



PROVIDER *bulletin*

DHCS APL 20-009 (All Plan Letter)

PREVENTING ISOLATION OF AND SUPPORTING OLDER AND OTHER AT-RISK INDIVIDUALS TO STAY HOME AND STAY HEALTHY DURING COVID-19 EFFORTS

April 24, 2020

Dear Provider:

Kern Health Systems would like to remind providers that offering services via telehealth and or telephonic modality are reimbursable. Please refer to KHS bulletin titled:

*Telephonic/Telehealth Service Billing Codes – **UPDATED April 1, 2020***

The bulletin included additional information on how to bill telehealth and telephonic services.

In addition to offering virtual office visits, KHS would like to encourage our providers to conduct outreach to assigned vulnerable populations, including the elderly and high risk members. If during member outreach, additional services are identified as necessary for the member to maintain basic needs including groceries, prescriptions, and social interaction and connection, etc., please refer the member to any of the resources listed below:

RESOURCES

Food and more: The State of California 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 of California'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 a 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 the 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 of California's Adult Protective Services line connects to county Adult Protective Services 24/7. Dial 1-833-401-0832.

American Association of Retired Persons (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.

COVID-19 Information: Information can be located on the California COVID-19 Response webpages <https://covid19.ca.gov/> OR <https://www.dhcs.ca.gov/Pages/DHCS-COVID%E2%80%9119-Response.aspx>

We appreciate your partnership during these crucial times. If you have any questions, please contact your Provider Relations Representative.

Thank you,

Melissa Lopez
Provider Relations Manager
Kern Health Systems