

**THIS CA UPDATE HAS BEEN SENT TO THE FOLLOWING:****COUNTIES:**

- Imperial
- Riverside/San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

**LINES OF BUSINESS:**

- Molina Medi-Cal Managed Care
- Molina Medicare Options Plus
- Molina Dual Options Cal MediConnect Plan (Medicare-Medicaid Plan)
- Molina Marketplace (Covered CA)

**PROVIDER TYPES:**

- Medical Group/ IPA/MSO**

**Primary Care**

- IPA/MSO
- Directs

**Specialists**

- Directs
- IPA

- Hospitals**

**Ancillary**

- CBAS
- SNF/LTC
- DME
- Home Health
- Other

**FOR QUESTIONS CALL****PROVIDER SERVICES:**

(888) 562-5442, Extension:

**Los Angeles/Orange Counties**

X123017

**Riverside/San Bernardino Counties**

X120613

**Sacramento County**

X125682

**San Diego County**

X121735

**Imperial County**

X125682

## Preventing and Supporting Older and Other At-Risk Individuals to Stay Home and Stay Healthy During COVID-19 Efforts

This is an advisory notification to Molina Healthcare of California (MHC) network providers regarding Isolation of and Preventing and Supporting Older and Other At-Risk Individuals to Stay Home and Stay Healthy During COVID-19 Efforts.

This notification is based on the Department of Health Care Services (DHCS) All Plan Letter (APL) 20-009 which can be found on the DHCS website at:

[DHCS APL 20-009 - PREVENTING ISOLATION OF AND SUPPORTING OLDER AND OTHER AT-RISK INDIVIDUALS TO STAY HOME AND STAY HEALTHY DURING COVID-19 EFFORTS.](#)

Along with the Department of Managed Healthcare (DMHC) All Plan Letter (APL) 20-016 which can be found on the DMCH website at:

[DMHC 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 these All Plan Letters are to offer reminders and healthcare resources to help serve members who are aged 60+ or have high risk health conditions – especially those living alone- during the COVID-19 emergency response stay home, stay healthy, and stay connected.

**REMINDERS:**

- Molina Healthcare will continue to support telehealth for all services for which it is medically appropriate.
- Molina Healthcare and its contracted providers should continually assess for and consider the provision of allowable additional services and supports during this time, that may be vital for an older or at-risk adult to stay home and stay healthy.
- Molina Healthcare will support the continuity and coordinate the integration of medical and behavioral health services for all ages.
- Molina Healthcare will continue their 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:**

During this period of the COVID-19 pandemic, Molina Healthcare encourages you to provide these resources to members who may need any of the following:

**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 and Adult 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, please visit: <https://aging.ca.gov/covid19/>.
- Additional resources on how to mitigate the stress-related health outcomes anticipated with the COVID-19 emergency can be found on [www.ACEsAware.org](http://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.

For general information on COVID-19, please visit the California COVID-19 Response: <https://covid19.ca.gov/> and the California Department of Public Health’s COVID-19: <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx>.

For Medi-Cal information, please visit the DHCS COVID-19 Response: <https://www.dhcs.ca.gov/Pages/DHCS-COVID%E2%80%91Response.aspx>.

These resources will continue to be updated.

## **QUESTIONS**

If you have any questions regarding the notification, please contact your Molina Provider Services Representative at (888) 562-5442. Please refer to the extensions on page one.