

**From:** [DMHC Licensing eFiling](#)  
**Subject:** APL 20-016 — Preventing Isolation and Supporting Older and other At-Risk Individuals to Stay Home and Stay Healthy During COVID-19 Efforts  
**Date:** Wednesday, April 15, 2020 5:05:52 PM  
**Attachments:** [APL 20-016 - Assistance to Seniors \(4.15.2020\).pdf](#)

Dear Health Plan Representative:

Please find the attached APL 20-016 in regards to preventing isolation and supporting older and other at-risk individuals to stay home and stay healthy during COVID-19 efforts.

Thank you.



## ALL PLAN LETTER

**DATE:** April 15, 2020

**TO:** All Health Care Service Plans

**FROM:** Shelley Rouillard, Director, Department of Managed Health Care  
Kim McCoy Wade, Director, Department of Aging

**SUBJECT:** APL 20–016 — Preventing Isolation and Supporting Older and other At-Risk Individuals to Stay Home and Stay Healthy During COVID-19 Efforts

The purpose of this All Plan Letter (APL) is to offer reminders and resources to help health care service plans serve enrollees who are aged 60+ or have high-risk health conditions during the COVID-19 emergency response stay home, stay healthy, and stay connected.

### BACKGROUND:

The State of California, including the Department of Managed Health Care (DMHC) and the Department of Aging, is actively monitoring the evolving COVID-19 emergency and taking proactive steps to lessen the immediate impacts of COVID-19 on its health care systems and communities. During California's stay-at-home order, older Californians and other at-risk adults – especially those living alone -- will likely need the help of their health plans, as well as family, friends, neighbors and community, to help them maintain basic needs like groceries and prescriptions, and much-needed social interaction and connection.

### REMINDERS:

The DMHC and the Department of Aging remind health plans of the following:

- Health plans must continue to support **telehealth** for all services for which it is medically appropriate. The DMHC recently issued guidance on telehealth, which can be found by following this [link](#).
- Health plans and their contracted providers should continually assess for and consider the provision of allowable **additional services and supports** during this time, such as nutrition, that may be vital for an older or at-risk adult staying home and staying healthy.

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*Contact the DMHC Help Center at 1-888-466-2219 or [www.HealthHelp.ca.gov](http://www.HealthHelp.ca.gov)*

- Health plans and their contracted providers should support continuity and integration of medical and **behavioral health** services for all ages.
- Health plans are encouraged to continue **check-in calls** (see below resources) with older and other at-risk adults, to check on basic needs, health care, mental health, and safety from abuse and neglect.

## RESOURCES:

*Food and more:* The State is partnering with 211 in all communities to be a first stop for all local food and other human service needs. Dial 2-1-1

*Aging & Adults services:* The State's Aging and Adults Info Line connects to local Area Agencies on Aging. Dial 1-800-510-2020

*Isolation:* Resources are expanding in this area to meet urgent health risks from social isolation:

- The Friendship Line, run by Institute on Aging, provides 24/7 connection and crisis line for older adults. Dial (888) 670-1360
- "Feeling Good & Staying Connected" is a new activity guide and weekly planner available from CDA in [English](#), [Spanish](#), [Traditional Chinese](#) and [Simple Chinese](#).
- Additional resources on how to mitigate the stress-related health outcomes anticipated with the COVID-19 emergency can be found on [www.ACEsAware.org](http://www.ACEsAware.org).

*Wellness Checks or Abuse, Neglect, or Exploitation:* The State's Adult Protective Services line connects to county Adult Protective Services 24/7. Dial 1-833-401-0832

*AARP Fraud Watch Network Helpline:* AARP provides a free resource to the public for those targeted or who have fallen victim to a scam. Dial 1-877-908-3360

*Alzheimer's Helpline:* The Alzheimer's Association provides a free resource to public 24/7 for help and latest information. Dial 1-800-272-3900

For general information on COVID-19, please visit the California COVID-19 Response [webpage](#) and the California Department of Public Health's COVID-19 [webpage](#).

If you have questions regarding this APL, please contact your health plan's licensing reviewer with the DMHC.