

**THIS CA UPDATE HAS BEEN SENT TO THE FOLLOWING:****COUNTIES:**

- ☒ Imperial
- ☒ Riverside/San Bernardino
- ☒ Los Angeles
- ☒ Orange
- ☒ Sacramento
- ☒ San Diego

**LINES OF BUSINESS:**

- ☒ Molina Medi-Cal Managed Care
- ☒ Molina Medicare Options Plus
- ☒ Molina Marketplace (Covered CA)

**PROVIDER TYPES:**☒ **Medical Group/ IPA/MSO****Primary Care**

- ☒ IPA/MSO
- ☒ Directs

**Specialists**

- ☒ Directs
- ☒ IPA

☒ **Hospitals****Ancillary**

- ☒ CBAS
- ☒ SNF/LTC
- ☒ DME
- ☒ Home Health
- ☒ Other

## Skilled Nursing Facilities – Long Term Care Benefit Standardization and Transition APL 23-004

This is an advisory notification to Molina Healthcare of California (MHC) network providers with new transportation and Long-Term Services and Support (LTSS) Liaison requirements to the Skilled Nursing Facility (SNF) Long Term Care (LTC) Benefit Standardization provisions of the California Advancing and Innovating Medi-Cal (CalAIM) initiative.

This notification is based on All-Plan Letter (APL) 23-004, which can be found in full on the Department of Health Care Services (DHCS) website at:

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2023/APL23-004.pdf>.

### **BACKGROUND**

CalAIM seeks to move Medi-Cal to a more consistent and seamless system by reducing complexity and increasing flexibility through Benefit Standardization.

To further CalAIM's goals to standardize and reduce complexity across the state and reduce county-to-county differences, DHCS is implementing Benefit Standardization. Benefit Standardization will help ensure consistency in the benefits delivered by managed care and fee-for-service (FFS) statewide.

Effective January 1, 2023, DHCS required most non-dual and dual LTC Members (including those with a Share of Cost) to enroll in a Managed Care Plan (MCP) and receive their LTC benefits from their MCP.

Effective January 1, 2024, institutional LTC Members receiving institutional LTC services in a Subacute Care Facility or Intermediate Care Facility for the Developmentally Disabled (ICF/DD) must be enrolled in an MCP. APLs specific to subacute care services (provided in both freestanding and hospital-based, as well as pediatric and adult subacute care facilities) and ICF/DD services will be released separately.

In addition to the previous requirements outlined in the superseded APL 22-018, new policy requirements were added.

### **POLICY**

#### **Benefit Requirements:**

As part of Basic Population Health Management (PHM), MHC will ensure members are engaged with their assigned Primary Care Providers, including arranging transportation. MHC will provide Non-Emergency Medical Transportation (NEMT) and Non-Medical Transportation to Members, including those residing in a SNF, in accordance with APL 22-008, Non-Emergency Medical and Non-Medical Transportation Services and Related Travel Expenses, or any superseding APL. This includes providing NEMT services if the Member is

being transferred from an emergency room or acute care hospital to a SNF, without prior authorization. For MHC covered services requiring recurring appointments, MHC will provide authorization for NEMT for the duration of the recurring appointments, not to exceed 12 months. The Member must have an approved Physician Certification Statement form authorizing NEMT by the Provider. MHC will ensure that the SNF and its staff have appropriate training on benefits coordination, including clean claims billing protocols and balanced billing prohibitions.

Please use the following link to access the NEMT Physician Certification Statement form:

<https://www.molinahealthcare.com/providers/ca/medicaid/forms/~media/Molina/PublicWebsite/PDF/Providers/ca/Medical/Physician-Certification-Statement.pdf>.

For more information about PHM, please refer to the DHCS PHM Website at:

<https://www.dhcs.ca.gov/CalAIM/Pages/PopulationHealthManagement.aspx>.

#### Long-Term Services and Supports Liaison:

MHC has identified individuals as part of Provider Relations to serve as the liaison for LTSS Providers. For the purposes of this APL, LTSS refers to LTC facilities, including SNFs. Liaisons will receive training on the full spectrum of rules and regulations pertaining to Medi-Cal covered LTC, including payment and coverage policies, prompt claims payment requirements, Provider resolutions policies and procedures, care management, coordination, and transition policies. LTSS liaisons will assist facilities in addressing claims and payment inquiries and assist with care transitions among the LTSS Provider community to best support Members' needs. LTSS liaisons do not have to be clinical licensed professionals and may be fulfilled with non-licensed staff.

Please reach out to the following MHC LTSS liaisons for assistance with Medi-Cal LTC policies:

LTSS Liaison	Email Address
Blanca Martinez	<a href="mailto:blanca.martinez@molinahealthcare.com">blanca.martinez@molinahealthcare.com</a>
Hayat Allam	<a href="mailto:hayat.allam@molinahealthcare.com">hayat.allam@molinahealthcare.com</a>

#### **QUESTIONS**

If you have any questions regarding the notification, please contact your Molina Provider Services Representative. Please refer to the phone numbers listed below:

Service County Area	Provider Relations Representative	Contact Number	Email Address
California Hospital Systems	Deletha Foster Teresa Suarez Laura Gonzalez	909-577-4351 562-549-3782 562-549-4887	<a href="mailto:Deletha.Foster@molinahealthcare.com">Deletha.Foster@molinahealthcare.com</a> <a href="mailto:Teresa.Suarez2@molinahealthcare.com">Teresa.Suarez2@molinahealthcare.com</a> <a href="mailto:Laura.Gonzalez3@molinahealthcare.com">Laura.Gonzalez3@molinahealthcare.com</a>
Los Angeles	Clemente Arias Christian Diaz Daniel Amirian LaToya Watts	562-517-1014 562-549-3550 562-549-4809 562-549-4069	<a href="mailto:Clemente.Arias@molinahealthcare.com">Clemente.Arias@molinahealthcare.com</a> <a href="mailto:Christian.Diaz@molinahealthcare.com">Christian.Diaz@molinahealthcare.com</a> <a href="mailto:Daniel.Amirian@molinahealthcare.com">Daniel.Amirian@molinahealthcare.com</a> <a href="mailto:Latoya.Watts@molinahealthcare.com">Latoya.Watts@molinahealthcare.com</a>
Los Angeles / Orange County	Maria Guimoye	562-549-4390	<a href="mailto:Maria.Guimoye@molinahealthcare.com">Maria.Guimoye@molinahealthcare.com</a>
Sacramento	Johonna Eshalomi Marina Higby	562-549-3708 916-561-8550	<a href="mailto:Johonna.Eshalomi@molinahealthcare.com">Johonna.Eshalomi@molinahealthcare.com</a> <a href="mailto:Marina.Higby@molinahealthcare.com">Marina.Higby@molinahealthcare.com</a>

*If you are not contracted with Molina and wish to opt out of the Just the Fax, email: [mhcproviderjustthefax@molinahealthcare.com](mailto:mhcproviderjustthefax@molinahealthcare.com)  
Please include provider name, NPI, county, and fax number and you will be removed within 30 days.*

San Bernardino	Luana McIver	909-501-3314	<a href="mailto:Luana.Mciver@molinahealthcare.com">Luana.Mciver@molinahealthcare.com</a>
San Bernardino / Riverside County	Vanessa Lomeli	909-577-4355	<a href="mailto:Vanessa.Lomeli2@molinahealthcare.com">Vanessa.Lomeli2@molinahealthcare.com</a>
Riverside County	Mimi Howard	562-549-3532	<a href="mailto:Smimi.Howard@molinahealthcare.com">Smimi.Howard@molinahealthcare.com</a>
San Diego / Imperial County	Briana Givens Salvador Perez Dolores Ramos Lincoln Watkins	562-549-4403 562-549-3825 562-549-4900 858-300-7722	<a href="mailto:Briana.Givens@molinahealthcare.com">Briana.Givens@molinahealthcare.com</a> <a href="mailto:Salvador.Perez@molinahealthcare.com">Salvador.Perez@molinahealthcare.com</a> <a href="mailto:Dolores.Ramos@molinahealthcare.com">Dolores.Ramos@molinahealthcare.com</a> <a href="mailto:Lincoln.Watkins@molinahealthcare.com">Lincoln.Watkins@molinahealthcare.com</a>

*If you are not contracted with Molina and wish to opt out of the Just the Fax, email: [mhcproviderjustthefax@molinahealthcare.com](mailto:mhcproviderjustthefax@molinahealthcare.com)  
Please include provider name, NPI, county, and fax number and you will be removed within 30 days.*