

From: Ream, Sarah@DMHC
To: Ream, Sarah@DMHC
Subject: DMHC APL regarding vulnerable populations
Date: Friday, March 27, 2020 6:02 PM
Attachments: APL re vulnerable populations.docx

Dear Health Plan Representative:

Attached please find All Plan Letter 20-012, which concerns vulnerable populations and COVID-19. Please note, this APL applies only to full-service commercial, full-service Medi-Cal, and full-service Medicare Advantage plans. It does not apply to specialized plans or plans with a restricted or limited license.

If you have questions regarding this APL, please contact your health plan's assigned reviewer in the DMHC's Office of Plan Licensing.

Sarah Ream
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California Department of Managed Health Care
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Gavin Newsom, Governor
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ALL PLAN LETTER

DATE: March 27, 2020

TO: All Commercial Full-Service, Medi-Cal Full-Service, and Medicare Advantage Full-Service Health Care Service Plans¹

FROM: Sarah Ream, Acting General Counsel

SUBJECT: APL 20-012 – Health Plan Actions to Reach Vulnerable Populations

The coronavirus poses a serious risk to California's most vulnerable populations, including people over 65 years of age, people with chronic conditions, and those with disabilities. People in these groups are at an increased risk of developing severe complications or dying from the coronavirus

Health care service plans should be actively engaging with enrollees in these groups to ensure the enrollees continue to receive the care they need, while practicing appropriate social distancing.

To demonstrate health plans are taking appropriate steps, by the end of the day on **Tuesday, March 31, 2020**, each health plan to which this All Plan Letter applies shall file with the Department of Managed Health Care (DMHC):

1. A description of the steps the health plan has taken or is taking to contact (1) enrollees over age 65; (2) enrollees with chronic conditions; and (3) enrollees with disabilities; to ensure these individuals continue to receive needed health care services, while practicing appropriate social distancing;
2. A description of approximately how many enrollees the health plan has contacted in each category (over 65, with chronic conditions, with disabilities). The DMHC understands some enrollees may fall into more than one category. For purposes of this report, a health plan should count an enrollee only once, rather than double or triple count enrollees who fall into more than one category.

Submit the above-described information through the DMHC's eFiling portal as a "**Report/Other**," titled "**COVID-19 Report Re: Vulnerable Populations**." The information should be included in an Exhibit E-1.

If you have questions or concerns regarding this All Plan Letter, please contact your health plan's assigned reviewer in the DMHC's Office of Plan Licensing.

¹ This All Plan Letter does not apply to specialized plans or restricted or limited licensed health plans.