

Memo

To: Community-Based Adult Services (CBAS) providers

From: Health Plan of San Mateo

Date: April 8, 2020

Subject: CBAS temporary services updates during COVID-19 public emergency

Dear CBAS Providers,

We would like to inform you that Health Plan of San Mateo (HPSM) has received All Plan Letter-20-007 from the Department of Health Care Services (DHCS). This All Plan letter (APL) “provides Medi-Cal managed care health plans (MCPs) with policy guidance regarding the temporary authorization of Community-Based Adult Services (CBAS) provided telephonically, in members’ homes, and individually in centers, in lieu of congregate services provided at CBAS centers, during the period of this current public health emergency.” The guidance is in response to public health stay-at-home and social distancing guidance and directives resulting from the COVID-19 outbreak.

HPSM is closely following the California Association for Adult Day Services (CAADS) leadership and the ever-evolving coordinated federal, state, and local policy efforts. At this time, we are awaiting All Center guidance from the California Department of Aging (CDA), which we anticipate receiving next week. This additional guidance should help clarify enrollments, outreach guidelines, retro services, billing guidelines, reimbursement methodology, types of allowed temporary services, as well as reporting and oversight requirements for CBAS centers.

We want to thank you for your on-going efforts in continuing to support our members and providing alternative services in the safest possible manner during the COVID-19 emergency. Thank you for your patience and flexibility as we redesign the temporary service model to ensure the safety, health, and well-being of our members. It is our goal to provide you regular HPSM updates as soon as we receive news from CDA.

We encourage you to continue to refer to the [California Department of Public Health \(CDPH\)](https://www.cdph.ca.gov/)¹, [CAADS](http://www.caads.org/)², [CDA](https://www.aging.ca.gov/)³, and [HPSM](https://www.hpsm.org/)⁴ websites for additional tools and the most up to date information on preventing the spread of COVID-19.

Thank you for your continued partnership and the care you provide to our members. Should urgent matters arise during this time or if you have any additional questions, please do not hesitate to contact Luarnie Bermudo, Credentialing Manager at Luarnie.Bermudo@hpsm.org and Gale Carino, Integrated Services Manager at Gale.Carino@hpsm.org.

¹ CDPH Website: <https://www.cdph.ca.gov/>

² CAADS Website: <http://www.caads.org/>

³ CDA Website: <https://www.aging.ca.gov/>

⁴ HPSM Website on COVID-19 related updates: <https://www.hpsm.org/provider/provider-news-updates/urgent-messages>