



**HERITAGE PROVIDER NETWORK &
REGAL, LAKESIDE AND ADOC
MEDICAL GROUPS**

Provider Manual

Approval Signatures:

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S. Ian Drew, M.D., FRCP(C), FACP
HPN Chief Medical Officer
Senior EVP Clinical Affairs/Plan Medical Director

Date:

RMG/LMG/ADOC

3/3/2026

Dr. Nirav Shah, Committee Chair

Group Name

Date:

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Introduction/Welcome to HPN

Heritage Provider Network (HPN) is a limited Knox-Keene licensed organization in California that provides affordable quality care to its members. Through innovative programs and services designed specifically for the managed care environment, HPN and its affiliated Medical Groups (Medical Groups or Groups) have been successful in delivering on the philosophy established for patient care while building long-standing, favorable provider relationships.

HPN's guiding philosophy and beliefs are that:

- The physician-patient relationship is the foundation for providing quality health care
- Physician and patient education must be proactive and ongoing
- Physicians will make effective decisions for their patients given the appropriate tools, information and support from their peers
- Utilization and quality management is a physician-to-physician process

Mission, Vision, and Values

Our mission is to provide and manage the highest quality healthcare to the communities we serve.

We strive to be an organization which provides excellence in every encounter. As a result, we will be recognized by:

- Our patients as their caregivers of choice
- Our employees as their employer of choice
- Our provider and health plan partners as their healthcare network of choice
- OUR CUSTOMERS:
 - We will make understanding and satisfying customer needs our top priority.
 - We will treat each other as well as we treat our external customers.
- HIGHEST PERSONAL AND PROFESSIONAL STANDARDS:
 - We will recruit, reward, and retain employees and physicians of the highest caliber.
 - We will hold each other accountable to act in ways consistent with our values.

The HPN Provider Manual

HPN uses this Provider Manual to communicate important information to our contracted providers, facilities, and vendors regarding our managed care programs and their responsibilities as part of our Network. If you have any questions regarding the Manual or its contents, please contact the HPN Medical Group you work with for assistance.

Structure and Affiliated Medical Groups

HPN administers health care through its nine (9) Medical Groups:

- ADOC Medical Group (ADOC)

- Bakersfield Family Medical Group (BFMG)
- Coastal Communities Physician Network (CCPN)
- Desert Oasis Health Care (DOHC)
- High Desert Medical Group (HDMG)
- Heritage Victor Valley Medical Group (HVVMG)
- Lakeside Medical Group (LMG)
- Regal Medical Group (RMG)
- Sierra Medical Group (SMG)

HPN develops and distributes the programs, policies, and procedures for its Medical Groups. Groups may vary in the model and structure used to deliver health care to our members, each Group maintains the infrastructure necessary to execute upon the functions which it is delegated to perform by our contracted health plans.

Our Programs

HPN and its Medical Groups partner with contracted health plans to provide a variety of health care programs to members. These programs require compliance with requirements from the contracted health plans, as well as federal, state, and accreditation agencies including the Department of Managed Health Care (DMHC), Department of Health Care Services (DHCS), Centers for Medicare and Medicaid Services (CMS), and the National Committee for Quality Assurance (NCQA).

Medicare Advantage

Medicare Advantage plans offer an alternative to Original Medicare for Medicare Part A (hospital), Part B (medical and usually Part D coverage. Medicare Advantage Plans, sometimes called “Part C” or “MA Plans,” are offered by Medicare-approved private companies that must follow rules set by Medicare and CMS. Most Medicare Advantage Plans include drug coverage (Part D) (see [Services That Are Not Group Responsibility](#)). In most cases, members are required to use the health care providers who participate in the health plan’s network and service area.¹

Medi-Cal

Medi-Cal is California’s Medicaid program. This is a public health insurance program which provides needed health care services for low-income individuals including families with children, seniors, persons with disabilities, foster care, pregnant women, and low-income people with specific diseases such as tuberculosis, breast cancer, or HIV/AIDS.²

Applicable Integrated Plans (AIP) Exclusively Aligned Enrollment (EAE) Dual Eligible Special Needs Plans (D-SNPs)

EAE D-SNPs, also known as Applicable Integrated Plans (AIP), are Medicare Advantage D-SNPs where enrollment is limited to members who are also enrolled in the affiliated Medi-Cal managed care plan.

HPN affiliated Medical Groups have EAE D-SNP membership in the following counties: Los Angeles, Riverside, San Bernardino, and San Diego.

¹ <https://www.medicare.gov/health-drug-plans/health-plans>

² <https://www.dhcs.ca.gov/services/medi-cal>

Commercial/Exchange

Health insurance is provided and administered by non-governmental entities through California's Commercial and Exchange markets. This includes health care purchased directly or through employer-based programs.

Website/Portal

HPN's website serves as a resource to its Medical Groups and providers for overall information on HPN's programs:

<https://www.heritageprovidernetwork.com>

Each Group also maintains its own website with additional information for its providers, including key educational resources, links to evidence based criteria utilized in UM decision making and access for authorization and claims submissions and communications directly with the Group. Please contact the Group for assistance with accessing your provider portal.

Medical Group	Website
ADOC Medical Group (ADOC)	https://www.adoc.us
Bakersfield Family Medical Group (BFMG)	https://www.bfmc.com
Coastal Communities Physician Network (CCPN)	https://www.ccpnhpn.com
Desert Oasis Health Care (DOHC)	https://www.mydohc.com
High Desert Medical Group (HDMG)	http://www.hdmg.net
Heritage Victor Valley Medical Group (HVVMG)	https://www.hvvmg.com
Lakeside Medical Group (LMG)	https://www.lakesidemed.com
Regal Medical Group (RMG)	https://www.regalmed.com
Sierra Medical Group (SMG)	https://www.heritagesmg.com

Member Eligibility

A member's health plan eligibility or Medical Group/Primary Care Provider (PCP) assignment can change over time, and members may not be aware of or communicate such changes to their providers. It is therefore important for providers to verify member eligibility and coverage prior to delivering services. This includes verifying that the member has active coverage and will continue to have active coverage throughout the duration of the provision of services, that the member is affiliated with the Medical Group, and that the member is assigned to you or has a referral on file for the provision of services, as necessary. Failure to verify member eligibility and prior authorization, when applicable, may result in non-payment of claims.

To verify member eligibility, obtain a copy of the member's health plan ID card and:

- Check using the health plan electronic verification system, or
- Utilize the health plan numbers provided to verify eligibility.

If this is unsuccessful, contact the Group directly at the numbers provided for assistance.

Quality Improvement Program

HPN has developed a Quality Improvement (QI) Program that is reviewed annually and updated as needed. The goal of the program is that continuous quality improvement will be achieved at all levels of the organization

to assist in attaining HPN's Mission, Vision and Values. The QI Program covers both clinical and non-clinical care and services for our populations and provides the foundation for HPN and Medical Group QI activities.

Purpose/Program Description

The QI Program is designed to objectively, systematically monitor and evaluate the quality, appropriateness and outcome of care/services delivered to our members. In addition, it provides mechanisms that continuously pursue opportunities for improvement and problem resolution.

Scope of Program

The scope of the QI Program is to monitor care and identify opportunities for improvement of care and services to both our members and practitioners, and ensure our services meet professionally recognized standards of practice. This is accomplished by assisting with the identification, investigation, implementation, and evaluation of corrective actions that continuously improve and measure the quality of clinical and administrative service.

Authority for HPN Quality Improvement Activities

HPN's Governing Body is the Executive Committee. The Executive Committee is responsible for the establishment and implementation of the QI Program. The Executive Committee appoints the Chief Medical Officer/QI Medical Director and the Vice President (VP) of Clinical Services to act as facilitator for all QI activities and they are the responsible entities for the oversight of the QI Program.

Quality Improvement Goals

The quality improvement goals for the organization are:

1. Ensuring ongoing communication and collaboration between the QI Department and the other functional areas of the organization, including but not limited to: Medical Management, Member Services, Behavioral Health, Case Management, and Credentialing.
2. Ensuring members receive the highest quality of care and services.
3. Ensuring that the quality of UM services is continually monitored and evaluated through analytical methods to ensure performance metrics are met.
4. Ensuring members have full access and availability to primary care physicians and specialists.
5. Ensuring that practitioner credentialing is performed accurately and timely according to the standards set forth in the HPN Credentialing Plan.
6. Ensuring that credentialing performance is analyzed using the SMART goal indicators outlined in the HPN Credentialing Plan.
7. Ensuring poor provider performance is reported to and reviewed by a peer review body.
8. Ensuring that health plan member concerns are addressed and responded to according to the standards set forth in the HPN Grievance and Appeals Program.
9. Adhering to the highest standards of health care practice using evidence-based guidelines (Practice Guidelines) as the basis for clinical decision-making.
10. Monitoring and evaluating the care provided by each contracting provider group to ensure the care provided meets professionally recognized standards of practice.
11. Monitoring, improving, and measuring member and practitioner satisfaction with all aspects of the delivery system and network.
12. Fostering a supportive environment to help practitioners and providers improve the quality and safety of their practices.
13. Assessing and meeting the cultural and linguistic needs of our members.
14. Meeting the changing standards of practice of the healthcare industry by adhering to all state and federal laws and regulations.
15. Monitoring our compliance with regulatory agency standards through annual oversight audits and survey activities

16. Adopting, implementing, and supporting ongoing adherence with accreditation agency standards.
17. Promoting the benefits of a coordinated care delivery system.
18. Promoting preventive health services and care management of members with chronic conditions.
19. Emphasizing a caring and therapeutic relationship between the patient and practitioner; and a professional and collaborative relationship between the practitioner and health plan.
20. Ensuring there is a separation between medical and financial decision making.
21. Ensuring there is no economic pressure to cause institutions to grant privileges to providers that would not otherwise be granted.
22. Ensuring providers or institutions are not pressured to render care beyond the scope of their training or experience.
23. Seeking out and identifying opportunities to improve the quality of care and services provided to our members.
24. Seeking out and identifying opportunities to improve the quality of services for our Practitioners.

Quality Improvement Committee (QIC) - Authority

The QIC authority is granted by HPN's Executive Committee. The QIC is granted the authority to carry out the responsibilities and to meet the objectives stated in this program. The QIC shall have the authority to:

1. Direct the investigation of identified and suspected problems and to direct the responsible parties to implement action.
2. Request reports on QI activities and problems from HPN and the provider group's departmental heads, quality management personnel, and others as needed.
3. Direct HPN's and the provider group's medical staff, departments/committees, and/or QI Teams to complete monitoring and evaluation on specific topics as appropriate. HPN will analyze and evaluate the results of the QI activities and report them directly to the Executive Committee.
4. Determine that inappropriate care or substandard services have been provided, or services which should have been furnished have not been provided, the QIC Chairman and/or the VP Clinical Services or designee are responsible for communicating concerns identified and working with the provider to develop a corrective action plan.
5. Implement sanctions against providers. Sanction activities used by HPN may include, but are not limited to:
 - a. Letter of information
 - b. Letter requesting provider response
 - c. Severity Level Determination
 - d. Site visit with corrective action plan required
 - e. Panel closed to new members
 - f. Second opinion for all surgical cases
 - g. Suspension
 - h. Termination

Information gathered and documented for purposes of prioritizing problems and taking remedial action will be kept confidential.

Contracts

HPN and its Medical Groups have contracts with its affiliates that require:

1. Practitioners and providers cooperate with QI activities.
2. Practitioners and providers maintain the confidentiality of member information and records, and shall keep member information confidential and secure.
3. Practitioners and providers allow the plan to use their performance data. This shall include allowing collection of performance measurement data, evaluation of the data, and assisting the organization to improve clinical and service measures.
4. Practitioners and providers will provide access to medical records as permitted by state and

federal law.

5. Practitioners and providers shall not discriminate against any member in the provision of Contracted Services whether on the basis of the member's coverage under a benefit program, age, sex, marital status, sexual orientation, race, color, religion, ancestry, national origin, disability, handicap, health status, source of payment, utilization of medical or mental health services, equipment, pharmaceuticals or supplies, or other unlawful basis including, without limitation, the filing by such member of any compliant, grievance, or legal action against the provider or payer.

Contracts with practitioners and providers include an affirmative statement indicating that practitioners may freely communicate with patients about the treatment options available to them, including medication treatment options, regardless of benefit coverage limitations.

Cultural Competence

HPN and its Medical Groups ensure that all the contracted provider groups have in place language assessment policies and can provide meaningful access to health services by limited English proficiency (LEP) members. The medical group personnel are educated on the contracted health plans language assessment programs and how to facilitate interpreter and translation services as needed by our members.

Each provider group keeps a current list of available health plan and internal resources to enhance LEP member communication and understanding. Interpreters and the translation of written material are available if needed, at no cost to the member, through the member's contracted health plan.

Provider Cultural & Linguistic ("C&L") Requirements:

1. Posting of the interpreter poster at provider office sites.
2. Ensuring 24-hour, 7 day a week access to interpreting services, including ASL, at all points of contact, including after-hours services.
3. Discouraging the use of family and friends, particularly minors, as interpreters.
4. Documenting member's preferred language (if other than English).
5. Documenting request and refusal of interpreting services.

Accessibility of Services

HPN and its Medical Groups will ensure that all primary care practitioners/providers are in compliance with DMHC Timely Access to Care Standards and the CMS Access Standards per 42 CFR §422.112(a)(6)(i). Compliance with these standards is monitored through member complaints and grievances, Potential Quality Improvement (PQI) incidents, Member Satisfaction Surveys, disenrollment, and annual access surveys. All Providers are responsible for fulfilling access to care standards outlined in this section.

Access to Care Requirements (Primary Care and Specialty Care Physicians, Behavioral Health and Ancillary Providers)

HPN and its Medical Groups have established standards and mechanisms to assure the accessibility of primary care, specialty care, behavioral health care and member services. Standards include but not limited to:

1. Preventive care appointments
2. Regular and routine care appointments
3. Urgent care appointments
4. Emergency care
5. After-hours care
6. Telephone service

HPN's affiliates shall comply with all Federal and State accessibility guidelines. We will conduct annual access to care audits using the standards to implement and measure improvements made in performance. Our contracted behavioral healthcare practitioners conduct annual access to care audits and quarterly telephone screening and triage audits.

Assessment Against Access Standards

1. Medical Groups will perform an annual, and as needed, analysis of data collected to measure its performance against its standards for medical care and behavioral health care access; identify any deficiencies; implement interventions to correct any deficiencies; and then measure the effectiveness of the interventions. Access & Availability survey results are reviewed by the Quality Improvement Committee.
2. Behavioral health analysis will measure the quarterly average for screening and triaging calls answered by an unrecorded voice within 30 seconds and telephone abandonment rate within 5 percent.

Availability of Practitioners

PCPs and Specialty Providers are required to make referral requests using the members' immediate contracted network. Referrals to out of immediate network, out of area providers, or non-contracted providers will require medical review by the Group's medical director reviewer for medical necessity, such as, but not limited to, emergent services, services not available within the immediate area, or immediate network provider is not accessible within the timeframe to meet access requirements. Referral requests will be directed to the immediate network provider to provide members with the easiest access to the services needed.

Assessment of the cultural, ethnic, racial, and linguistic needs of the members will be conducted and the availability of practitioners in the network adjusted, if necessary.

Tertiary Care

Tertiary care is highly specialized medical care for complicated medical conditions. This care is provided by specialists working in a large hospital or medical center equipped with sophisticated diagnostic and treatment facilities with multidisciplinary teams and subspecialty expertise not available at general hospitals. Thus, tertiary care requests shall be generated by specialty providers in the community who document a medical need for a higher level of care in the form of a specialized diagnostic procedure or treatment and reviewed by the Medical Director for medical necessity. Tertiary care requests may be redirected to community level providers when the diagnostic procedure or treatment can be provided by community level specialists. Non-contracted tertiary care requests may be redirected by the Medical Director to a contracted tertiary care provider that can provide equivalent cost effective services, in a more efficient manner and with more expedient access to care.

Member Satisfaction

Surveys are conducted to monitor members' experience with health care services, accessibility of care, continuity of care, quality of care and service, cultural and linguistic issues, and to identify and pursue opportunities to improve member satisfaction and the processes which impact satisfaction. Member feedback and other experience data are gathered through various sources including, but not limited to surveys conducted through our contracted Health Plans or vendors, grievances, and/or appeals. The results are evaluated, and improvement plans are developed to address the problem areas identified.

Clinical Practice Guidelines (CPGs)

HPN and its Medical Groups are accountable for adopting and disseminating to our providers clinical practice guidelines for the provision of preventive, acute, or chronic medical services and behavioral health services to our members. The guidelines are nationally recognized CPGs, and include professional medical associations, voluntary health organization, and National Institute of Health (NIH) Centers and Institutes. If the guidelines

are not from a recognized source, they are created with the involvement of a board-certified practitioner. Selected CPGs are taken through the QIC for discussion and recommendations. Evidence based CPGs are adopted for at least two (2) medical conditions, and at least two behavioral conditions, with at least one (1) behavioral guideline addressing children and adolescent care. At least two (2) of the adopted clinical practice guidelines are the clinical basis for the Disease Management programs, examples are Diabetes, Heart Failure, Depression, and Anxiety.

The affiliates distribute these guidelines to their practitioners by posting them on their website, or through the provider web portals. If changes or revisions are made, a notice will be sent to the practitioners by blast fax.

All clinical practice guidelines are reviewed and approved through the HPN QI Committee at least every two (2) years, and ongoing if updated.

Continuity and Coordination of Medical Care

HPN and Groups ensure that the care provided to our members is coordinated and continuity is maintained when appropriate. The member may select a PCP, or the Health Plan may assign a PCP to the member with the primary responsibility for coordinating the member's overall healthcare.

The Medical Groups must adhere to the following requirements:

1. Review all requests for continuity of care when requested by a member, member's authorized representative, or the member's provider.
2. Identify members with special health care needs, including those that would benefit from Disease Management.
3. Ensure an assessment by an appropriate health care professional of ongoing needs of each member identified as having special health care needs or conditions.
4. Identify medical procedures and/or behavioral health services to address and/or monitor the need or condition.
5. Ensure adequate care coordination among providers, including other practitioners, behavioral health providers, as necessary.
6. Ensure a mechanism to allow direct access to a specialist as appropriate for the member's condition and identified special health care need (e.g., a standing referral for an approved number of visits).

HPN and its Medical Groups identify opportunities to improve coordination of medical care through routine medical record reviews, review of transition of care reports, potential quality of care reviews, grievance reviews and member experience surveys. Actions and interventions are developed to improve our members' experience and the coordination of their medical care in our delivery system.

Preventative Health Guidelines (PHGs)

HPN and its Medical Groups are accountable for adopting and disseminating PHGs for perinatal care, care for children up to 24 months, care for children 2-19 years old, care for adults 20-64 years old, and care for adults 65 years and older. HPN adopts nationally recognized PHGs from the U.S. Preventive Services Task Force (USPSTF) for adults, children, and adolescents. Other guidelines may be included from professional medical associations, voluntary health organization, and NIH Centers and Institutes. If the guidelines are not from a recognized source, they are created with the involvement of a board-certified practitioner.

HPN's QIC approves and adopts these guidelines, then the Medical Groups disseminate these preventative health guidelines to our primary provider groups in an effort to improve health care quality and reduce unnecessary variation in care. The primary provider groups are responsible for distributing the guidelines to their practitioners by posting them on their website, or through the provider web portals. If changes or revisions to the guidelines occur, a notice will be sent to the practitioners by blast fax.

Selected PHGs are taken through the QI Committee for discussion and recommendations. The preventative health guidelines are reviewed and approved through the QI Committee at least every two (2) years, and ongoing if updated.

Clinical Measurement Activities

HPN will collaborate with its Medical Groups to measure and demonstrate clinical improvements. HPN will identify at least two (2) meaningful clinical issues relevant to its members for assessment and evaluation, one of which may be an issue related to preventive health. The population will be identified from the affected population and data will be collected. Performance will be assessed using a quantitative and causal analysis to determine what areas have been identified as needing improvement. Interventions will be implemented, and they will be re-measured to determine their effectiveness.

Effectiveness of the QI Program

HPN will collaborate with its Groups to evaluate the data and assess the performance of the program each year. Improvement opportunities in the quality of care and service rendered to our members will be identified as well as potential barriers. These improvements selected for action will be implemented, and their effectiveness measured to determine improvement in performance.

Standards for Medical Record Documentation

Standards for medical record documentation are developed and will be maintained and distributed to the affiliates which address:

1. Confidentiality of the medical record
2. Medical record documentation standards
3. An organized medical record keeping system and standards for the availability of medical records
4. Performance goals to assess the quality of medical record keeping

If deficiencies are found, actions are taken to improve medical record keeping practices.

Health Education

Medical Groups provide members with education services, materials, and interventions that are effective in achieving behavior changes for improved health outcomes. The educational services focus on delivering high-quality, topical content that meets the diverse needs of our populations.

Grievances

HPN and its Medical Groups are not delegated to process or resolve member grievances. HPN and its Medical Groups will submit for resolution the grievances it receives to the contracted health plans and participate in accordance with their grievance process.

HPN and its Medical Groups are also **not** delegated for Independent Medical Review. Any members' grievances involving a disputed health care service becomes eligible for review under the Independent Medical Review System, provided the grievance has first been submitted through the member's health plan.

Member Notification

The Medical Groups notify its members of the grievance system available to them via member material and websites. Notification includes information on how to file a grievance, the steps and entities involved in resolving a grievance, and the telephone number and address for submitting a grievance.

Process for Members to File a Grievance

Although the members are encouraged to contact the full-service health plan to file a grievance, members may contact the Medical Groups to receive assistance from a patient advocate in filing a grievance. Medical Groups each have a toll-free number that members may access, as well as local telephone numbers within each service area where they may call to receive assistance in filing a grievance.

Assistance to the member includes addressing any cultural or linguistic needs the member may have as well as the needs of members with disabilities. Such assistance includes translations of grievance procedures, forms, and responses as well as access to interpreters, telephone relay systems, and other devices that aid disabled individuals in communication. Grievance forms are readily available on the HPN and Medical Group websites, as well as all HPN offices, including contracted provider groups offices and facilities.

HPN and its contracted provider groups will not discriminate against the member (including cancellation of the contract) on the grounds that the member filed a grievance.

Member's Rights and Responsibilities

HPN and its Medical Groups along with the contracted health plans have a responsibility to reinforce and clarify to its member's information and methods for obtaining health care services. HPN's role is to ensure members are fully and clearly informed about their rights and responsibilities.

Health services are provided to members in a non-discriminatory, cultural, competent manner:

1. Public declarations are made that provision of health services is not influenced by member race, ethnicity, national origin, religion, sex, age, mental or physical disability, sexual orientation, genetic information, medical condition or source of payment, including those with limited English proficiency or reading skills, and the sensory impaired.
2. When necessary, auxiliary aids and interpreter services, i.e., sign language and teleprinter or teletypewriter (TTY), will be utilized.
3. Member information will be in large print, recorded cassettes, and Braille format for the visually impaired.
4. California Relay is used for members with impairment. Staff members of the affiliates are available to sign and are contacted if the need arises and will meet with that member and doctor. Members with complaints or issues can call Member Services.
5. Each office suite has posted Member's Rights and Responsibilities.
6. Practitioners are not prohibited from advocating on behalf of members. HPN's delegated provider groups allow open practitioner-patient communication regarding appropriate treatment alternatives and this is done without penalizing the practitioner for discussing medically necessary or appropriate care for patients.

The practitioners recognize that the member has final determination during action among clinically acceptable choices. Practitioners will inform members of treatment options (without regards to plan coverage) risks, benefits, and consequences of treatment or non-treatment.

Members have the right to be represented by parents, guardians, family members, or other conservators for those who are unable to fully participate in their treatment decisions.

Upon request, utilization management policies, procedures, and criteria used to authorize, modify, or deny health care services to the public, will be made available. The members are informed of this in each office with posting of the Member Rights and Responsibilities statement and who to call to obtain these criteria.

Additional member rights and responsibilities include, but are not limited to the:

1. Right to receive information about the affiliate's services, practitioners and providers, and member rights and responsibilities.
2. Right to be treated with respect and recognition of their dignity and right to privacy.
3. Right to participate with practitioners in decision-making regarding their health care.
4. Right to candid discussion of appropriate or medically necessary options for their conditions, regardless of cost or benefit coverage.
5. Right to make recommendations regarding the organization's Members Rights and Responsibility policies.
6. Right to complaints or appeals about the plan, affiliate or care provided without discrimination (including cancellation of the contract) solely on the grounds that the member filed a complaint.
7. Responsibility to provide to the extent, possible information that the medical group and its practitioners and providers need in order to care for them.
8. Responsibility to follow plans and instructions for care that they have agreed on with their practitioners.
9. Responsibility to understand their health problems and participate in developing mutually agreed upon treatment goals to the degree possible.

Provider and Practitioner Credentialing

Purpose

HPN has developed and implemented a comprehensive Credentialing Plan for the purpose of selecting and evaluating licensed independent practitioners or groups of practitioners in a nondiscriminatory manner, who provide services within its delivery system. The Credentialing Plan has been formulated to meet the requirements of contracted Health Plans, NCQA, DHCS, DMHC, CMS, and other applicable Federal and State regulations. Refer to the current Credentialing Plan for further details regarding Credentialing, Corrective Actions, and the Judicial Review process.

Licensed practitioners who treat members in the inpatient and/or outpatient setting are covered under the Credentialing Plan. This includes:

- employed practitioners
- independent practitioners or groups of practitioners
- contracted licensed hospitalists

Independent practitioners or groups of practitioners include any allied health practitioner or behavioral health care specialist who is licensed, certified, or registered by the State to practice independently.

Doctors of Dental Surgery are required to be credentialed only if they provide care under the managed care organization's medical benefits.

Nondiscriminatory Credentialing/Recredentialing

Credentialing/Recredentialing decisions are not based on a practitioner's race, ethnic/national identity, gender, age, sexual orientation, or the types of procedures (e.g., abortions) or types of patients (e.g., Medicaid) to which the practitioner provides services. This will not preclude actions regarding practitioners who meet certain demographic or specialty needs, or to meet cultural needs of members. HPN monitors and prevents discriminatory credentialing through the following process:

1. The presence of a nondiscrimination statement on the "Statement of Confidentiality" to be signed by members, staff, and guests of the Credentialing Committee on an annual basis.
2. Periodic audits of practitioner complaints will be done to determine if there are complaints alleging discrimination.

Documents, and/or information submitted to the Credentialing Committee for approval, denial or termination do not designate a practitioner's race, ethnic/national identity, gender, age, sexual orientation, types of procedures performed or payer sources.

Practitioners' Rights and Responsibilities

Providers have the following rights and responsibilities during the credentialing application process. Refer to the current Credentialing Plan for further details regarding the credentialing application process.

1. **The Right to Review Information** obtained for the purpose of evaluating a practitioner's credentialing/recredentialing application which includes information obtained from outside sources. The practitioner will not be permitted to review peer references/recommendations, or any other information protected from disclosure by law. The practitioner may schedule an appointment to review such information by sending a written request to the medical groups Credentialing Department
2. **The Right to Correct Erroneous Information** by requested either verbally or in writing by a Credentialing Department staff member to provide a written explanation when information received from a primary source substantially varies from information provided on the practitioner's application. Sources not intended for verification of credentialing elements or is protected from disclosure by law will not be revealed. Documentation and re-verification will be kept in the credentialing file. The practitioner will have 30 calendar days to respond to the request in writing to the credentialing department. The credentialing/recredentialing process cannot be complete until all discrepancies are sufficiently explained and documented. If the response by the practitioner is not received by the Credentialing Department within 30 days, it will be assumed that the practitioner has voluntarily withdrawn his/her application.
3. **The Right to be Informed of Application Status** upon written request. The practitioner will be updated on the status of their application by Credentialing Staff either verbally or in writing. This update will verify documents received in support of the practitioner's application and pending requests required for the completion of the credentialing process. Specific information/comments made by peer references or other information protected by law will not be discussed with the practitioner.
4. **Practitioner's Burden to Produce Information** for an adequate evaluation of the practitioner's qualifications and suitability for participation, and the resolving of any reasonable doubts about these matters, and of satisfying requests for information. Failure to produce information could cause delay and/or eventual termination of the application process.

Practitioner Credentialing Eligibility Criteria

A qualifying practitioner must meet the following eligibility criteria. If at any time it is determined that the practitioner does not meet criteria, the Credentialing Department will notify the practitioner of his/her lack of qualifications and terminate the credentialing process. A provider may not provide care to members until a final decision is rendered from the Credentialing Committee. Eligibility is verified using primary source verifications when applicable. Refer to the current Credentialing Plan for further details regarding the credentialing application process.

State Licensure: A valid, current professional licensure issued by an appropriate board in State of California.

DEA or CDS Certification: Valid, current DEA or CDS Certification (if applicable) registered with a California address.

National Provider Identifier (NPI): Valid, current NPI.

Education & Board Certification: At the time of initial application an applying practitioner must meet this criterion by either one of the following:

- Graduation from a professional school (allied and behavioral health practitioners only), school of medicine, osteopathy, chiropractor, or dentistry
- Completion of Internship and Residency training in good standing in the practitioner's practicing medical or surgical specialty, as applicable
- Board Certification by the American Board of Medical Specialties, American Osteopathic Association, a board, or association with equivalent requirements approved by the Medical Board of California, or a board or association with an Accreditation Council for Graduate Medical Education or American Osteopathic Association approved postgraduate training that provides complete training in that specialty or subspecialty.
- Exceptions may be made for those practitioners who are grandfathered into their specialty under special circumstances. (i.e.: Family Practice Board 1970-1978).
- Exceptions may also be made for rural areas. Work history and professional training will be reviewed for these practitioners.

Clinical Privileges: Current, unrestricted clinical privileges that are consistent with the practitioner's practicing medical or surgical specialty, as applicable.

Hospital Privileges: Absence of past or present denial, suspension, restriction or termination of hospital privileges.

Malpractice Insurance: Current professional malpractice insurance with minimum coverage of:

- MDs, DOs, DDSs, DPMs, Allied Health Practitioners, Behavioral Health Practitioners and Nurse Practitioners: \$1,000,000 per occurrence, \$3,000,000 aggregate

Liability coverage must be provided by a recognized financially viable carrier and must be in the specialty for which the provider is being credentialed. If the practitioner does not have malpractice insurance with the limits, it must be discussed at the committee and the decision must be documented.

Malpractice Involvement: Absence of past or present involvement in a malpractice suit, arbitration, or settlement.

Disciplinary Actions: Absence of past or present disciplinary actions affecting the practitioner's professional licensure, DEA, or other required certification.

Sanctions: Absence of past or present sanctions reported by regulatory agencies, including, Hospitals and Clinics, Licensing Boards, Drug Enforcement Agency, Medicare Opt-Out, Medicare Exclusions and Sanctions, Office of Inspector General (OIG), System for Award Management (SAM), Social Security Death Master File, CMS Preclusion Lists, the DHCS Restricted Providers, and the National Practitioner Data Bank.

Felony Conviction: Absence of felony convictions

Illegal Drug Use: Absence of present illegal use of drugs

Impairment: Absence of impairment or likely impairment of practitioner’s ability to adequately perform the professional duties for which the practitioner is employed or contracted, with or without reasonable accommodation, according to the accepted standards of professional performance and without posing a direct threat to the safety of patients.

Office Site Visit: Satisfactory results of office site visit, including medical record review, as applicable.

Language: Proficient in the English language.

Initiating the Credentialing Procedure

Contact your Network Manager to obtain a Credentialing Application. Upon receipt of an application the application will be reviewed for completeness. The signed attestation and any relevant information must be no more than 30 days old to allow adequate processing time. Faxed, digital, electronic, scanned or photocopied signatures are acceptable. Signature stamps are not acceptable. An incomplete application will be returned to the applicant. Refer to the current Credentialing Plan for further details regarding the initial and re-credentialing processes.

Credentialing Committee Review and Action

Completed credentialing files are presented to the Credentialing Committee for review within 180 days from the receipt of a completed application. Possible actions by the Committee may include approval, denial, and recommendation for improvement, monitoring, disciplinary action, or request for further information.

Communication of Credentialing Decisions

Credentialing applications, primary source verifications, sanctions and other information are reviewed by the Credentialing Committee for approval and inclusion to the HPN Network. The practitioner will be notified in writing within thirty (30) calendar days of Credentialing Committee’s credentialing/recredentialing decision. A copy of the written correspondence will be kept in the credentialing file. Documentation of adverse decisions will be kept in a file. Committee discussions are protected against discovery under California Evidence Code 1157. Refer to the current Credentialing Plan for further details regarding Credentialing Committee Review and Actions and the Communication of Committee Decisions.

Practitioner Corrective Actions

An investigation or corrective action may be requested when a practitioner engages in or exhibits acts, statements, demeanor, or professional conduct, either within or outside of the workplace, reasonably likely to be detrimental to patient safety or the delivery of quality patient care and reasonably likely to result in the imposition of sanctions by any governmental authority (local, state or federal). Refer to the current Credentialing Plan for further details regarding the Practitioner Corrective Action procedures.

The Medical Director will convene a committee to investigate the alleged issue or problem within 60 days of receipt of the investigation request. At the conclusion of the investigative process, proposed actions may include:

- No corrective action
- Rejection or modification of the proposed corrective action
- Letter of admonition, reprimand, or warning
- Terms of probation or individual requirements of consultation
- Limitation of privileges
- Suspension of privileges until completion of specific conditions or requirements

- Revocation of privileges
- Other action appropriate to the facts which prompted the investigation.

Practitioner Termination and Reinstatement

Practitioners receiving an adverse decision that allows for an appeal will not be eligible to reapply until one (1) year(s) after the adverse decision is final and the practitioner has exhausted all applicable appeal rights. If a practitioner terminates and later reapplies after 30 days, the credentials of the practitioner will be re-verified following the Initial Credentialing Procedure and Credentialing Committee Review and Action.

Judicial Review and Appeal Rights Process

HPN and its affiliated medical groups retain the right to grant or deny network participation to any practitioner with or without cause. HPN may also terminate, suspend, or limit any such participation with or without cause, subject to the specific terms of such Agreement and applicable laws. When HPN denies, suspends, limits, or terminates participation without cause, the affected practitioner will not be entitled to any hearing or review under this Judicial Review Hearing Plan.

When a decision is made to deny, suspend, limit, or terminate network participation based on a medical disciplinary cause or reason, the affected practitioner has the right to request a hearing (appeal) under this Judicial Review Hearing Plan.

Refer to the current Credentialing Plan for further details regarding the Judicial Review and Appeal Rights procedures.

HPN Reporting Requirements

In accordance with Division 2, Article II, Section 800 of the California Business and Professions Code, a report will be filed with the Medical Board of California or other appropriate licensing board and the National Practitioner Data Bank when there are adverse decisions resulting from the peer review process. The practitioner will be advised of the report and its contents. Refer to the current Credentialing Plan for further details regarding the types of adverse actions that must be reported.

Healthcare Delivery Organizations

A Healthcare Delivery Organization (HDO) is an organization delivering health care services in the State of California that is subject to review by the DHCS and CMS.

HDOs covered under the Credentialing Plan include, but are not limited to, the following:

- Hospitals
- Behavioral Health Organizations - Mental health and substance abuse services to inpatient, residential and ambulatory settings
- Comprehensive Outpatient Rehabilitation Facilities
- Federally Qualified Health Center (FQHC)
- Freestanding Surgical Centers
- Home Health Agencies
- Hospice
- Laboratories
- Outpatient Diabetes Self-Management Training
- Outpatient Physical and Speech Therapy Centers
- Portable X-Ray Suppliers
- Renal Dialysis Facilities
- Rural Health Clinics (RHC)
- Skilled Nursing Facilities (SNF) and Nursing Homes
- Urgent Care Centers
- Telemedicine Providers

- Durable Medical Equipment Entities

HDOs not requiring credentialing under the HPN Credentialing Program are free standing facilities where practitioners practice and/or provide care exclusively for member directed to the facility. These HDOs include, but are not limited to, the following:

- Mammography Centers
- Ambulatory Behavioral Healthcare Facilities
- Psychiatric and Addiction Disorder Clinics

Eligibility Criteria

A qualifying HDO must meet the following eligibility criteria. If at any time it is determined that the HDO does not meet criteria, the Credentialing Department will notify the HDO of its lack of qualifications and terminate the credentialing process. The HDO may not provide care to members until a final decision is rendered from the Credentialing Committee. Refer to the current Credentialing Plan for further details regarding the HDO credentialing process.

Licensure (Facility/Business)

Valid, current licensure as required by the State of California.

National Provider Identifier (NPI)

Valid, current NPI.

Accreditation & Onsite Quality Assessment

An HDO must meet this criterion by either one of the following:

- Current accreditation by an approved accrediting body or
- A current onsite quality assessment (conducted by HPN)
- A DHCS or CMS site survey

Professional Malpractice Insurance

Current professional malpractice insurance with minimum coverage of:

- Hospitals: \$3,000,000 per occurrence, \$10,000,000 aggregate
- Others: \$1,000,000 per occurrence, \$3,000,000 aggregate

Liability coverage must be provided by a recognized financially viable carrier.

General Liability Insurance

Current general liability insurance with minimum coverage of \$1,000,000 per occurrence and \$3,000,000 aggregate is required. Liability coverage must be provided by a recognized financially viable carrier.

Sanctions

Absence of past or present sanctions by any regulatory agencies, including Medicare/Medicaid sanctions.

* This requirement may be waived if evidence exists that the HDO is not currently sanctioned or prevented by a regulatory agency from participating in a federal or state sponsored program.

- Compliance with Federal requirements prohibiting employment or contracts with individuals excluded from participation under either Medicare or Medicaid
- Compliance with State, Federal and Local requirements for handicap access as well as the standards required by the 1992 Federal American Disabilities Act

Credentialing Committee Review and Action

Completed HDO credentialing files are presented to the Credentialing Committee for review within 180 days in which the data gathered was verified. Possible action by the Committee includes approval, denial, and recommendation for improvement, monitoring, disciplinary action, or request for further information.

A Medical Director designated by the Credentialing Committee has the authority to review and sign off on all clean files which have met HPN's credentialing or recredentialing criteria. The date the file is signed by the

Medical Director is the date that will be considered the Committee Review Date. These files do not have to be reviewed by the Credentialing Committee to be approved.

Communication of Committee Action

The HDO is notified of the Credentialing Committee decision in writing. A copy of the letter will be kept in the HDO credentialing file. Documentation of adverse decisions will be kept in the file.

Refer to the current Credentialing Plan for further details regarding the credentialing committee review, the communication of committee decisions, as well as the Corrective Action and Judicial Review processes.

Utilization Management (UM)

UM Program Overview

HPN's UM Program provides the structure and standards that govern the utilization management functions of HPN & its Medical Groups. In addition, HPN's UM Program provides a structure to monitor the efficiency and quality of UM services offered by its Medical Groups and includes components to ensure the delivery of quality health care and the coordination of resources to manage members across all aspects of the care delivery system. The UM Program, in conjunction with HPN's policies and procedures, meet contracted health plan, Federal, State, and accreditation requirements including those from DHCS, CMS, DMHC, and NCQA.

Access to UM Staff

Groups provide access to staff for providers seeking information about the UM process, the authorization of care and criteria, guidelines, and/or policies. Group staff are available at least 8 hours a day during normal business days for inbound calls regarding UM issues. Providers can access staff to discuss UM issues during normal business days (excludes weekends and holidays) and normal business hours (8:00 AM-5:00 PM PST). Inbound and outbound contact may include communication with providers in person, in writing by mail or fax, by telephone, or by electronic communications (e.g., sending e-mail messages or leaving voicemail messages). Providers are encouraged to utilize the Medical Group's web portals to enter authorization requests, submit records and check the status of an authorization request whenever possible. Use of electronic submission and ensuring the inclusion of all required information (i.e. medical records) reduces the time necessary to make a determination on an authorization request.

Groups have processes in place to accept authorization requests 24 hours a day, 7 days a week (including holidays). Groups also have a physician and surgeon available 24 hours per day, 7 days per week to coordinate the transfer of a member whose emergency condition is stabilized, to authorize medically necessary post-stabilization services, for general communication with emergency personnel, and for consultation and for resolving disputed requests for authorizations.

Except where noted above, communications received after normal business hours will be returned on the next business day.

Group After-hours contact information can be found in the list below. These numbers receive inbound notification of member admissions or when assistance is needed. The contact number for Post-stabilization requests may be found [here](#).

Medical Group	24 Hour Contact Number
ADOC Medical Group (ADOC)	(866) 654-3471

Medical Group	24 Hour Contact Number
Bakersfield Family Medical Group (BFMG)	(661) 327-4411
Coastal Communities Physician Network (CCPN)	(805) 549-0677
Desert Oasis Health Care (DOHC)	(760) 969-6599
High Desert Medical Group (HDMG)	(661) 945-5984
Heritage Victor Valley Medical Group (HVVMG)	(800) 655-9999
Lakeside Medical Group (LMG)	(818) 357-5000 or (866) 654-3471
Regal Medical Group (RMG)	(818) 357-5000 or (866) 654-3471
Heritage Sierra Medical Group (SMG)	(661) 945-9411

Member Eligibility Verification

Providers are responsible for verifying member eligibility and coverage prior to delivering services. Failure to verify member eligibility may result in non-payment of claims. Authorizations are contingent upon the member's eligibility at the time services are delivered and are not a guarantee of payment.

Refer to [Member Eligibility](#) for how to verify member eligibility.

Services Not Requiring Authorization

Routine services provided by PCPs do not require prior authorization. Other services not requiring prior authorization when referred to a contracted provider include, but are not limited to the following, subject to the applicable program and network status of the treating provider:

- Emergency Services (prior authorization not required for contracted or noncontracted providers)
- Urgent Care Services
- Family Planning
- Sensitive Services and confidential service treatment (including those related to Sexual Assault or Sexually Transmitted Disease) – under Medi-Cal benefits, these services may be covered to non-contracted providers (contact the Medical Group or Health Plan for more information)
- Preventive Services (including immunizations)
- Basic Pre-Natal Care
- HIV Testing/Counseling
- Direct Access to Women's Health Services
- Language Assistance Program/Interpretation Services
- Health Education
- Non-Facility Based Behavioral Health (including Mental Health Counseling and Drug and Alcohol Abuse Treatment)
- Medi-Cal Carve Out Programs such as Long-Term Services and Supports (LTSS), In-Home Supportive Services (IHSS), and Community-Based Adult Services (CBAS)
- Tobacco Cessation

- Biomarker Testing for Food and Drug Administration (FDA)-Approved Therapy for Advanced or Metastatic Cancer
 - If the treatment is not FDA approved prior authorization is still be required

Medical Groups provide direct referral alternatives for basic laboratory and radiology services provided through contracted providers or vendors that do not require prior authorization.

Standard screening mammography services are available through direct referral to Group’s contracted radiology vendor. Standard screening mammography may also be available to members through direct access when provided by the Group’s contracted radiology vendor. Contact the Medical Group directly for information on direct referral laboratory and radiology services available in your area.

Check the member’s benefits through the contracted health plan or contact the Medical Group if you are unsure if a service requires authorization.

Services That Are Not Group Responsibility

Select services are not delegated as the responsibility of the Medical Groups and are therefore “carved out” of the responsibility of the Groups. In these instances, the request for services should be directed to the appropriate entity responsible for authorizing coverage, which may be the health plan, another entity delegated by the health plan, or the fee-for-service Medicare and/or Medicaid program. Submission of such requests to the Medical Group will require re-routing to the appropriate entity for processing. Providers should refer to the member’s health plan ID card and/or check the member’s benefits through the contracted health plan before submitting an authorization request or referral for the member to the Group.

Examples of services that are frequently not the responsibility of the Group include but are not limited to:

- Routine Vision Care
- Behavioral Health / Substance Abuse
- Chiropractic / Acupuncture Care
- Pharmacy Benefits
- Experimental and investigational services

Providers should direct requests for such items to the health plan, the health plan’s delegated pharmacy benefits manager (PBM), or other appropriate entity responsible for the provision of such benefits. Requests for physician-administered drugs are the responsibility of and should be directed to the Group, as noted below.

Services Requiring Authorization

Services which require authorization as part of the UM process generally include but are not limited to the following:

- Ambulatory Care
- Inpatient Services
- Skilled Nursing Facility (SNF) Services
- Home Health Care
- Rehabilitative Services (such as physical, occupational and speech therapies)
- Physician-administered drugs
- Durable Medical Equipment (DME) and/or Supplies

Requesting an Authorization

Requests for authorization of services can be submitted by providers to the Groups via mail, e-mail, fax, phone, or direct entry via the Group's web portal. Requests for authorization must include the following information:

- Member (including name and ID)
- Requesting Provider
- Requested Provider
- Requested Facility, for facility-based services
- Place of Service Code
- Diagnosis Code(s) ICD 10 Codes
- Procedure Code(s) CPT/ HCPCS Code for requested medical services or procedures
- Clinical Information (see [Submission of Clinical Information to Support Request](#))

If the request for authorization requires expedited/urgent (i.e., faster) processing, providers should indicate such upon submission of the request. Expedited/urgent status should not be requested for convenience, preventive care, or routine services. Expedited/urgent status should only be utilized when the routine decision time period could seriously jeopardize the life or health of the member or the member's ability to regain maximum function or would subject the member to severe pain that could not be adequately managed without the care or treatment that is the subject of the request.

Requests for authorization of services must be accompanied by the submission of clinical records required to determine whether services are a covered benefit and are medically necessary.

Requests for services to be provided by non-contracted providers must include the specific clinical reason that the service cannot be performed by a contracted provider. If assistance is needed to identify a contracted provider available to provide a given service, contact the Medical Group's UM department directly.

Providers are encouraged to utilize the Medical Group's web portals to enter authorization requests, submit records, and check the status of an authorization request whenever possible. Use of electronic submission and ensuring the inclusion of all required information (i.e. medical records.) reduces the time necessary to make a determination on an authorization request.

Please do not submit duplicate requests. Check the status of your request on the Group's web portal or by contacting the Medical Group's Utilization Management staff.

Submission of Clinical Information to Support Request

Providers must submit relevant supporting clinical information along with the authorization request to justify the medical necessity of the requested service(s) / item(s). This may include but is not limited to the following, as applicable for the service(s) / item(s) being requested:

- Office and hospital records
- A history of the presenting problem
- Physical exam results
- Diagnostic testing results
- Treatment plans and progress notes
- Patient psychosocial history
- Information on consultations with the treating practitioner

- Evaluations from other health care practitioners and providers
- Operative and pathological reports
- Rehabilitation evaluations
- Information regarding the local delivery system
- Member characteristics and information
- Information from family members
- Diagnosis codes

Failure to submit clinical information at the time of request may result in processing delays while the Group works to obtain clinical information to substantiate the necessity of the request. Providers may also reach out directly to the Medical Group by phone to discuss a request with the physician reviewer if necessary.

Second Opinions

Medical Groups provide or authorize a second and/or third opinion requests by an appropriately qualified health care professional when it is requested by a member, a member's authorized representative, or a participating health care professional and meets the requirements of a second or third opinion request. When submitting a request for a second or third opinion, please clearly identify the request as a second or third opinion request and include clinical information related to the initial consultation or opinion. Some health plans do not delegate responsibility for making determinations on second and/or third opinion requests; in those cases, the Group will forward the request to the member's health plan and notify the requesting provider.

If the second opinion is regarding PCP care, the member may seek a second opinion from any PCP within the same physician organization at no cost to the member, other than applicable co-pays. If the Second Opinion is regarding specialty care, the member or their physician can request the Second Opinion from any provider from any independent practice association or medical group within the health plan's network who has the same or equivalent specialty at no cost to the member, other than applicable co-pays. Depending on the member's health plan and coverage, the Medical Group may refer out-of-network requests to the health plan for determination, may approve the request if appropriate, or may redirect the member to an in-network provider.

Second and/or Third Opinions are covered even though the surgery or other procedure, if performed, is determined not covered. Payment may be made for the history and examination of the patient, and for other covered diagnostic services required to properly evaluate the patient's need for a procedure and to render a professional opinion.

The provider or appropriately qualified health care professional that renders a second opinion shall be required to provide the member, the PCP, and the initial provider treating the member with a consultation report, including any recommended procedures or tests that the second opinion health professional believes appropriate. The professional rendering the second opinion is expected to refer the member back to their PCP or initial provider treating the member for follow-up and ongoing care.

Non-Contracted Providers

Referral requests should be made within the Group's contracted provider network, whenever possible. Referrals to non-contracted providers will be evaluated to determine the appropriateness of the out-of-network provision of services in accordance with the member's health plan benefits, availability of services within the Group's network, and circumstances of the member's care.

Requests for services to be provided by non-contracted providers must include the specific clinical reason that the service cannot be performed by a contracted provider. If assistance is needed to identify a contracted provider available to provide a given service, contact the Medical Group's UM department directly.

UM Criteria

Groups employ HPN's policies and procedures addressing the application of objective and evidence-based criteria in evaluating the necessity of medical, behavioral healthcare, and pharmaceutical services requiring authorization.

Criteria are applied taking into account individual circumstances and member needs (such as age, comorbidities, complications, progress of treatment, psychosocial situation, and home environment) as well as an assessment of local delivery systems and the ability of such systems to meet members' specific needs, including but not limited to:

- Availability of inpatient, outpatient, and transitional facilities
- Availability of outpatient services in lieu of inpatient services such as surgical centers vs. inpatient surgery
- Availability of highly specialized services, such as transplant facilities or cancer centers
- Availability of skilled nursing facilities, subacute care facilities, or home care in the Group's service areas to support members after hospital discharge
- Local hospitals' ability to provide all recommended services within the estimated length of stay

The approved and adopted clinical guidelines, criteria, or medical policies are applied in accordance with HPN's approved policies and procedures on Utilization Management Review Criteria, which also define the hierarchy under which criteria will be applied for each line of business.

Criteria to be considered when making UM determinations for Commercial and Medi-Cal may include but are not limited to:

- Health plan eligibility and coverage (benefit plan package)
- Regulatory criteria
- Health plan criteria (e.g., coverage summaries, medical policies)
- Evidence-based criteria – National/Specialty Guidelines approved by QIC/UMC for use are the latest version of:
 - AIM Specialty Health Clinical Appropriateness Guidelines
 - American College of Radiology (ACR) Appropriateness Criteria
 - InterQual
 - MCG
 - National Comprehensive Cancer Network (NCCN)
 - USPSTF Recommendations Grade A, B & C
 - Behavioral Health Guidelines:
 - American Society of Addiction Medicine (ASAM) guidelines
 - American Association of Community Psychiatrists - Level of Care Utilization (LOCUS)
 - American Association of Community Psychiatrists - Child and Adolescent Level of Care Utilization System (CALOCUS)

- American Academy of Child & Adolescent Psychiatry - Child and Adolescent Service Intensity Instrument (CASII)
- American Academy of Child and Adolescent Psychiatry - Early Childhood Service Intensity Instrument (ESCII)
- World Professional Association for Transgender Health (WPATH) Standards of Care
- Other evidence-based Criteria

Medicare Advantage and Applicable Integrated Plan:

HPN and its affiliates do not develop their own clinical criteria or medical policies; however, HPN's policies and procedures define the hierarchy of criteria to be utilized by affiliates in rendering UM determinations based on regulatory and health plan-prescribed requirements. Criteria to be considered when making UM determinations may include but are not limited to plan eligibility and coverage (benefit plan package), CMS criteria when applicable (National Coverage Determinations (NCDs), Local Coverage Determinations (LCDs) and Local Coverage Articles (LCAs), Medicare Benefit Policy Manuals, state regulations, and, where allowed, health plan criteria (e.g., coverage summaries, medical policies) and evidence-based criteria (e.g., MCG, InterQual).

Applicable Integrated Plan members, both Medicare and Medi-Cal coverage criteria are considered when delegated.

Criteria for behavioral health and non-behavioral health services are reviewed, approved, and/or updated as needed but no less than annually. Appropriate practitioners with clinical expertise in the applicable areas, including practitioners on staff and participants in the network, are involved in the development (if applicable), review, and adoption of criteria, as well as on instructions for applying criteria. Criteria are designed to comply with the applicable regulatory requirements for the given program, are reviewed against current clinical and medical evidence, and reflect new scientific evidence, as appropriate.

Upon final approval, Medical Groups make criteria available electronically at the point of care. Criteria may be found in the electronic health record, provider portal or via website. Materials are also available to practitioners in writing either by mail, fax, or e-mail.

Providers may request and obtain copies of the behavioral health or non-behavioral health criteria, clinical review guidelines, and medical review policies utilized for decision making by contacting the Prior Authorization, Customer Service or Network Management departments of the Medical Group.

Timeliness of UM Decisions

Groups make determinations and issue notifications on requests for authorization of services in a timely manner to accommodate the urgency of the member's care and in accordance with the applicable regulatory and/or accreditation requirements for the applicable program and type of request (e.g., pre-service, concurrent, post-service).

Groups may extend / delay the timeframe for processing authorization requests, as appropriate. This may occur, as permitted by the applicable regulations / standards, when:

- The Group is not in receipt of all the information reasonably necessary and requested, where there is a reasonable likelihood that receipt of such information would lead to approval of the request;
- A consultation with an expert reviewer is needed;
- Additional examinations or tests have been asked to be performed on the member;
- The member or provider requests the extension;
- The Group determines the extension is in the member's best interest; or

- The Group determines that the extension is justified due to extraordinary, exigent, or other non-routine circumstances.

Opportunity to Discuss with a Reviewer

Requesting providers may contact the Medical Group directly to discuss a request with a reviewer before a determination has been made. Following a denial or modification resulting from medical necessity review, providers will be given the opportunity to discuss denial decisions with the physician or other appropriate reviewer that rendered the adverse determination. This opportunity will be provided, but does not guarantee a change in the decision and decisions cannot be changed after member notification has been sent:

- In the written denial notification, which includes the name and direct telephone number of the health care professional responsible for the denial or modification determination; or
- By telephone, which may include leaving a voicemail; or
- In other materials sent to the treating provider, informing the provider of the opportunity to discuss a specific denial with a reviewer.

Denial Notifications

Groups provide notification of the denial of an authorization (including a modification or partial denial, where applicable) within the required timeframes. Providers can generally expect to receive the following information in their denial notification:

- A description of the service(s) being denied.
- A clear and concise explanation of the reasons for the denial, in easily understandable language, that is specific to the member's diagnosis, condition or situation.
- A description of the benefit provision, criteria, or guideline used as a basis for the decision.
- Notification that a copy of the actual benefit provision, guideline, protocol, or other similar criterion on which the denial decision was based can be obtained upon request.
- A description of rights and instructions to file an appeal of the denial.

Written communication to the provider of denial determination based on medical necessity will include the name and phone number of the health care professional responsible for the denial. Providers will receive notification of denials either in writing or electronically through the Group's web portal. Providers are expected to check the portal regularly for such notifications.

Appeal of UM Denials

Notification of the denial or modification of a request for authorization will include the applicable rights and instructions for submitting an appeal. Groups are not delegated for processing of appeals and appeals should be submitted to the health plan or appropriate external agency, as outlined in the instructions included with the denial notice.

Non-Incentive UM Decision Making

HPN and its Groups do not encourage or reward employees or downstream entities conducting UM review activities for issuing denials of medically necessary and appropriate services when contractually covered. HPN also promotes appropriate utilization and discourages under-utilization or barriers to care and services.

HPN's and its Groups' compensation to providers, employees and other individuals conducting utilization review does not contain incentives, direct or indirect, to approve, deny, reduce, limit, delay, or discontinue the provision of or payment for the delivery of any medically necessary covered services to any member or groups of members with similar medical conditions. Utilization-related decision making is based on the individual clinical needs of the member, benefit availability, medical appropriateness of care and service, and existence

of coverage. UM decisions are subject to the evidence of coverage and benefits contractually provided by the health plan to members.

Employment, compensation, termination, and promotion decisions (or any other similar matters) are not made based on the likelihood that the individual would support the denial or any modification of benefits or services.

HPN and its affiliates do not practice Economic Profiling.

Triage and Referral for Behavioral Healthcare

Triage and Referral (T&R) functions for behavioral healthcare services are provided via direct access or direct referral by a primary care physician, specialists or medical group staff to the Group’s contracted behavioral health providers or the health plan contracted behavioral health provider. Medical Group staff provide information about the BH practitioners but do not make judgements regarding the needed level of care or type of practitioner the member should see.

Emergency Services and Urgent Care

Emergency services and urgently needed care are available to members 24 hours a day, 365 days a year. Members are not required to obtain prior authorization when seeking emergency services and urgent care as a result of an emergency medical condition, as defined below for each program.

Program	Definition of Emergency Medical Condition	Source(s)
Commercial/ Exchange	<p>A medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that the absence of immediate medical attention could reasonably be expected to result in any of the following:</p> <ul style="list-style-type: none"> • Placing the patient’s health in serious jeopardy. • Serious impairment to bodily functions. • Serious dysfunction of any bodily organ or part. 	CA Health & Safety Code §1317.1(b)
Medicare Advantage	<ul style="list-style-type: none"> • A medical condition, mental or physical, manifesting itself by acute symptoms of sufficient severity (including severe pain) that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in the following: Placing the health of the individual (or, for a pregnant woman, the health of the woman or her unborn child) in serious jeopardy. • Serious impairment to bodily functions. • Serious dysfunction of any bodily organ or part. 	42 CFR §438.114
Medi-Cal		42 CFR §422.113(b)(1)(i) and CMS Medicare Managed Care Manual Chapter 4 Section 20.2
Applicable Integrated Plans		

Emergency service providers, acting on behalf of the Medical Group when a member seeks care due to an emergency medical condition as defined above, shall:

- Screen and stabilize the member without prior approval.
- Request approval of post-stabilization care or transfer to contracted facility as needed.

Urgent or Immediate Care services are available across the HPN network. Members should be referred to contracted Urgent Care when appropriate for the member’s needs and care is required outside primary care office hours.

Urgent Care centers are often open evenings and weekends and available for immediate treatment of injuries or illnesses that are not life-threatening on a walk-in basis. Urgent Care centers, often provide shorter wait times and may result in lower out of pocket costs than emergency rooms.

HPN contracted Urgent Care and immediate care centers are available. As contracted providers, members don’t have to worry about unexpected costs. Many Urgent Care centers also have on-site diagnostic equipment, including blood draw and x-ray, to facilitate quick treatment and recovery.

Members or your office staff can locate contracted urgent or immediate care centers by visiting the Medical Group web sites. Direct links to the Urgent Care center locators or listings are located below.

Medical Group	Website
ADOC Medical Group (ADOC)	https://www.adoc.us/urgent-care-finder/
Bakersfield Family Medical Group (BFMG)	https://www.bfmc.com/for-our-members/urgent-care/
Coastal Communities Physician Network (CCPN)	https://www.ccpnhpn.com/services/urgent-care/
Desert Oasis Health Care (DOHC)	https://www.mydohc.com/care-treatment/immediate/
High Desert Medical Group (HDMG)	https://www.hdmg.net/User/Service/Index
Heritage Victor Valley Medical Group (HVVMG)	https://www.hvvmg.com/urgent-care/
Lakeside Medical Group (LMG)	https://www.lakesidemed.com/urgent-care-finder/
Regal Medical Group (RMG)	https://www.regalmed.com/urgent-care-finder/
Sierra Medical Group (SMG)	https://www.heritagesmg.com/antelope-valley-urgent-care https://www.heritagesmg.com/santa-clarita-valley-urgent-care

Post-Stabilization Care

HPN’s Medical Groups ensure that appropriate post-stabilization care is provided to members as necessary following emergency room treatment, hospitalization, or institutional confinement. Physicians are available 24 hours a day, 365 days a year to consult with treating physicians, make medical necessity determinations, and discuss cases with the accepting physician during transfer, as required, using the contact information below.

Contact Information

Heritage Provider Network Affiliated Medical Groups Post Stabilization Number 818-253-7670
ADOC Medical Group
Bakersfield Family Medical Group
Coastal Communities Physician Network
Desert Oasis Health Care
High Desert Medical Group
Heritage Victor Valley Medical Group
Lakeside Medical Group
Regal Medical Group
Heritage Sierra Medical Group

PCP Responsibilities

PCPs are responsible for providing or overseeing comprehensive healthcare services, maintaining continuity of care, and initiating referrals for specialist care. This means providing for the majority of health care concerns including but not limited to: preventive services, acute and chronic conditions, and psychosocial issues. PCPs must provide coverage 24 hours a day, 365 days a year for the provision of care within access and availability standards/requirements.

The responsibilities of the PCP include but are not limited to the following:

- Routine office visits, related care, and after-hours care of uncomplicated medical problems.
- Periodic health evaluations which are appropriate and timely for all adults and children who are members of the PCP's practice, including sharing the findings of the history and physical examination with the member.
- Immunization/injections for child and adult members.
- Preventative care.
- Well-child care.
- Consultation time to manage the member's care.
- Provide the member with potential treatment options (without regard to plan coverage), side effects of treatment, and management of symptoms. The member has the right to choose the final course of action among clinically acceptable choices.
- Visits and examinations in the emergency room, hospital, skilled nursing facility, or extended care facility. Monitors the medical necessity of services being provided and facilitates the appropriate transfer of the member to the appropriate level of care. An attending physician may be responsible for monitoring the member's care.
- Home visits and supervision of the home healthcare regimen.
- Education of members regarding their health needs (e.g., diet, exercise, medication compliance).

- Referral of members to appropriate specialty providers or ancillary services as necessary and according to guidelines for referrals. Obtains and reviews consultation reports/summaries and determines whether additional services are needed.
- Submission of authorization requests, when necessary.
- Ensure continuity and coordination of care while preventing duplication of services.
- Document services and interactions in accordance with HPN policy
- Comply with the HPN Utilization Management and Quality Improvement Programs and HPN Provider Manual.

Specialists

Specialists are required to provide members with access to appointments within access and availability standards/requirements. Specialists coordinate care with the member's PCP and communicate the assessments, care provided, and recommendations to the member's PCP including provision of a consultation report, summary, or discharge summary within a timely manner in accordance to the urgency of the request. Please refer to your provider agreement for details.

Specialists may also be authorized to provide health care services within the specialist's area of expertise and training to a member that requires specialized medical care over a prolonged period of time and is life threatening, degenerative or disabling in the same manner as the member's PCP following the approval of a standing referral to the specialist and in accordance with the defined treatment plan. Standing referrals may be requested by the member's PCP in consultation with a Specialist or Specialty Care Center (as applicable) and the Group Medical Director. Standing Referrals will be made pursuant to a treatment plan, if necessary to describe the course of care. Requests for standing referrals requests may be submitted through the member's Medical Group, using a *Standing Referral Form* or through another standard request method when clearly identified as a Standing Referral request.

Informed Consent

Providers must ensure patients receive sufficient information to make meaningful decisions regarding their treatment. Information provided should be clear and understandable about the benefits and risks of a proposed course of treatment, alternative treatment options, and the risks of not receiving treatment. The patient should be able to ask questions about recommended treatments so that they can make well-considered decisions about care. Providers are required to obtain written consent for any invasive procedure or treatment in accordance with all applicable State and Federal requirements.

In seeking a patient's informed consent (or the consent of the patient's surrogate if the patient lacks decision-making capacity or declines to participate in making decisions), providers should:

- Assess the patient's ability to understand relevant medical information and the implications of treatment alternatives and to make an independent, informed, and voluntary decision.
- Present relevant information accurately and sensitively, in keeping with the patient's preferences for receiving medical information. The provider should include information about:
 - The diagnosis (when known);
 - The nature and purpose of recommended interventions; and
 - The burdens, risks, and expected benefits of all options, including forgoing treatment.
- Document the informed consent conversation and the patient's (or surrogate's) decision in the medical record. When the patient/surrogate has provided specific written consent, the consent form should be included in the record.

Providers may initiate treatment without informed consent in emergency situations, which includes situations which require immediate services for alleviation of severe pain, or immediate diagnosis and treatment of unforeseeable medical conditions, which, if not immediately diagnosed and treated, would lead to serious disability or death. Inability to obtain informed consent may be caused by any of the following:

1. The patient was unconscious;
2. The medical procedure was undertaken without the consent of the patient because the physician reasonably believed that a medical procedure should be undertaken immediately and that there was insufficient time to fully inform the patient; or
3. A medical procedure was performed on a person legally incapable of giving consent, and the physician reasonably believed that a medical procedure should be undertaken immediately and that there was insufficient time to obtain the informed consent of a person authorized to give such consent for the patient.

California law requires that consent be obtained in writing for several specific procedures and treatments for specific types of conditions, including:

- Sterilizations, (DHCS 8649 to be completed and signed 30 days prior to procedure)
- Hysterectomy,
- Breast cancer,
- Prostate cancer,
- Gynecological cancers,
- Psychosurgery, and
- Electroconvulsive therapy.

If you have a financial interest in the patient's treatment recommendation that might influence your judgment about treatment decisions, you are required to disclose that interest before a procedure is performed.

You are required to obtain informed consent for participation in medical research and in the area of human experimentation and research, and to comply with all State and Federal regulations governing biomedical and behavioral research.

Programs and Services

Case Management

Case Management is designed to maximize health outcomes and resource utilization for members with special and/or complex needs, including but not limited to those with chronic conditions, multiple co-morbidities, and other health risk areas. It is a collaborative process of data analysis, selection, assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet the comprehensive needs of the member. Case Management services vary by program but generally include an initial assessment followed by individualized planning and execution of the member's care, including collaboration across providers, securing of necessary referrals and community resources, and continued follow ups to achieve health goals.

Case Management services may be opt-in or opt-out depending on the program and the member's circumstances. Providers may identify and refer members to the Group for Case Management services by utilizing the following resources.

Medical Group	Case Management Contact Information
ADOC Medical Group (ADOC)	Call (888)787-1712
Bakersfield Family Medical Group (BFMG)	Call (661) 846-4931 or fax (661) 616-9601.
Coastal Communities Physician Network (CCPN)	Call (661) 846-4931 or fax (661) 616-9601
Desert Oasis Health Care (DOHC)	Call (760) 969-6655
High Desert Medical Group (HDMG)	Call (661) 951-3000 or Fax (661)952-3690.
Heritage Victor Valley Medical Group (HVVMG)	Call (760) 245-4747 Ask for Case Management
Lakeside Medical Group (LMG)	Call (888)787-1712
Regal Medical Group (RMG)	Call (888)787-1712
Heritage Sierra Medical Group (SMG)	Call (661) 480-2022

Care Coordination

Groups' Care Coordinators are the primary facilitators of Case Management services; however, providers must work closely with Care Coordinators to manage member care and optimize health outcomes. As part of the care coordination process, providers' responsibilities include but are not limited to the following:

- Initial health assessment
- Participate in developing and updating the member's Individualized Care Plan based on health risks identified through assessments
- Participate in the member's Interdisciplinary Care Team and coordinate with other care team members for the provision of cohesive care
- Manage the member's progress against care plan goals
- Initiate and monitor referrals to specialists and other community resources
- Provide education to members on self-management of health conditions
- Participate in the member's transition of care and discharge planning processes to maintain care continuity

Transitions of Care

A transition of care occurs with a member's health status change or a change between care settings, for example home to Emergency Room, home to hospital, or facility to home whether the transition is planned or unplanned. When this occurs, transition of care procedures are implemented to mitigate potential risks associated with member transition and to reduce readmissions and unplanned admissions. To maintain continuity of member care during periods of transition, providers are expected to:

- Notify the Medical Group of any admission as quickly as possible, but not longer than one (1) day following an unplanned admission
- Participate in discharge and transition planning for the member
- Collaborate with other participants on the member's care team to re-evaluate care plan strategy and care goals
- Review and provide feedback on the member's care plan with respect to the member's evolving needs post-transition

- Perform outreach following discharge to ensure member understanding and adherence to the post-discharge treatment plan
- Educate the member on health issues, medications, and follow up care

Medical Group Care Management staff will identify members who are at risk of transitions by analyzing the utilization management data on a monthly basis and focusing on those individuals. Special Needs Program members and other high risk members need to be closely monitored for transitions of care to provide a seamless delivery of care across the health continuum. Groups utilize a Transitions of Care process to obtain the documentation necessary to ensure seamless care delivery in one business day. In most instances our concurrent review process monitors and assists in this coordination through communication with the member, the member's family and the PCP. The inpatient review nurse communicates with the discharge planner and care manager when appropriate to coordinate the member's care. The member/caregiver/family is provided with available treatment options, supports, and/or alternative courses of care and are ensured access to appropriate community resources. The focus is on providing services in the least restrictive setting and providing smooth transitions between the facilities and community.

Group's Care Managers will notify the PCP of planned and unplanned admissions within one business day. Care plans will be obtained from facilities and retained in the Group's care management system for coordination upon discharge. The member's medications are reviewed and reconciled with the member or the member's family during the transitions of care.

CMS Regulations

1. All regulations are required to be communicated to all delegated Physician Groups through policies, standards and manuals. Delegated Physician Groups are responsible for implementing and adhering to all CMS regulations outlined in these guidelines and contract.
- 2.

42 CFR §422.112 Access to Services

Medicare Regulations

HPN requires that all data elements on the CMS 1500 or UB92 forms comply with Medicare fee-for-service submission guidelines. These submissions must be complete and timely in order to contract with CMS submission deadlines and current regulations.

Accuracy and completeness of the submitted data is crucial to the contracted Physician Groups, IPAs and providers since CMS is using this information to establish payment rates under the Medicare Advantage program. In addition, CMS is requiring related entities, contractors or subcontractors of Medicare Advantage organizations to certify the accuracy, completeness and truthfulness of encounter data. CMS has instituted a program of Encounter Data Validation that includes both random and targeted medical record review of encounter data.

Common Errors

HPN is also reviewing submitted encounters to ensure the completeness and accuracy of submissions and to determine common errors. The most common errors identified are:

1. UB92
 - a. ICD-10-CM coding not to the highest level of specificity.
 - b. No HCPCS/CPT coding when required by Revenue Code.
2. CMS 1500
 - a. “Unbundling” or fragmentation of services.
 - b. ICD-10-CM coding not to the highest level of specificity.
 - c. Use of outdates or invalid procedure and diagnosis codes.

Physician Groups, IPAs and providers should only use the most current ICD-10-CM, HCPCS and CPT codes.

Additional Information

Additional information on coding accuracy is available from many sources, including the CMS website at: www.CMS.gov.

Supplemental Information

General & Utilization Management

Initial Health Appointments / New Member Visits / Assessments

PCPs will receive from the Group a list of new members who potentially require an initial assessment of their health care needs. PCPs are responsible for contacting new members via telephone and/or mail to assess the member's current need for an initial assessment and to schedule an appointment to complete the initial assessment, where necessary. If the member cannot be reached by telephone, the PCP must mail a new member letter. If the PCP determines that a qualifying assessment has been performed elsewhere, the appropriate records must be obtained and documented in the member's medical record. All attempts to complete an initial assessment, including instances where the member misses a scheduled appointment or refuses to complete the assessment, must be documented in the member's medical record. Documentation of all outreach attempts and assessments will be included in the member's medical record and will be utilized, as appropriate, for follow up and coordination services.

For Medicare Advantage members:

A best effort attempt (including follow-up on unsuccessful attempts to reach the member) to complete the initial assessment of the member's health care needs should be performed within 90 days of the member's effective date of enrollment. The original Medicare initial preventative visit (i.e., Welcome to Medicare preventative visit), an Annual Wellness Visit, or a recent previous physical examination in a Commercial plan (to which the provider has access) would satisfy this requirement. Initial assessments and annual visits must include a review of the member's current opioid prescriptions and screening for potential substance use disorders.

For Medi-Cal and AIP members:

An Initial Health Appointment (IHA) must be completed for all members and periodically re-administered in accordance with the timeframes outlined below.

An IHA:

- Must be performed by a provider within the primary care medical setting.
 - Medical settings should be designated as general practice, pediatrics, obstetrics, gynecology, and internal medicine in alignment with the definition of PCPs.
- Must be provided in a way that is culturally and linguistically appropriate for the member.
- It is not necessary if the member's PCP determines that the member's medical record contains complete information that was updated within the previous 12 months.
 - This information must be assessed by the PCP within the first 120 days of member enrollment, in accordance with the IHA timeframes outlined below, and the conclusion of the PCP's assessment must be documented in the member's medical record.
- Other reasons a member may not complete an IHA are the following:
 - Member disenrolled before 120 days;
 - Member refuses IHA completion; and
 - Reasonable attempts by the PCP to contact the member were unsuccessful.

The IHA must include all of the following:

- A history of the member's physical and mental/behavioral health;
- An identification of risks;
- An assessment of need for preventive screens or services;
- Health education; and

- The diagnosis and plan for treatment of any diseases.

Reasonable attempts to contact members and schedule the IHA will be performed and documented. The IHA must be completed within 120 days of enrollment for new members, except for members under the age of 18 months, for whom an IHA will be provided within 120 calendar days following enrollment or within periodicity timelines established by the American Academy of Pediatrics (AAP) Bright Futures Initiative for ages 2 or younger, whichever is sooner. For children and youth (i.e., individuals under the age of 21 years), Early and Periodic Screening, Diagnostic and Treatment (EPSDT) screenings will be covered in accordance with the AAP/Bright Futures periodicity schedule and policy. Groups, in accordance with delegation, must hold network providers accountable for providing all preventive screenings for adults and children as recommended by USPSTF. These elements are not required to be completed during the initial appointment so long as members receive all required screenings in a timely manner consistent with USPSTF guidelines.

Providers should initiate the medically necessary diagnostic, treatment, and follow-up services determined to be necessary as a result of the findings of the IHA as soon as possible but no later than 60 calendar days following the discovery of a problem requiring follow up.

Providers and their staff are required to receive training regarding IHAs.

For Medi-Cal Members

An annual cognitive health assessment for members who are 65 years of age or older and who do not have Medicare coverage. Any licensed health care professional who is enrolled as a Medi-Cal provider, acting within their scope of practice, and is eligible to bill evaluation and management (E&M) codes is eligible to conduct a cognitive health assessment for members of the Group with whom they are contracted, after completing the required training (i.e., DHCS's Dementia Care Aware cognitive health assessment training).

Providers must administer the annual cognitive health assessment as a component of an E&M visit, including but not limited to an office visit, consultation, or preventive medicine service. Elements of the cognitive health assessment can be conducted by non-billing team members acting within their scope of practice and under the supervision of the billing provider.

Providers must document all of the following in the member's medical records and have such records available upon request:

- The screening tool(s) that were used (at least one cognitive assessment tool listed below is required);
- Verification that screening results were reviewed by the provider;
- The results of the screening;
- The interpretation of results; and
- Details discussed with the member and/or authorized representative and any appropriate actions taken in regards to screening results.

At least one cognitive assessment tool listed below is required. Cognitive assessment tools used to determine if a full dementia evaluation is needed include, but are not limited to:

- Patient assessment tools
 - General Practitioner assessment of Cognition (GPCOG)
 - Mini-Cog
- Informant tools (family members and close friends)
 - Eight-item Informant Interview to Differentiate Aging and Dementia
 - GPCOG
 - Short Informant Questionnaire on Cognitive Decline in the Elderly

Providers must provide appropriate and necessary follow-up services based on assessment scores. These may include, but are not limited to, additional assessment or specialist referrals.

For members who are under 65 years of age and reporting symptoms or showing signs of cognitive decline, Groups are required to provide medically necessary and appropriate coverage of assessments, which may include but are not limited to cognitive health assessments, appropriate treatment services, and necessary referrals.

For Commercial/Exchange/Medi-Cal Members

Providers will inform members of childbearing age of the availability of Comprehensive Perinatal Services and how to access such services as soon as pregnancy is determined. Groups will ensure initiation of prenatal care as soon as possible and will not require prior authorization for basic prenatal care or preventive services. Providers will ensure that at least one maternal mental health screening for maternal mental health will be conducted during pregnancy, at least one additional screening to be conducted during the first six weeks of the postpartum period, and additional postpartum screenings, if determined to be medically necessary and clinically appropriate in the judgment of the treating provider.

Mammography, Screening, and Diagnostic for Breast Cancer

Providers should screen for diagnosis of, and provide treatment for, breast cancer consistent with generally accepted medical practice and scientific evidence upon referral by the member's PCP, nurse practitioner, physician assistant, certified nurse midwife, or other licensed provider, providing care to the member and operating within the scope of practice under existing law.

Medicare Advantage and EAE D-SNP members may self-refer to a contracted provider for a screening mammography.

STATE OF CALIFORNIA REQUIREMENTS *(DOES NOT APPLY TO MEDICARE ADVANTAGE MEMBERS)*

Biomarker Testing

(DOES NOT APPLY TO MEDICARE ADVANTAGE MEMBERS)

Biomarker testing is covered for the purposes of diagnosis, treatment, appropriate management, or ongoing monitoring of a member's disease or condition to guide treatment decisions that meet the following:

1. A labeled indication for a test that has been approved or cleared by the United States Food and Drug Administration (FDA) or is an indicated test for an FDA-approved drug.
2. A national coverage determination made by the federal Centers for Medicare and Medicaid Services.
3. A local coverage determination made by a Medicare Administrative Contractor for California.
4. Evidence-based clinical practice guidelines, supported by peer-reviewed literature and peer-reviewed scientific studies published in or accepted for publication by medical journals that meet nationally recognized requirements for scientific manuscripts and that submit most of their published articles for review by experts who are not part of the editorial staff.
5. Standards set by the National Academy of Medicine.

Biomarker testing should be provided in a manner that limits disruptions in care, including the need for multiple biopsies or biospecimen samples.

Prior authorization is not required for either of the following, when testing is for an FDA-approved therapy for advanced or metastatic cancer:

1. Biomarker testing for a member with advanced or metastatic stage 3 or 4 cancer, or
2. Biomarker testing for cancer progression or recurrence for a member with advanced or metastatic stage 3 or 4 cancer.

Prior authorization is required on biomarker testing that is not for an FDA-approved therapy for advanced or metastatic stage 3 or 4 cancer.

Member's rights to biomarker testing as part of an approved clinical trial are not affected by this section.

Blood Lead Screening

(DOES NOT APPLY TO MEDICARE ADVANTAGE MEMBERS)

Providers will comply with current federal and state laws and industry guidelines for health care providers issued by the California Department of Public Health's Childhood Lead Poisoning Prevention Branch (CLPPB). Providers are expected to:

- Provide oral or written anticipatory guidance to the parent(s) or guardian(s) of a child member that, at a minimum, includes information that children can be harmed by exposure to lead, especially deteriorating or disturbed lead-based paint and the dust from it, and are particularly at risk of lead poisoning from the time the child begins to crawl until 72 months of age. This anticipatory guidance must be provided to the parent or guardian at each periodic health assessment (PHA), starting at 6 months of age and continuing until 72 months (i.e., 6 years) of age.
- Order all Medi-Cal children to be screened for lead poisoning.
- For all other children, evaluate the child's risk for lead poisoning by asking a parent or guardian of the child the following question: "Does your child live in or spend a lot of time in a place built before 1978 that has peeling or chipped paint or has been recently renovated?" If the parent or guardian responds affirmatively or that they don't know, the child will be screened for lead poisoning.
- Perform screenings and evaluations in accordance with the following:
 - At 12 months and at 24 months of age.
 - When the provider performing a PHA becomes aware that a child 12 to 24 months of age has no documented evidence of a blood lead screening test taken at 12 months of age or thereafter.
 - When the provider performing a PHA becomes aware that a child 24 to 72 months of age has no documented evidence of a blood lead screening test taken.
 - Any time a change in circumstances has, in the professional judgement of provider, put the child member at risk of lead poisoning.
 - If requested by the parent or guardian.
- Follow the Centers for Disease Control and Prevention (CDC) Recommendations for Post-Arrival Lead Screening of Refugees contained in the CLPBB-issued guidelines.
- Document any lead screening and tests ordered or performed in accordance with medical record content requirements.

Providers are not required to perform a blood lead screening test if either of the following applies:

- In the professional judgement of the provider, the risk of screening poses a greater risk to the child member's health than the risk of lead poisoning.
- If a parent, guardian, or other person with legal authority to withhold consent for the child refuses to consent to the screening.

Documentation of the reason(s) for not performing a blood lead screening test must be recorded in the member's medical record. In cases where consent has been withheld, providers must obtain a signed statement of voluntary refusal which will be maintained in the member's medical record. If a signed statement of voluntary refusal cannot be obtained because the party that withheld consent refuses or declines to sign it or is unable to sign it (e.g., when services are provided via telehealth modality), providers must document the reason for not obtaining a signed statement of voluntary refusal in the member's medical record.

Breastfeeding Promotion, Education, and Counseling (DOES NOT APPLY TO MEDICARE ADVANTAGE MEMBERS)

Providers are responsible to support women before and after childbirth by providing interventions directly or by referral to help them make an informed choice about how to feed their infants and to be successful in their choice. Interventions include promoting the benefits of breastfeeding, providing practical advice and direct support on how to breastfeed, and providing psychological support. Providers will provide breastfeeding promotion, education and counseling services to members, and provide medically necessary breastfeeding related services during the Antenatal, Peri-Natal, and Post-Partum periods to ensure the successful initiation and maintenance of breastfeeding as long as they are delegated to provide these services.

For Medi-Cal Members

Providers are responsible to administer breastfeeding promotion, education, and counseling services as well as comprehensive and well-integrated services during the pre-natal and post-partum periods for pregnant and breastfeeding members.

Services provided during the pre-natal period should include:

- Nutrition and health education assessments and interventions as part of pre-natal care.
- Breastfeeding education and counseling.
- Education on the health benefits and economic advantages of breastfeeding, maternal and infant nutrition, lactation management, commonly perceived barriers to breastfeeding, and strategies to overcome barriers to breastfeeding.

Services provided during the post-partum period should include the following breastfeeding promotion, education and counseling services:

- Post-partum support for breastfeeding mothers through continued health education, counseling, and the provision of medically necessary interventions.
- Breastfeeding support assessment during the first newborn visit after delivery.
- Professional lactation consultation services by knowledgeable health practitioners experienced in providing lactation consultation services with appropriate referrals.
- Distribution of culturally appropriate education materials at provider sites during routine and pre-natal care visits.
- Information regarding techniques for successful initiation of breastfeeding delivered to the mother at an appropriate time after delivery.
- Information about breastfeeding contraindications for certain health risks such as galactosemia and human immunodeficiency virus (HIV) infection.

Providers must refer the member for medically necessary equipment, such as breast pumps, or other specialized equipment.

Providers are not permitted to perform any marketing functions for artificial milk substitutes or formula companies, and may not routinely distribute formula samples, coupons, and materials regarding infant formula to pregnant and post-partum women.

Eligible pregnant and breastfeeding members should be referred to the Women, Infants, and Children (WIC) Supplemental Nutrition program as appropriate. Breastfeeding promotion, education and counseling services and/or activities must be coordinated with the local WIC agency.

Medi-Cal covers medically necessary pasteurized donor human milk (PDHM) milk when obtained from a licensed and approved facility.

For Commercial and Exchange Members

45 CFR §147.130 notes that a group health plan must provide coverage for evidence-based items or services that have in effect a rating of A or B in the current recommendations of the United States Preventive Services Task Force (USPSTF) with respect to the individual involved. Breastfeeding interventions have a B rating as of the release date of October 2016 and denotes the following:

1. Primary care clinicians can support women before and after childbirth by providing interventions directly or by referral to help them make an informed choice about how to feed their infants and to be successful in their choice. Interventions include promoting the benefits of breastfeeding, providing practical advice and direct support on how to breastfeed, and providing psychological support.
2. Interventions can be categorized as professional support, peer support, and formal education, although none of these categories are mutually exclusive, and interventions may be combined within and between categories.

Donor breast milk is considered an essential health benefit and is covered when determined to be medically necessary and obtained through a licensed tissue bank

Exchange Members

Breastfeeding support, supplies and counseling is a required benefit for all Marketplace health plans. Groups will need to coordinate member needs and verify covered services with the member's health plan.

Cancer Screening Tests *(DOES NOT APPLY TO MEDICARE ADVANTAGE MEMBERS)*

Cancer screening tests which are generally medically accepted are covered. Providers should refer to published guidelines from USPSTF and the American Cancer Society for those tests which are considered generally medically accepted

California Community Assistance, Recovery, and Empowerment (CARE) Act *(DOES NOT APPLY TO MEDICARE ADVANTAGE, MEDI-CAL, NOR EAE D-SNP MEMBERS; APPLIES TO COMMERCIAL AND EXCHANGE MEMBERS ONLY)*

As of July 1, 2023, prior authorization is not required for services, other than prescription drugs, where delegated, provided pursuant to a CARE agreement or CARE plan approved by a court pursuant to the CARE Act. However, Groups may require prior authorization for services as permitted by future guidance from the state.

Diabetic Equipment and Supplies *(DOES NOT APPLY TO MEDICARE ADVANTAGE MEMBERS)*

Equipment and supplies for the management and treatment of insulin-using diabetes, non-insulin-using diabetes, and gestational diabetes are covered when medically necessary, even if the items are available without a prescription. This includes:

- Blood glucose monitors and blood glucose testing strips
- Blood glucose monitors designed to assist the visually impaired
- Insulin pumps and all related necessary supplies
- Ketone urine testing strips
- Lancets and lancet puncture devices
- Pen delivery systems for the administration of insulin
- Podiatric devices to prevent or treat diabetes-related complications
- Insulin syringes
- Visual aids, excluding eyewear, to assist the visually impaired with proper dosing of insulin

Diabetes outpatient self-management training, education, and medical nutritional therapy are also covered and must be provided by appropriately licensed or registered health care professionals as prescribed by a participating health care professional legally authorized to prescribe the service. This includes but is not limited to instruction that will enable diabetic patients and their families to gain an understanding of the diabetic disease process, and the daily management of diabetic therapy, in order to avoid frequent hospitalizations and complications.

Pediatric Asthma Treatment and Education *(DOES NOT APPLY TO MEDICARE ADVANTAGE MEMBERS)*

PCPs should provide education to members related to pediatric asthma, including education to enable members to properly use asthma-related devices including inhaler spacers, nebulizers, and peak flow meters. Such education must be consistent with current professional medical practice.

Providers may request coverage from the Group for the following equipment and supplies when medically necessary for the management and treatment of pediatric asthma:

- Nebulizers, including face masks and tubing

- Peak flow meters

Coverage for inhaler spacers should be requested through the member's health plan pharmacy benefit.

Standard Fertility Preservation Coverage

(DOES NOT APPLY TO MEDICARE ADVANTAGE, MEDI-CAL, NOR EAE D-SNP MEMBERS; APPLIES TO COMMERCIAL AND EXCHANGE MEMBERS ONLY)

When a covered treatment may directly or indirectly cause iatrogenic infertility, meaning infertility caused directly or indirectly by surgery, chemotherapy, radiation, or other medical treatment, standard fertility preservation services are included as a basic healthcare service and are not within the scope of coverage for the treatment of infertility. Standard fertility preservation services include procedures consistent with the medical practices and professional guidelines published by the American Society of Clinical Oncology or the American Society for Reproductive Medicine.

Standing Referrals

(DOES NOT APPLY TO MEDICARE ADVANTAGE MEMBERS)

When a member has a condition or disease that requires specialized medical care over a prolonged period of time, and is life threatening, degenerative, or disabling, the member's PCP may request a standing referral to a specialist or a specialty care center that has expertise in treating the condition or disease for the purpose of having the specialist coordinate the member's healthcare.

If there is no specialist or specialty care center within the Group's network appropriate to provide treatment to the member, the PCP may refer the member to a specialist or specialty care center that is not employed by or under contract with the Group, as determined by the PCP in consultation with the Group Medical Director and as documented in the treatment plan.

Requests for standing referrals may be submitted to the Group using the "Standing Referral Form" or any other document clearly identifying the request as a standing referral request. If the standing referral request is granted, the specialist shall be authorized to provide health care services that are within the specialist's area of expertise and training to the member in the same manner as the member's PCP, subject to the terms of the treatment plan.

Medi-Cal Only Requirements

(APPLY TO MEDI-CAL MEMBERS ONLY)

Alcohol and Drug Screening, Assessment, Brief Interventions, and Referral to Treatment

(APPLIES TO MEDI-CAL MEMBERS ONLY)

Consistent with USPSTF recommendations and the Preventive Services Medi-Cal Provider Manual, PCPs must provide Alcohol and Drug Screening, Assessment, Brief Interventions and Referral to Treatment (SBIRT) to members 11 years of age and older, including pregnant women. Additional screenings will be provided when determined to be medically necessary; such need must be documented by the PCP in the member's medical record.

PCPs must also provide preventive services for members who are 21 years of age or older consistent with certain USPSTF recommendations, including

1. Screening for unhealthy alcohol use in primary care settings for adults 18 years or older, including pregnant women.

2. Providing persons engaged in risky or hazardous drinking with brief behavioral counseling interventions to reduce unhealthy alcohol use.
3. Screening by asking questions about unhealthy drug use in adults 18 years or older. Screening should be implemented when services for accurate diagnosis, effective treatment, and appropriate care can be offered or referred.

Unhealthy alcohol and drug use screening must be conducted using validated screening tools. Validated screening tools include, but are not limited to:

- The Alcohol Use Disorders Identification Test (AUDIT-C)
- National Institute on Drug Abuse (NIDA) Quick Screen for adults;
- The single NIDA Quick Screen alcohol-related question can be used for alcohol use screening;
- Cut Down-Annoyed-Guilty-Eye-Opener Adapted to Include Drugs (CAGE-AID);
- Tobacco Alcohol, Prescription medication and other Substances (TAPS);
- Drug Abuse Screening Test (DAST-10);
- Parents, Partner, Past and Present (4Ps) for pregnant women and adolescents;
- Car, Relax, Alone, Forget, Friends, Trouble (CRAFT) for non-pregnant adolescents; and
- Michigan Alcoholism Screening Test Geriatric (MAST-G) alcohol screening for geriatric population

When a screening is positive, validated assessment tools should be used to determine if unhealthy alcohol use or SUD is present. Validated alcohol and drug assessment tools may be used without first using validated screening tools. Validated assessment tools include, but are not limited to:

- NIDA-Modified Alcohol, Smoking and Substance Involvement Screening Test (NM-ASSIST);
- Drug Abuse Screening Test (DAST-20); and
- Alcohol Use Disorders Identification Test (AUDIT).

For members with brief assessments that reveal unhealthy alcohol use, brief misuse counseling must be offered for alcohol misuse.

Appropriate referral for additional evaluation and treatment, including medications for addiction treatment, must be offered to members whose brief assessment demonstrates probable alcohol or substance use disorder. Alcohol and/or drug brief interventions include alcohol misuse counseling and counseling a member regarding additional treatment options, referrals, or services. Brief interventions must include the following:

1. Providing feedback to the member regarding screening and assessment results;
2. Discussing negative consequences that have occurred and the overall severity of the problem;
3. Supporting the patient in making behavioral changes; and
4. Discussing and agreeing on plans for follow-up with the member, including referral to other treatment if indicated.

PCPs must maintain documentation of the following in the member's medical record.

1. The service provided (e.g., screen and brief intervention);
2. The name of the screening instrument and the score on the screening instrument (unless the screening tool is embedded in the electronic health record);
3. The name of the assessment instrument (when indicated) and the score on the assessment (unless the screening tool is embedded in the electronic health record); and
4. If and where a referral to an alcohol or substance use disorder program was made.

PCPs maintain documentation of SBIRT services provided to members. When a member transfers from one PCP to another, the receiving PCP must obtain the member's prior medical records, including those pertaining to the provision of preventive services.

California Children's Services (CCS) Program (APPLIES TO MEDI-CAL MEMBERS ONLY)

The CCS Program, which is administered via a partnership between county health departments and DHCS, provides diagnostic and treatment services, medical case management, and physical and occupational therapy services to children under the age of 21 with CCS-eligible medical conditions. For County Organized Health System (COHS) counties, including Orange County, the CCS program was integrated into Medi-Cal managed care effective July 1, 2019 under the Whole Child Model (WCM) program. Examples of CCS-eligible conditions include, but are not limited to, chronic medical conditions such as cystic fibrosis, hemophilia, cerebral palsy, heart disease, cancer, traumatic injuries, and infectious diseases producing major sequelae³ In general, CCS covers medical conditions that are physically disabling or require medical, surgical, or rehabilitate services.

Providers must identify members potentially eligible for CCS, inform the member and/or their family of the program and application process, and refer the member to the local CCS office or to the Medical Group. Providers may also assist members or their families with the application process. Referrals to the county CCS program must be documented in the member's medical record.

Cancer Care (APPLIES TO MEDI-CAL MEMBERS ONLY)

Under the California Cancer Care Equity Act, eligible members with complex cancer diagnoses⁴ may request a referral to receive medically necessary services through any of the following in-network providers, unless the member chooses a different cancer treatment provider:

1. A National Cancer Institute (NCI)-Designated Comprehensive Cancer Center.
2. A NCI Community Oncology Research Program (NCORP)-Affiliated Site.
3. A Qualifying Academic Cancer Center.

Under certain circumstances, members may be permitted to request referrals to receive medically necessary services through an out-of-network NCI-Designated Comprehensive Cancer Center, out-of-network NCORP-Affiliated Site, or out-of-network Qualifying Academic Cancer Center.

Comprehensive Perinatal Services Program (CPSP) (APPLIES TO MEDI-CAL MEMBERS ONLY)

³ <https://www.dhcs.ca.gov/services/ccs/Pages/ProgramOverview.aspx> ⁴ A diagnosis for which there is no standard treatment approved by the FDA, or for which known, highly effective therapy for metastatic cancer has failed and any of the following diagnoses: hematological malignancies, acute leukemia, advanced, relapsed, refractory non-Hodgkin lymphoma and multiple myeloma, including BPDCN and T-cell leukemias and lymphomas, and Advanced Stage, relapsed solid tumors refractory to standard FDA-approved treatment options, Advanced Stage rare solid tumors for which there is no known effective standard treatment options, or any other condition as determined by DHCS.

⁴ A diagnosis for which there is no standard treatment approved by the FDA, or for which known, highly effective therapy for metastatic cancer has failed and any of the following diagnoses: hematological malignancies, acute leukemia, advanced, relapsed, refractory non-Hodgkin lymphoma and multiple myeloma, including BPDCN and T-cell leukemias and lymphomas, and Advanced Stage, relapsed solid tumors refractory to standard FDA-approved treatment options, Advanced Stage rare solid tumors for which there is no known effective standard treatment options, or any other condition as determined by DHCS.

The CPSP integrates nutrition, psychosocial, and health education services with basic obstetrical services for a multi-disciplinary approach to the delivery of pre-natal care. The program is based on the recognition that providing these services from conception through 60 days after the month following delivery contributes significantly to improved pregnancy outcomes

Members should be informed of the availability of CPSP services and how to access such services as soon as pregnancy is determined. Providers must document the offer and acceptance or refusal of CPSP services in the member's medical record.

The most current standards or guidelines from the American College of Obstetricians and Gynecologists (ACOG) serve as the minimum measure of quality for perinatal services. Services must be provided in accordance with the Newborn Screening Regulations as set forth in Title 17, California Administrative Code, Section 6500 et seq. and the Hemolytic Disease of the Newborn Requirements as set forth in Title 17, California Administrative Code, Section 6510 et seq.

Perinatal care providers provide CPSP services in accordance with program requirements. All CPSP services must be documented in the member's medical record, including but not limited to:

- A brief description of the service(s) provided.
- Member refusal of any assessment, intervention, treatment, or referral offered.
- A signature of the person providing the service, including their title.
- The date the service was provided.
- The length of time (in minutes) service was provided face-to-face with the member.

The obstetric provider is responsible for personal supervision of the member's care plan to ensure that all identified risk conditions are followed up with interventions expected to ameliorate or remedy the condition or problem in a prioritized manner. This supervision is the obstetric provider's responsibility whether the support services, assessments, and interventions are accomplished in their practice or at another location.

Doula Services

(APPLIES TO MEDI-CAL MEMBERS ONLY)

Doula⁵ services may be covered for prenatal, perinatal, and postpartum members. Doula services can be provided virtually or in-person with locations in any setting including but not limited to homes, office visits, hospitals, or alternative birth centers.

If a member requests or requires pregnancy-related services that are available through Medi-Cal, then the doula should work with the member's primary care provider (if that information is available) or work with the Group to refer the member to a network provider who is able to render the service. These Medi-Cal services include but are not limited to:

- Behavioral health services
- Belly binding after cesarean section by clinical personnel
- Clinical case coordination
- Health care services related to pregnancy, birth, and the postpartum period
- Childbirth education group classes
- Comprehensive health education including orientation, assessment, and planning (CPSP services as described above)
- Hypnotherapy (non-specialty mental health service)
- Lactation consulting, group classes, and supplies

⁵ A doula is a birth worker who provides health education, advocacy, and physical, emotional, and non-medical support for pregnant and postpartum persons before, during, and after child birth, including support during miscarriage, stillbirth, and abortion. Doulas are not licensed and they do not require supervision.

- Nutrition services (assessment, counseling, and development of care plan)
- Transportation
- Medically appropriate Community Supports services

Doula services do not include diagnosis of medical conditions, provision of medical advice, or any type of clinical assessment, exam, or procedure. The following services are not covered under Medi-Cal or as doula services:

- Belly binding (traditional/ceremonial)
- Birthing ceremonies (e.g., sealing, closing the bones)
- Group classes on babywearing
- Massage (maternal or infant)
- Photography
- Placenta encapsulation
- Shopping
- Vaginal steams
- Yoga

Doula services require a written recommendation by a physician or other licensed practitioner of the healing arts acting within their scope of practice under state law. The recommending physician or licensed practitioner does not need to be enrolled in Medi-Cal or be a Group network provider.

The initial recommendation can be provided through the following methods:

- Written recommendation in the member's record.
- Standing order for doula services by the contracted health plan, Group, or licensed provider.
- Standard form, such as the DHCS Medi-Cal Doula Services Recommendation, signed by a physician or other licensed practitioner that a member can provide to the Doula. Groups may have a specific form that can be submitted.

A second recommendation is required for additional visits during the postpartum period. A recommendation for additional visits during the postpartum period cannot be established by standing order. The additional recommendation authorizes nine or fewer additional postpartum visits.

Doulas must document the dates, time, and duration of services provided to members. Documentation must also reflect information on the service provided and the length of time spent with the member that day. Documentation should be integrated into the member's medical record and must include the Doula's National Provider Identifier (NPI).

Early And Periodic Screening, Diagnostic, And Treatment (EPSDT) (APPLIES TO MEDI-CAL MEMBERS ONLY)

EPSDT provides Medi-Cal members under the age of 21 with a comprehensive, high-quality array of preventative (such as screening), diagnostic, and treatment services without cost to the member. EPSDT services include the following, which are provided at intervals meeting reasonable standards of practice (according to the AAP Bright Futures periodicity schedule) or at other such intervals indicated as medically necessary to determine the existing of a suspected physical or mental illness or condition:

- Screening services, which at a minimum includes:
 - A comprehensive health and developmental history (including assessment of both physical and mental health development);
 - A comprehensive unclothed physical exam;

- Appropriate immunizations according to age and health history;
- Laboratory tests (including lead blood level assessment appropriate for age and risk factors); and
- Health education (including anticipatory guidance) for both child and caregiver.
- Vision services, which at a minimum includes diagnosis and treatment for defects in vision, including eyeglasses.
- Dental services, which at a minimum includes relief of pain and infections, restoration of teeth, and maintenance of dental health.
- Hearing services, which at a minimum includes diagnosis and treatment for defects in hearing, including hearing aids.
- Other necessary health care, diagnostic services, treatment, and other measures to correct or ameliorate defects and physical and mental illnesses and conditions discovered by the screening services.

Providers should render EPSDT preventive services, including screenings, designed to identify health and developmental issues as early as possible for members under the age of 21. Appropriate diagnostic and treatment services should be initiated as soon as possible but no later than 60 calendar days following either a preventive screening or other visit that identifies the need for follow-up.

All EPSDT services offered, including those administered or refused, as well as referrals for the necessary follow up diagnostic and treatment services must be documented in the member’s medical record.

Prior Authorization is not required for EPSDT screening services. Prior Authorization may be required for other EPSDT services.

Expanded Mental Health Services (APPLIES TO MEDI-CAL MEMBERS ONLY)

Medically necessary mental health services, including non-specialty mental health services (NSMHS) and behavioral health treatment (BHT) may be delegated to the Groups. This includes:

- Mental health evaluation and treatment, including individual, group, and family psychotherapy.
- Psychological and neuropsychological testing when clinically indicated to evaluate a mental health condition.
- Outpatient services for the purposes of monitoring drug therapy.
- Outpatient laboratory, drugs (not including medications covered under the Medi-Cal Rx Contract Drug List), supplies and supplements.
- Psychiatric consultation.
- Screening and brief intervention

Specialty Mental Health Services (SMHS)

The Medi-Cal SMHS program is “carved out” of the broader Medi-Cal program and operates under the authority of a waiver approved by CMS. DHCS is responsible for administering the Medi-Cal SMHS waiver program, which provides SMHS to Medi-Cal beneficiaries through county mental health plans (MHPs).

To receive SMHS, members under 21 years of age must meet either of the following criteria (1) or (2) below:

1. The member has a condition placing them at high risk for a mental health disorder due to experience of trauma evidenced by any of the following: scoring in the high-risk range under a trauma screening tool approved by the department, involvement in the child welfare system, juvenile justice involvement, or experiencing homelessness; **OR**
2. The member meets both of the following requirements in (a) and (b), below:
 - a. The beneficiary has at least one of the following:

- i. A significant impairment.
 - ii. A reasonable probability of significant deterioration in an important area of life functioning.
 - iii. A reasonable probability of not progressing developmentally as appropriate.
 - iv. A need for specialty mental health services, regardless of presence of impairment, that are not included within the mental health benefits that a Medi-Cal managed care plan is required to provide; **AND**
- b. The member's condition as described in subparagraph (2) above is due to one of the following:
- i. A diagnosed mental health disorder, according to the criteria of the current editions of the Diagnostic and Statistical Manual of Mental Disorders⁶ and the International Statistical Classification of Diseases and Related Health Problems.
 - ii. A suspected mental health disorder that has not yet been diagnosed.
 - iii. Significant trauma placing the member at risk of a future mental health condition, based on the assessment of a licensed mental health professional.

Contact the member's Medical Group or Health Plan for information regarding adult criteria to receive outpatient SMHS.

Providers should refer members requiring SMHS to the county MHP for provision of such services. Group case managers can assist providers with coordination with county MHPs for the delivery of SMHS.

Hepatitis C Virus (HCV) Treatment *(APPLIES TO MEDI-CAL MEMBERS ONLY)*

Providers must comply with

Providers comply with DHCS guidance including the "Treatment Policy for the Management of Chronic Hepatitis C" including any future releases or subsequent updates to this policy. <http://www.dhcs.ca.gov/Pages/HepatitisC.aspx>.

Feeding and Eating Disorders *(APPLIES TO MEDI-CAL MEMBERS ONLY)*

Groups and County MHPs share a joint responsibility to provide medically necessary services to Medi-Cal beneficiaries with eating disorders. Contact the member's Medical Group or Health Plan when services may be required.

Tobacco Prevention And Cessation *(APPLIES TO MEDI-CAL MEMBERS ONLY)*

Identification and Tracking

Providers are responsible for identifying and tracking members' tobacco use (both initially and annually), including the following:

- Completing the Initial Health Appointment, for all new members.
- Assessing tobacco use status for every member annually
- Asking tobacco users about their current tobacco use and documenting such in their medical record at every visit.

PCPs are expected to institute a tobacco user identification system in accordance with USPSTF recommendations. This may include:

- Adding tobacco use as a vital sign in the chart or electronic health record system.
- Using International Classification of Diseases (ICD)-10 codes in the member's medical record to record tobacco use.
- Placing a chart stamp or sticker on the chart when the member indicates he or she uses tobacco;
- Reviewing Nicotine Replacement Therapy (NRT) claims.

Counseling for Members Who Use Tobacco Products

Members who wish to quit smoking will be offered counseling at no cost to the member, regardless if the member opts to use tobacco cessation medications. Providers are encouraged to use the "5 As" model (Ask, Advise, Assess, Assist, Arrange), the "5 Rs" model (Relevance, Risks, Rewards, Roadblocks, Repetition), or other validated behavioral change model when counseling members regarding tobacco cessation. Members are eligible to receive a minimum of at least 4 counseling sessions of at least 10 minutes, which may be conducted in person or by telephone and individual or group counseling setting. Tobacco cessation counseling is covered without prior authorization for at least 2 separate quit attempts per year, with no mandatory breaks between quit attempts.

Members who use tobacco should be referred to the California Smokers' Helpline (Helpline) (1-800-NO-BUTTS) or other comparable quit-line service. Providers are encouraged to use the Helpline's web- or e-referral systems.

Tobacco Cessation Medications

The Medi-Cal pharmacy benefit covers all FDA-approved products for smoking cessation. When dispensed and billed by an enrolled Medi-Cal pharmacy provider, all such products are carved out to Medi-Cal Rx. Medical providers can also legally provide such products to their patients. Groups, if delegated, are responsible for these medical claims just as they would be for any other claim billed by a non-pharmacy provider.

Members are not required to provide proof of counseling in order to obtain tobacco cessation medications.

Services for Pregnant Tobacco Users

Pregnant members must be offered tailored, one-on-one counseling exceeding minimal advice to quit. Providers are required to:

- Ask all pregnant members if they use tobacco or are exposed to tobacco smoke.
 - Pregnant members who smoke should be provided assistance with quitting throughout their pregnancies.
- Offer all pregnant members who use tobacco at least one face-to-face tobacco cessation counseling session per quit attempt. Face-to-face tobacco-cessation counseling services may be provided by, or under supervision, of a physician legally authorized to furnish such services under state law.
- Ensure that pregnant members are referred to a tobacco cessation quit line, such as the Helpline. These tobacco cessation counseling services are covered for 60 days after delivery, plus any additional days needed to the end of the respective month
- Refer to the tobacco cessation guidelines by ACOG before prescribing tobacco cessation medications during pregnancy.

Prevention of Tobacco Use in Children and Adolescents

Medically necessary tobacco cessation services, including counseling and pharmacotherapy, are covered for children up to age 21 under the EPSDT benefit. The EPSDT benefit includes the provision of anticipatory guidance and risk-reduction counseling regarding tobacco use.

PCPs are required to provide interventions, including education or counseling, in an attempt to prevent initiation of tobacco use in school-aged children and adolescents. Such services must be provided in accordance with the AAP Bright Futures periodicity schedule and anticipatory guidance, as periodically updated.

Clinical Practice Guidelines

Providers should review and employ the U.S. Public Health Service's *Treating Tobacco Use and Dependence* guidelines⁶ (Guidelines), which contain effective, experimentally validated tobacco dependence treatments and practices. The 10 key recommendations from these Guidelines are:

- Tobacco dependence is a chronic disease that often requires repeated intervention and multiple attempts to quit. Effective treatments exist, however, that can significantly increase rates of long-term abstinence.
- It is essential that clinicians and health care delivery systems consistently identify and document tobacco use status and treat every tobacco user seen in a health care setting.
- Tobacco dependence treatments are effective across a broad range of populations. Clinicians should encourage every patient willing to make a quit attempt to use the counseling treatments and medications recommended in the Guidelines.
- Brief tobacco dependence treatment is effective. Clinicians should offer every patient who uses tobacco at least the brief treatments shown to be effective in the Guidelines.
- Individual, group, and telephone counseling are effective, and their effectiveness increases with treatment intensity. Two components of counseling are especially effective, and clinicians should use these when counseling patients making a quit attempt:
 - Practical counseling (problem-solving/skills training)
 - Social support delivered as part of treatment
- Numerous effective medications are available for tobacco dependence, and clinicians should encourage their use by all patients attempting to quit smoking—except when medically contraindicated or with specific populations for which there is insufficient evidence of effectiveness (i.e., pregnant women, smokeless tobacco users, light smokers, and adolescents).
 - Seven first-line medications (5 nicotine and 2 non-nicotine) reliably increase long-term smoking abstinence rates
 - Bupropion SR
 - Nicotine gum
 - Nicotine inhaler
 - Nicotine lozenge
 - Nicotine nasal spray
 - Nicotine patch
 - Varenicline
 - Clinicians also should consider the use of certain combinations of medications identified as effective in the Guidelines.
- Counseling and medication are effective when used by themselves for treating tobacco dependence. The combination of counseling and medication, however, is more effective than either alone. Thus, clinicians should encourage all individuals making a quit attempt to use both counseling and medication.

⁶ Fiore MC, Jaén CR, Baker TB, et al. *Treating Tobacco Use and Dependence: 2008 Update*. Clinical Practice Guideline. Rockville, MD: U.S. Department of Health and Human Services. Public Health Service. May 2008. Available at: <https://www.ncbi.nlm.nih.gov/books/NBK63952/>

- Telephone quitline counseling is effective with diverse populations and has broad reach. Therefore, both clinicians and health care delivery systems should ensure patient access to quitlines and promote quitline use.
- If a tobacco user currently is unwilling to make a quit attempt, clinicians should use the motivational treatments shown in the Guidelines to be effective in increasing future quit attempts.
- Tobacco dependence treatments are both clinically effective and highly cost-effective relative to interventions for other clinical disorders. Providing coverage for these treatments increases quit rates. Insurers and purchasers should ensure that all insurance plans include the counseling and medication identified as effective in this Guideline as covered benefits.

Vaccines For Children (VFC) Program (APPLIES TO MEDI-CAL MEMBERS ONLY)

California’s VFC Program is managed by the California Department of Public Health (CDPH). The Program enables providers to receive routine vaccines at no cost and therefore provide routine immunizations to eligible children without high out-of-pocket costs. Providers should refer to the VFC Program requirements for becoming a VFC Provider. Vaccines available through the VFC Program include those recommended by ACIP.

To be eligible to receive immunizations through the VFC Program, children must be 18 years of age or younger. Providers must document the member’s eligibility for VFC in their medical record. All immunizations, including those administered and refused, must be documented in the member’s medical record.

Providers must enroll in the VFC Program to become a VFC Provider.

Additional Medi-Cal Programs (APPLIES TO MEDI-CAL MEMBERS ONLY)

Medi-Cal members have access to a number of additional benefits and services through county, state, or federal agencies or offices which may provide added health care benefits or support services to the member. These programs are not typically administered through the Group or Medi-Cal Managed Care but require providers to be aware of the programs and to identify and refer eligible members to the appropriate entity for services. Group case managers are able to support providers with the referral processes for these programs. All referrals and any refusal of referrals must be documented in the member’s medical record. Programs and a brief description are outlined in the table below.

Medi-Cal Program	Short Description
Acquired Immunodeficiency Syndrome (AIDS) Waiver Program	The AIDS Medi-Cal Waiver Program provides comprehensive case management and direct care services to persons living with HIV/AIDS as an alternative to nursing facility care or hospitalization. Case management is participant centered and provided using a team-based approach by a registered nurse and social work case manager. Case managers work with the participant and primary care provider(s), family, caregiver(s), and other service providers, to determine and deliver needed services to participants who choose to live in a home setting rather than an institution.
Alcohol and Substance Use Disorder Treatment Services	Alcohol and substance use disorder treatment services available under the Drug Medi-Cal program.

Medi-Cal Program	Short Description
Assisted Living Waiver (ALW)	The Assisted Living Waiver is designed to assist members to remain in their community as an alternative to residing in a licensed health care facility.
California Children Services (CCS)	The CCS Program, which is administered via a partnership between county health departments and DHCS, provides diagnostic and treatment services, medical case management, and physical and occupational therapy services to children under the age of 21 with CCS-eligible medical conditions. Providers will assist with the identification and referral of members to the CCS program for all counties in which HPN operates with the exception of Orange County. For County Organized Health System (COHS) counties, including Orange County, the CCS program was integrated into Medi-Cal managed care effective July 1, 2019 under the WCM program.
Childhood Lead Poisoning Case Management	Childhood lead poisoning case management (for children from birth up to 21 years of age with one venous blood lead level (BLL) equal to or greater than 15 µg/dL, or two BLLs equal to or greater than 10 µg/dL at least 30 and no more than 600 calendar days apart) is provided by local county health departments and is carved out of Medi-Cal managed care.
Community-Based Adult Services (CBAS) (Formerly Adult Day Health Care)	CBAS is an outpatient, facility-based program that delivers skilled nursing care, social services, therapies, personal care, family/caregiver training and support, nutrition services, care coordination, and transportation to eligible members.
Community Supports (In Lieu of Services) (ILOS)	Community supports are services or settings that plans may offer in place of services or settings covered under the California Medicaid State Plan and that are a medically appropriate, cost-effective alternative to a State Plan Covered Service. Community supports are optional for health plans to offer and for members to utilize. Plans must apply and obtain State approval to offer a community support.
Dental	Dental services that are exclusively provided by dental providers are not covered under Medi-Cal Managed Care Contracts.
Direct Observed Therapy (DOT) for Treatment of Tuberculosis (TB)	<p>DOT is offered via local health departments (LHDs). Members with active TB or who are at risk of non-compliance with anti-TB drug therapy must be referred to the LHD for DOT. This includes the following individuals:</p> <ul style="list-style-type: none"> • Members with demonstrated multiple drug resistance (defined as resistance to Isoniazid and Rifampin). • Members whose treatment has failed or who have relapsed after completing a prior regimen; • Children and adolescents. • Individuals who have demonstrated noncompliance (those who failed to keep office appointments). <p>Additionally, the following groups of members should be assessed for potential non-compliance and consideration for DOT:</p> <ul style="list-style-type: none"> • Substance users; • Persons with mental illness;

Medi-Cal Program	Short Description
	<ul style="list-style-type: none"> • The elderly; • Persons with unmet housing needs; and • Persons with language and/or cultural barriers.
Early Intervention Services	<p>Children under 3 years of age may be eligible to receive services from the Early Start Program. These include children who have a developmental delay in either cognitive, communication, social, emotional, adaptive, physical, motor development, including vision and hearing, or a condition known to lead to developmental delay, or those in whom a significant developmental delay is suspected, or whose early health history places them at risk for delay. Providers should collaborate with the local Regional Center (RC) or local Early Start program in determining the medically necessary diagnostic and preventive services and treatment plans for members participating in the Early Start program. PCPs will participate in the case management and care coordination process for these members to ensure the provision of all medically necessary covered diagnostic, preventive and treatment services identified in the individual family service plan developed by the Early Start program.</p>
Erectile Dysfunction (ED) Drugs and Other ED Therapies	<p>Erectile dysfunction drugs and other ED therapies are excluded from Medi-Cal Managed Care Contracts. These excluded drugs include all drugs used for the treatment of ED that are listed in the Medi-Cal Pharmacy Provider Manual in the Erectile Dysfunction Treatment Drug listings. The drugs listed in the Medi-Cal Pharmacy Provider Manual are reimbursed by the Medi-Cal FFS program. Group will identify individuals requiring ED drugs or ED therapies and arrange for their referral for appropriate services. Providers will assist members in locating available treatment service sites.</p>
Expanded Alpha-Fetoprotein Testing	<p>Expanded alpha-fetoprotein testing (a simple blood test recommended for all pregnant women to detect if they are carrying a fetus with certain genetic abnormalities such as open neural tube defects, Down Syndrome, chromosomal abnormalities, and defects in the abdominal wall of the fetus) is administered by the Genetic Disease Branch of the CDPH and is carved out of Medi-Cal managed care.</p>
Home and Community-Based Alternatives (HCBA) Waiver	<p>The HCBA Waiver provides care management services to persons at risk for nursing home or institutional placement. The care management services are provided by a multidisciplinary care team comprised of a nurse and social worker. The care management team coordinates waiver and state plan services (e.g., medical, behavioral health, In-Home Supportive Services (IHSS), etc.), and arranges for other available long-term services and supports available in the local community. Care management and waiver services are provided in the participant's community-based residence. This residence can be privately owned, secured through a tenant lease arrangement, or the residence of a participant's family member.</p>

Medi-Cal Program	Short Description
Home and Community Based Services Waiver for the Developmentally Disabled (HCBS-DD) Waiver	The HCBS-DD Waiver is administered by the California Department of Developmental Services (DDS) who will authorize home and community-based services for developmentally disabled persons who are RC consumers. Twenty-one RCs throughout California purchase and coordinate services and supports for individuals with developmental disabilities. The Waiver services make it possible for consumers to live in the community instead of an Intermediate Care Facility for the developmentally disabled (ICF-DD) or a State Developmental Center.
In-Home Supportive Services (IHSS)	IHSS is considered an alternative to out-of-home care, such as nursing homes or board and care facilities. The types of services which can be authorized through IHSS include: <ul style="list-style-type: none"> • Housecleaning; • Meal preparation; • Laundry; • Grocery shopping; • Personal care services (such as bowel and bladder care, bathing, grooming, and paramedical services); • Accompaniment to medical appointments; and • Protective supervision for the mentally impaired.
Local Education Agency (LEA) Services	LEA assessment services are services specified in Title 22, CCR Section 51360(b) and provided to students who qualify based on Title 22 CCR Section 51190.1. LEA services provided pursuant to an Individual Education Plan as set forth in Education Code, Section 56340 et seq. or Individual Family Service Plan as set forth in Government Code Section 95020 are not covered under Medi-Cal Managed Care Contracts. However, Groups are responsible for providing a PCP and all medically necessary covered services for the member, and shall ensure that the member's PCP cooperates and collaborates in the development of the Individual Education Plan or the Individual Family Service Plan. Groups will provide case management and care coordination to the member to ensure the provision of all medically necessary diagnostic, preventive and treatment services identified in the Individual Education Plan developed by the LEA, with Primary Care Provider participation.
Multipurpose Senior Services Program (MSSP)	The MSSP Waiver provides HCBS to Medi-Cal eligible individuals who are 65 years or older and disabled as an alternative to nursing facility placement. The MSSP waiver allows the individuals to remain safely in their homes.
Part D Drugs	Part D drug benefits for full-benefit dual eligible members who are eligible for drug benefits under Part D under Title XVIII of the Social Security Act are carved out of Medi-Cal managed care.
Pharmaceutical Services and Prescribed Drugs Under Medi-Cal Rx	Pharmacy benefits carved out to Medi-Cal Rx, which are pharmacy benefits that are billed by a pharmacy on a pharmacy claim, including covered outpatient drugs and

Medi-Cal Program	Short Description
	physician administered drugs, are carved out of MediCal managed care.
Self-Determination Program (SDP)	The SDP provides individuals and their families with more freedom, control, and responsibility in choosing services and supports to help them meet objectives in their individual program plan. The SDP is available to all eligible individuals receiving services from an RC.
Services for Persons with Developmental Disabilities	Providers should refer members with developmental disabilities to an RC for the developmentally disabled for evaluation and for access to those non-medical services provided through the RCs, such as but not limited to, respite, out-of-home placement, and supportive living. Providers may participate with RC staff in the development of the individual developmental services plan required for all persons with developmental disabilities, which includes identification of all appropriate services, including medical care services and medically necessary outpatient mental health services, which need to be provided to the member.
Specialty Mental Health Services (SMHS)	SMHS (inpatient and outpatient) are provided through the county mental health plan. SMHS includes, for example, rehabilitative services, psychiatric inpatient hospital case management, and psychologist services.
Targeted Case Management (TCM) Services	Members requiring TCM services should be referred to an RC or local governmental health program as appropriate.
Women, Infants, and Children (WIC) Supplemental Nutrition Program	<p>WIC is a special supplemental nutrition program administered through CDPH for children up to 5 years of age or pregnant, breastfeeding, or post-partum members meeting defined income guidelines.</p> <p>Providers should identify and must refer eligible members for WIC services. This may occur as part of the Initial Health Appointment or initial evaluation of newly pregnant members. As part of the referral process, providers must provide the WIC program with a current hemoglobin or hematocrit laboratory value and any other relevant values or measurements, and will ensure that such information as well as the referral are documented in the member's medical record.</p>

Regal - Lakeside – GCMG – ADOC Medical Group Provider Tip Sheet PA-1: What Services require Authorizations... & which do not!

Authorizations are a key part of the Utilization Management Process for managed care healthcare members and their providers. It is essential for providers to know which services require authorization before the service is provided to the members while some other services do not require authorization. Per HPN (Heritage Provider Network) Provider Manual and Utilization Management Program, the list of the services requiring authorizations and which do not require authorization, are summarized as follows:

Services Requiring Authorization:

- Ambulatory Care
- Inpatient Services
- Skilled Nursing Facility Services
- Home Health Care
- Rehabilitative Services (such as physical, occupational and speech therapies)
- Physician-administered drugs
- Durable Medical Equipment and/or Supplies

Services Not Requiring Authorization:

- Emergency Services
- Family Planning
- Sensitive Services and confidential service treatment (including those related to Sexual Assault or Sexually Transmitted Disease)
- Preventive Services (including immunizations)
- Basic Pre-Natal Care
- HIV Testing/Counseling
- Direct Access to Women's Health
- Language Assistance Program/Interpretation Services
- Health Education
- Non-Facility Based Behavioral Health (including Mental Health Counseling, Drug and Alcohol Abuse Treatment)
- Medi-Cal Carve Out Programs such as Long -Term Services and Supports (LTSS), In-Home Supportive Services (IHSS), and Community-Based Adult Services (CBAS)
- Urgent Care Services
- Tobacco Cessation
- Biomarker Testing for Food and Drug Administration (FDA)-Approved Therapy for Advanced or Metastatic Cancer

For Retrospective Review Request for Rendered Services (Retrospective Review):

- For the service covered by Commercial Plan or Medicare Plan (Commercial or Medicare Line of Business):
 - Medical Group's Utilization Management Department /Prior Authorization Department do not accept retrospective review requests from contracted providers even if the services require prior authorization. The contracted providers may directly submit claims to the Medical Group's Claims Department for the rendered services for Commercial and Medicare members. If the contracted providers submit the retrospective review requests to the Medical Group's Utilization Management Department /Prior Authorization Department, the requests will be canceled, and a notice of cancellation will be sent to the provider including the instruction of submitting the claims for the rendered services directly to the Claims Department.
- For Service Covered by Medi-Cal (Medi-Cal Line of Business, or Applicable Integrated Plan benefits covered by Medi-Cal):
 - Medical Group's Utilization Management Department /Prior Authorization Department accepts and reviews retrospective requests for rendered services.

Frequently Asked Questions:

- Q: If member needs to visit Emergency Room (ER) or Urgent Care Center, do they need to obtain authorization before the visit?
A: No, member does not need to obtain authorization prior to visiting ER or Urgent Care Center.
- Q: If I provided services that require authorization from medical group before I submit the referral request, shall I submit a retrospective review request to the medical group?
A: This depends on what kind of health plan the service is covered by:
 - If the service is covered by Commercial or Medicare Plan (Commercial or Medicare Line of Business), and you are a contracted provider with the medical group, you do not need to submit retrospective review request to the medical group for the services that you already rendered to the member. Instead, you may directly submit the claims for the rendered services to the Claims Department. If you are a non-contracted provider and rendered services that require prior authorization, you will need to submit the retrospective review request to the Medical Group Utilization Management Department /Prior Authorization department to review the medical necessity.
 - If the service is covered by Medi-Cal (Medi-Cal Line of Business, or Applicable Integrated Plan benefits covered by Medi-Cal), you will need to submit retrospective requests for the rendered services. The Medical Group's Utilization Management Department /Prior Authorization Department will accept and review the retrospective requests.
- Q: What happens if I submitted a referral request for the services that do not require authorization?
A: Medical Group's Prior Authorization Department staff members will follow HPN prior authorization process to cancel the referral request for the services that do not require authorization. The requesting provider will be notified of the cancellation and the reason why it was cancelled.

For any other questions, please contact Customer Services at (818) 357-5000 or (866) 654-3471, or your assigned Network Manager.