

August 18, 2017

Please do not reply to this e-mail. If you have LEA policy or program questions, please forward them to the LEA mailbox at: LEA@dhcs.ca.gov

This email is to provide additional information regarding the August 9, 2017 email blast. DHCS has been advised that occasionally, the LEAs are having difficulty in contacting the appropriate staff in a Managed Care Plan (MCP) to discuss coordination of care for students in a school setting. The attached document is to provide LEAs with direct contacts to the MCPs, by county, to address any coordination of care issues. The policy to provide services to kids with IEPs has not changed and such services are “expressly carved out” of the MCPs as stated on page six of the [All Plan Letter 14-017](#) (APL). In addition, the APL states that the MCPs are required to provide case management and coordination of care to ensure that enrollees can access medically necessary medical services as determined by the MCP provider, and indicates that when schools are not in session, MCPs must cover the medically necessary services.

The LEA Provider Participation Agreement (PPA) and LEA Provider Manual provide guidance regarding duplication of services for the LEA Medi-Cal Billing Option Program, as follows:

- **Included in the [PPA](#) (page 4):** LEAs shall also coordinate care to minimize any duplication in services. LEAs may contract with MCPs or their delegated entities to render health care services separate and distinct from LEA services if mutually agreeable terms can be reached between the LEA and MCP.
- **Included in the [LEA Provider Manual](#) (located at prov 7):** Coordination with MCPs to Avoid Duplication of Services: LEAs may contract with managed health care providers to render health care services separate and distinct from LEA services if mutually agreeable terms can be reached that do not create additional costs for the State or duplication of services.

If LEAs encounter problems with the phone numbers provided, requesting coordination of care, or follow through from MCPs, please notify the LEA BOP at LEA@dhcs.ca.gov. Please be advised that the contact information provided is to be used for internal purposes only by the LEA for the coordination of care.

ORIGINAL EMAIL:

August 9, 2017

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According to the Local Educational Agency (LEA) Medi-Cal Billing Option Program (BOP) Provider Participation Agreement and the LEA Provider Manual, *LEAs shall also coordinate care to minimize any duplication in services. LEAs may contract with Managed Care Plans (MCPs) or their delegated entities to render health care services separate and distinct from LEA BOP services if mutually agreeable terms can be reached between the LEA and MCPs.*

Attached is the LEA Services Care Coordination Referral Sheet which contains county-specific MCP and contact information for LEAs to call and request coordination of care services. Please note, some MCPs require members to call their customer service line and will need to request to be transferred to a care coordinator. If LEAs encounter problems with the phone numbers provided, requesting coordination of care, or follow through from MCPs, please notify the LEA BOP. Please be advised that the contact information is to be used for internal purposes only by the LEA for the coordination of care.