	N/A	
	93620	N/A	N/A	
	93651	N/A	N/A	1
	93621	N/A	N/A	1
	93641	N/A	N/A	1
	93626	N/A	N/A	1
	93624	N/A	N/A	1
	93618	N/A	N/A]

Service Type	Zip Code	Approved Max Dist. (miles)	Approved Max Time (minutes)	Justification for Approval
Youth (0-17) Opioid	93627	N/A	N/A	The basis for this approval is Seasonal
Treatment Services	93628	75	100	road closures and/or weather conditions,
	93634	75	100	memorandum of understanding (MOU)'s
	93664	75	N/A	with Managed Care Plan CalViva Health for
	93605	75	100	referral to in-person MAT services, telehealth
	93606	N/A	N/A	options, and use of Medi-Cal transportation benefit for eligible who request in person services.

Kern Drug Medi-Cal Organized Delivery Systems

Service Type	Zip Code	Approved Max Dist. (miles)	Approved Max Time (minutes)	Justification for Approval
Youth (0-17) Opioid Treatment Services	93560 93501 93523	90	60	The basis for this approval is the lack of providers willing to serve the Youth (0-17) age group closer than the contracted provider. To assist the clients with obtaining these services,
				the plan will also provide transportation when needed.

Los Angeles Drug M				
Service Type	Zip Code	Approved Max Dist. (miles)	Approved Max Time (minutes)	Justification for Approval
Youth (0-17) Opioid Treatment Services	90008 90011 90016 90018 90034 90035 90037 90043 90043 90045 90045 90045 90047 90049 90045 90064 90066 90064 90066 90094 90066 90094 90230 90232 90245 90250 90254 90250 90254 90260	82	106	The basis for this approval is Los Angeles DMC-ODS' recent contracting efforts to expand Youth Opioid Treatment Services. To assist the clients with obtaining these services, the plan will also provide transportation when needed.

Los Angeles Drug Medi-Cal Organized Delivery Systems

Service Type	Zip Code	Approved Max Dist. (miles)	Approved Max Time (minutes)	Justification for Approval
Youth (0-17) Opioid Treatment Services	90266 90272 90274 90275 90277 90278 90290 90291 90292 90293 90301 90302 90303 90304 90305 90401 90402 90403 90404 90405 90403 90404 90405 90501 90503 90505 90704 90710 90717	82	106	The basis for this approval is Los Angeles DMC-ODS' recent contracting efforts to expand Youth Opioid Treatment Services. To assist the clients with obtaining these services, the plan will also provide transportation when needed.

Service Type	Zip Code	Approved Max Dist. (miles)	Approved Max Time (minutes)	Justification for Approval
Youth (0-17) Opioid Treatment Services	90731 90732 91006 91008 91010 91016 91301 91350 91354 91384 91387 91384 91387 91390 91702 91706 91706 91711 91722 91723 91723 91724 91740 91741 91744 91748 91750 91765 91766 91767	82	106	The basis for this approval is Los Angeles DMC-ODS' recent contracting efforts to expand Youth Opioid Treatment Services. To assist the clients with obtaining these services, the plan will also provide transportation when needed.

Service Type	Zip Code	Approved Max Dist. (miles)	Approved Max Time (minutes)	Justification for Approval
Youth (0-17) Opioid Treatment Services	91768 91773 91789 91790 91791 91792 93243 93510 93532 93535 93536 93543 93544 93553 93563 93563 93591	82	106	The basis for this approval is Los Angeles DMC-ODS' recent contracting efforts to expand Youth Opioid Treatment Services. To assist the clients with obtaining these services, the plan will also provide transportation when needed.

Approved Approved Max Time Service Type Max Dist. Zip Code **Justification for Approval** (miles) (minutes) Youth (0-17) Opioid N/A The basis for this approval is that Monterey Treatment Services DMC-ODS will use single case agreements, and provide transportation to youth beneficiaries who require methadone treatment if criteria is met.

Monterey Drug Medi-Cal Organized Delivery Systems

Service Type	Zip Code	Approved Max Dist. (miles)	Approved Max Time (minutes)	Justification for Approval
Youth (0-17) Opioid	93953	45	60	The basis for this approval is the lack of
Treatment Services	93932	60		providers willing to serve the Youth (0-17) age
	93920	60		group closer than the contracted provider. The
	93925	60		Plan will provide transportation and/or
	93451	100		telehealth services to beneficiaries when
	93954	60		needed.
	93921	45		
	93962	45		
	93943	45		

Nevada Drug	Medi-Cal	Organized	Delivery	/ Svstems
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Service Type	Zip Code	Approved Max Dist. (miles)	Approved Max Time (minutes)	Justification for Approval
Youth (0-17) Opioid Treatment Services	95945	59	60	The basis for this approval is the lack of
Treatment Services	95959			providers willing to serve the Youth (0-17) age
	95949			group closer than the contracted provider. The
	95946			Plan will provide transportation and/or
	96161			telehealth services to beneficiaries when
	95602			needed.
	95975			
	95977			
	95960			
	96111			
	95986			
	95728			

Riverside Drug wedi	our organ		oystems	
Service Type	Zip Code	Approved Max Dist. (miles)	Approved Max Time (minutes)	Justification for Approval
Youth (0-17) Opioid	92201	65	70	The basis for this approval is the lack of
Treatment Services	92203	68	75	providers willing to serve the Youth (0-17) age
	92210	64	70	group closer than the contracted provider. The
	92211	56	65	plan will provide transportation to beneficiaries
	92225	168	150	when needed.
	92234	60	90	
	92236	68	70	
	92239	111	100	
	92241	55	65	
	92253	68	70	
	92254	84	90	
	92260	53	70	
	92264	48	65	
	92270	55	70	
	92274	78	75	
	92276	56	70]
	92282	60	90	
	92536	60	90]
	92539	60	90	
	92561	60	90	
	92592	60	90	

Riverside Drug Medi-Cal Organized Delivery Systems

Service Type	Zip Code	Approved Max Dist. (miles)	Approved Max Time (minutes)	Justification for Approval
Youth (0-17) Opioid	92285	47	N/A	The basis for this approval is the lack of
Treatment Services	92284	N/A	N/A	providers willing to serve the Youth (0-17) age
	92397	N/A	N/A	group closer than the contracted provider. The
	92365	70.7	83	plan will use single case agreements, and
	92339	N/A	N/A	provide transportation to youth beneficiaries
	92268	39.6	N/A	who require methadone treatment if criteria is
	92256	N/A	N/A	met.
	92314	N/A	N/A	
	92338	93	99	
	92356	N/A	N/A	

San Bernardino Drug Medi-Cal Organized Delivery Systems

San Diego Drug Medi-Cai Organized Delivery Systems					
Service Type	Zip Code	Approved Max Dist. (miles)	Approved Max Time (minutes)	Justification for Approval	
Youth (0-17) Opioid	91901	60	65	The basis for this approval is the lack of	
Treatment Services	91902	50	60	providers willing to serve the Youth (0-17) age	
	91905	95	100	group closer than the contracted provider. The	
	91906	85	90	plan will provide transportation to beneficiaries	
	91910	50	60	when needed.	
	91911	55	60		
	91913	55	65		
	91914	60	65		
	91915	60	65		
	91916	75	75		
	91917	65	75		
	91931	75	80		
	91932	55	65		
	91934	100	100		
	91935	55	65		
	91941	45	60	_	
	91942	45	60	_	
	91945	45	60		
	91948	80	90	_	
	91950	45	60	_	
	91962	75	80		
	91963	75	95		
	91977	50	60		
	91978	50	60		
	91980	75	90		

San Diego Drug Medi-Cal Organized Delivery Systems

Service Type	Zip Code	Approved Max Dist. (miles)	Approved Max Time (minutes)	Justification for Approval
Youth (0-17) Opioid	92004	70	105	The basis for this approval is the lack of
Treatment Services	92009	30	60	providers willing to serve the Youth (0-17) age
	92014	30	60	group closer than the contracted provider. The
	92019	50	60	plan will provide transportation to beneficiaries
	92020	45	60	when needed.
	92021	50	60	
	92024	30	60	
	92025	30	60	
	92026	30	60	
	92027	30	60	
	92028	40	75	
	92029	30	60	
	92036	65	85	
	92037	30	60	
	92040	35	60	
	92059	30	60	
	92060	30	60	
	92061	30	60	
	92064	30	60	
	92065	30	60	
	92066	60	80]
	92067	30	60	
	92070	45	60	
	92071	35	60	
	92082	45	75	
	92086	55	75	

Service Type	Zip Code	Approved Max Dist. (miles)	Approved Max Time (minutes)	Justification for Approval
Youth (0-17) Opioid	92091	30	60	The basis for this approval is the lack of
Treatment Services	92101	40	60	providers willing to serve the Youth (0-17) age
	92102	45	60	group closer than the contracted provider. The
	92103	40	60	plan will provide transportation to beneficiaries
	92104	40	60	when needed.
	92105	45	60	
	92106	40	60	
	92107	40	60	
	92108	35	60	
	92109	35	60	
	92110	35	60	
	92111	30	60	
	92113	45	60	
	92114	45	60	
	92115	40	60	
	92116	40	60	
	92117	30	60	
	92118	45	60	
	92119	45	60	
	92120	40	60	
	92121	30	60	
	92122	30	60	
	92123	35	60	
	92124	40	60	
	92126	30	60	
	92127	30	60	

Service Type	Zip Code	Approved Max Dist. (miles)	Approved Max Time (minutes)	Justification for Approval
Youth (0-17) Opioid	92128	30	60	The basis for this approval is the lack of
Treatment Services	92129	30	60	providers willing to serve the Youth (0-17) age
	92130	30	60	group closer than the contracted provider. The
	92131	30	60	plan will provide transportation to beneficiaries
	92134	40	60	when needed.
	92139	45	60	
	92140	40	60	
	92154	55	60	
	92173	55	65	

Service Type	Zip Code	Approved Max Dist. (miles)	Approved Max Time (minutes)	Justification for Approval
Adult (18+) Opioid	94019	25	35	The basis for this approval is pending
Treatment Services	94020	20	65	contract approval with closest out-of-
	94021	26	56	network provider, and lack of provider network.
	94038	19	N/A	The plan will provide transportation to
	94074	35	52	beneficiaries when needed.
	94060	31	47	
	94062	34	N/A	
Youth (0-17) Opioid	94019	16	N/A	
Treatment Services	94020	31	51	
	94021	N/A	57	
	94038	22	36	
	94060	37	55	1
	94062	21	N/A	
	94074	N/A	44	

San Mateo Drug Medi-Cal Organized Delivery Systems

Tulare Drug Medi-Cal Organized Delivery Systems

Service Type	Zip Code	Approved Max Dist. (miles)	Approved Max Time (minutes)	Justification for Approval
Youth (0-17) Outpatient Services	93265 93260 93207 93208	N/A	N/A	The basis for this approval is Tulare DMC-ODS' implementation of telehealth services for outpatient services. The plan will provide transportation to beneficiaries when needed.
Adult (18+) Opioid Treatment Services	93260 93633	N/A	N/A	The basis for this approval is telehealth services and single case agreements that will ensure that
Youth (0-17) Opioid	93033	N/A	N/A	beneficiaries have accessibility to services. The
Treatment Services	93274		11/7	plan will provide transportation to beneficiaries
	93291			when needed.
	93277			
	93292			
	93618			
	93247			
	93647			
	93219			
	93223			
	93221			
	93286			
	93256			
	93267			
	93615 93270			
	93270			

Service Type	Zip Code	Approved Max Dist. (miles)	Approved Max Time (minutes)	Justification for Approval
Youth (0-17) Opioid	93272	N/A	N/A	The basis for this approval is telehealth services
Treatment Services	93258			and single case agreements that will ensure that
	93265			beneficiaries have accessibility to services. The
	93631			plan will provide transportation to beneficiaries when needed.
	93271			when heeded.
	93215			
	93218			
	93244			
	93654			
	93646			
	93201			
	93201			
	93212			
	93673			
	93666			
	93261			
	93207			
	93260			
	93208			
	93603			
	93262			

Yolo Drug Medi-Cal Organized Delivery Systems

Service Type	Zip Code	Approved Max Dist. (miles)	Approved Max Time (minutes)	Justification for Approval
Youth (0-17) Opioid Treatment Services	95695 95691	N/A	N/A	The basis for this approval is the lack of providers willing to serve the Youth (0-17) age group closer
	95605			than the contracted provider and single case
	95776			agreements that will ensure that beneficiaries
	95616			have accessibility to services. The plan will
	95694			provide transportation to beneficiaries when
	95618			needed.
	95627			
	95937			
	95645			
	95612			
	95653			
	95698			
	95607			
	95637			
	95697			
	95620			
	95606 95912			
	95912			