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.
• 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.

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.