

## **PROVIDER UPDATE #20- 005**

03/6/2020

**PROVIDER TYPE:**  Primary Care Providers  Specialty Care Providers  
**LINE OF BUSINESS:**  Seaside Select  Plan to Plan

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### **Important Update:**

**Please find a summary below of important information from the Department of Managed Health Care regarding COVID-19.**

As the State of California responds to COVID-19, the Department of Managed Health Care (DMHC) is taking action to ensure that cost does not inhibit enrollees' access to medically necessary screening and testing for COVID-19.;

The DMHC has directed all full-service Commercial and Medi-Cal Health Plans to do the following:

1. Waive Enrollees cost sharing amount
2. Ensure Enrollees have timely access to care
3. Take the necessary precautions and proactive steps – continue to practice hand hygiene, which means 20 seconds with soap and water, or the use of hand sanitizer gel. In addition, it's important to use excellent cough and sneeze etiquette (disposable tissues, use your elbow, not your hands) and appropriately disinfect surfaces, equipment and other potential points of contact in your offices.

To review the DMHC's comprehensive All Plan Letter recommendations, you will find it at [www.HealthHelp.ca.gov](http://www.HealthHelp.ca.gov).

Seaside Health Plan along with the DMHC continues to closely monitor this situation and will issue further guidance as appropriate. In the meantime, if you have questions or concerns please contact me with any questions related to this notice. I can be reached at (657) 241-3951.

Sincerely,

*Arlene Salgado*

Arlene Salgado

Director, Provider Management