

From: [LEA Vendors](#) on behalf of [Ward, Cheryl \(SNFD\)@DHCS](#)
To: [DHCSLEA01@MAILLIST.DHS.CA.GOV](#)
Subject: LEA Medi-Cal Billing Option: Coordination of Care Protocol Clarification
Date: Friday, August 18, 2017 3:14:34 PM
Attachments: [Local Education Agency \(LEA\) Services Care Coordination Referral Sheet.pdf](#)
Importance: High

August 18, 2017

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

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

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

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

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

ORIGINAL EMAIL:

August 9, 2017

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

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

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

For information regarding the LEA Medi-Cal Billing Option Program, visit the website at: <http://www.dhcs.ca.gov/provgovpart/Pages/LEA.aspx>

To subscribe/unsubscribe, go to: <http://apps.dhcs.ca.gov/listssubscribe/default.aspx?list=DHCSLEA01>

Local Education Agency (LEA) Services Care Coordination Referral Sheet



Last revised: July 25, 2017

Medi-Cal Managed Health Care Plans (MCPs) are contractually required to provide case management and care coordination for members to ensure the provision of all Medically Necessary covered diagnostic, preventive and treatment services identified in the Individual Education Plan developed by the LEA, with Primary Care Provider participation.

County	MCP Name	Phone Number	Hours of Operation
Alameda	Alameda Alliance for Health	(877)-251-9612	8am-5pm M-F
	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
Alpine	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	CA Health & Wellness**	(877) 658-0305	8am-5pm M-F
Amador	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	CA Health & Wellness**	(877) 658-0305	8am-5pm M-F
	Kaiser**	(866) 551-9619	24/7
Butte	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	CA Health & Wellness**	(877) 658-0305	8am-5pm M-F
Calaveras	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	CA Health & Wellness**	(877) 658-0305	8am-5pm M-F
Colusa	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	CA Health & Wellness**	(877) 658-0305	8am-5pm M-F
Contra Costa	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	Contra Costa Health Plan**	(866) 663-3225	8am-5pm M-F
Del Norte	Partnership Health Plan	(800) 809-1350	8am-5pm M-F
El Dorado	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	CA Health & Wellness**	(877) 658-0305	8am-5pm M-F
	Kaiser**	(866) 551-9619	24/7
Fresno	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	CalViva Health**	(888) 893-1569	24/7
Glenn	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	CA Health & Wellness**	(877) 658-0305	8am-5pm M-F
Humboldt	Partnership Health Plan	(800) 809-1350	8am-5pm M-F
Imperial	CA Health & Wellness**	(877) 658-0305	8am-5pm M-F
	Molina Healthcare	(844) 203-4287	8:30am-5:30pm M-F
Inyo	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	CA Health & Wellness**	(877) 658-0305	8am-5pm M-F
Kern	Health Net**	(800) 675-6110	24/7
	Kern Family Health**	(800) 391-2000	8am-5pm M-F
Kings	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	CalViva Health**	(888) 893-1569	24/7
Lake	Partnership Health Plan	(800) 809-1350	8am-5pm M-F

Local Education Agency (LEA) Services Care Coordination Referral Sheet

Last revised: July 25, 2017

County	MCP Name	Phone Number	Hours of Operation
Lassen	Partnership Health Plan	(800) 809-1350	8am-5pm M-F
Los Angeles	Health Net**	(800) 675-6110	24/7
	Molina Healthcare	(844) 203-4287	8:30am-5:30pm M-F
	LA Care**	(888) 839-9909	24/7
	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	Care 1st**	(800) 605-2556	8am-8pm Daily
	Kaiser**	(866) 551-9619	24/7
Madera	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	CalViva Health**	(888) 893-1569	24/7
Marin	Partnership Health Plan	(800) 809-1350	8am-5pm M-F
Mariposa	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	CA Health & Wellness**	(877) 658-0305	8am-5pm M-F
Mendocino	Partnership Health Plan	(800) 809-1350	8am-5pm M-F
Merced	Central CA Alliance for Health	(800) 700-3874 ext. 5512	8am-5pm M-F
Modoc	Partnership Health Plan	(800) 809-1350	8am-5pm M-F
Mono	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	CA Health & Wellness**	(877) 658-0305	8am-5pm M-F
Monterey	Central CA Alliance for Health	(800) 700-3874 ext. 5512	8am-5pm M-F
Napa	Partnership Health Plan	(800) 809-1350	8am-5pm M-F
Nevada	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	CA Health & Wellness**	(877) 658-0305	8am-5pm M-F
Orange	CalOptima**	(888) 587-8088	8am-5:30pm M-F
Placer	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	CA Health & Wellness**	(877) 658-0305	8am-5pm M-F
	Kaiser**	(866) 551-9619	24/7
Plumas	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	CA Health & Wellness**	(877) 658-0305	8am-5pm M-F
Riverside	Inland Empire Health Plan	(800) 440-4347	8am-5pm M-F
	Molina Healthcare	(844) 203-4287	8:30am-5:30pm M-F
Sacramento	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	Health Net**	(800) 675-6110	24/7
	Kaiser**	(866) 551-9619	24/7
	Molina Healthcare	(844) 203-4287	830am-530pm M-F
San Benito	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
San Bernardino	Inland Empire Health Plan	(800) 440-4347	8am-5pm M-F
	Molina Healthcare	(844) 203-4287	8:30am-5:30pm M-F
San Diego	Care 1st**	(800) 605-2556	8am-8pm Daily

Local Education Agency (LEA) Services Care Coordination Referral Sheet

Last revised: July 25, 2017

County	MCP Name	Phone Number	Hours of Operation
	Community Health Group	(619) 240-8831	8am-5pm M-F
	Health Net**	(800) 675-6110	24/7
	Kaiser**	(866) 551-9619	24/7
	Molina Healthcare	(844) 203-4287	8:30am-5:30pm M-F
San Francisco	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	San Francisco Health Plan	(415) 615-4515	8:30am 5pm M-F
San Joaquin	Health Net**	(800) 675-6110	24/7
	Health Plan of San Joaquin	(209)-942-6352 (800) 655-8294	8am-5pm M-F After Hours
San Luis Obispo	CenCal Health**	(877) 814-1861	8am-5pm M-F
San Mateo	Health Plan of San Mateo	(650) 616-2060	8am-5pm M-F
Santa Barbara	CenCal Health**	(877) 814-1861	8am-5pm M-F
Santa Clara	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	Santa Clara Family Health Plan**	(800) 260-2055	8:30am-5pm M-F
Santa Cruz	Central CA Alliance for Health	(800) 700-3874 ext. 5512	8am-5pm M-F
Shasta	Partnership Health Plan	(800) 809-1350	8am-5pm M-F
Sierra	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	CA Health & Wellness**	(877) 658-0305	8am-5pm M-F
Siskiyou	Partnership Health Plan	(800) 809-1350	8am-5pm M-F
Solano	Partnership Health Plan	(800) 809-1350	8am-5pm M-F
Sonoma	Partnership Health Plan	(800) 809-1350	8am-5pm M-F
Stanislaus	Health Net**	(800) 675-6110	24/7
	Health Plan of San Joaquin	(209)-942-6352 (800)-655-8294	8am-5pm M-F After Hours
Sutter	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	CA Health & Wellness**	(877) 658-0305	8am-5pm M-F
Tehama	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	CA Health & Wellness**	(877) 658-0305	8am-5pm M-F
Trinity	Partnership Health Plan	(800) 809-1350	8am-5pm M-F
Tulare	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	Health Net**	(800) 675-6110	24/7
Tuolumne	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	CA Health & Wellness**	(877) 658-0305	8am-5pm M-F
Ventura	Gold Coast Health Plan**	(888) 301-1228	8am-5pm M-F
Yolo	Partnership Health Plan	(800) 809-1350	8am-5pm M-F
Yuba	Anthem Blue Cross**	(800) 407-4627	8am-5pm M-F
	CA Health & Wellness**	(877) 658-0305	8am-5pm M-F

**Indicates the MCP requires members to call Member Services directly to request Care Coordination.