

From: DMHC Licensing eFiling

Subject: APL 21-014 - COVID-19 Vaccinations for Homebound Enrollees

Date: Monday, May 3, 2021 8:08 AM

Attachments: APL 21-014 - COVID-19 Vaccinations for Homebound Enrollees (5.3.2021).pdf

Dear Health Plan Representative,

Please find attached All Plan Letter (APL) 21-014, regarding COVID-19 vaccinations for homebound enrollees and transportation assistance to obtain COVID-19 vaccines.

Thank you.



Gavin Newsom, Governor
State of California
Health and Human Services Agency
DEPARTMENT OF MANAGED HEALTH CARE
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Sacramento, CA 95814
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ALL PLAN LETTER

DATE: May 3, 2021

TO: All Full-Service Commercial and Medicare Advantage Health Plans¹

FROM: Sarah Ream
Chief Counsel

SUBJECT: APL 21-014 - COVID-19 Vaccinations for Homebound Enrollees;
Transportation Assistance to Obtain COVID-19 Vaccines

All individuals 16 years or older are now eligible to be vaccinated against COVID-19. Vaccinating individuals who lack transportation or who are homebound is a priority for the state. However, some enrollees may have difficulty accessing the vaccine because they lack transportation to a vaccination site. Other enrollees may not be able to access the vaccine because they are homebound due to a health care condition or a disability. For homebound enrollees, traveling to access a vaccine may be very difficult, not feasible or could jeopardize their life or health.

COVID-19 Vaccinations for Homebound Enrollees

All health plans must arrange for vaccines for individuals receiving “home health services” as defined by section 1374.10. Additionally, health plans should take steps to identify their enrollees who may not be eligible for home health services but are homebound and then contact those enrollees to determine if the enrollees have already been vaccinated against COVID-19 and, if not, whether the enrollees want to be vaccinated.

The methods health plans use to identify homebound enrollees may vary but could include reviewing claims data to determine if enrollees receive in-home services, which could indicate an enrollee is homebound, and inquiring of the plans’ contracted providers regarding the status of enrollees assigned to the providers. Alternatively, a

¹ This All Plan Letter does not apply to Medi-Cal Managed Care Plans. The California Department of Health Care Services will be providing guidance to the managed care plans. This All Plan Letter applies to full-service commercial or Medicare Advantage health plans holding a restricted or limited license to the extent the plan is responsible for covering the administration of COVID-19 vaccinations for enrollees assigned to the plan.

plan could send a communication to all its enrollees directing those that are homebound to contact the plan for assistance in obtaining a COVID-19 vaccination.

Once a health plan identifies those enrollees who may be homebound, the plan should attempt to contact the enrollees to ascertain whether the enrollee wants an in-home vaccination against COVID-19 (if the enrollee has not already been vaccinated). When a plan identifies a homebound enrollee who wants to be vaccinated, the plan should refer the enrollee to the MyTurn online appointment request system (myturn.ca.gov) and instruct the enrollee to check the box indicating they need an in-home vaccination. For enrollees who do not have internet access or are not comfortable using MyTurn online, the plan should direct enrollees to call the California COVID-19 Hotline at 1-833-422-4255. For those enrollees who want to be vaccinated but do not want an in-home vaccination, plans should assist the enrollees in coordinating vaccine services and transportation as needed.

Transportation

If enrollees ask their health plans for assistance with transportation to a vaccination site, the health plan should direct the enrollees to myturn.ca.gov, where the enrollees will be able to register their need for transportation. For enrollees who do not have internet access or who are not comfortable using MyTurn online, the plan should direct enrollees to call the California COVID-19 Hotline at 1-833-422-4255.

The State of California is working with the private sector and community partners to provide transportation to vaccination sites for those individuals who would otherwise be unable to access the COVID-19 vaccine.

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