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To: All IPAs
From: IEHP Utilization Management
Date: May 4, 2023
Subject: **Action Required: Release of APL 22-032 “Continuity of Care”**

We would like to remind IPAs that, pursuant to State and contractual requirements, IEHP and our Delegates must ensure newly enrolled IEHP Members with pre-existing Provider relationships, who make a **Continuity of Care (COC) request, are given the option to continue treatment for up to 12 months with an out-of-network provider.**

These eligible Members may require COC for services they have been receiving through Medi-Cal or Medicare Fee-For-Service (FFS) or another health plan.

Please be advised that through [APL 22-032](#) “Continuity of Care for Medi-Cal Beneficiaries who Newly Enroll In Medi-Cal Managed Care From Medi-Cal Fee-For-Service, and for Medi-Cal Members who Transition Into a New Managed Care Health Plan On or After January 1, 2023,” **DHCS has established new rules for COC including:**

- COC protections now extend to coverage for DME, transportation, and select ancillary services
- Members must be provided an acknowledgement of receipt of COC requests
- Active prior treatment authorizations must be honored for 90 days post-enrollment

We are currently reviewing internal processes to ensure compliance with the requirements as written. Process changes that impact Delegates will be communicated in future correspondences.

Our Ask: To better align delegated processes, **please provide feedback and information regarding your current COC processes.**

Examples of feedback to provide include:

- Samples of training materials
- Samples of Standard Operating Procedure (SOP) documents
- Questions regarding COC guidance
- Suggestions or comments for implementation of COC rules

Please submit feedback and any questions to Juan Ortega by email at Ortega-J2@iehp.org, no later than May 22, 2023.

All communications sent by IEHP can be found at: www.iehp.org > For Providers > Plan Updates > Correspondence