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May 1, 2020

Dear Family Choice Providers:

This letter is a reminder that more than ever your patients need access to primary and specialty care and both CalOptima and Family Choice are counting on you to make yourself available to your Family Choice patients.

While telehealth is a viable and approved option for delivering care during this crisis, it is not appropriate in all cases and it remains your responsibility to meet with patients, face-to-face, after taking necessary precautions and for PCPs to have 40 hours per week of office hours.

While we understand that fear and uncertainty can make it difficult to run a practice as usual, it is still your obligation to have 24/7 availability for your patients to reach you (directly during business hours and through an answering service after-hours) and for you to respond to their needs in a timely manner.

CalOptima has increased Family Choice's capitation payment by 5% during this crises and Family Choice Board has determined that this incremental increase should be distributed based upon encounter data/claims received from providers—both primary care and specialist to recognize the efforts providers have made to maintain and increase access to Family Choice patients.

We appreciate your dedication and commitment to Family Choice patients during these difficult times. As always, please feel free to contact myself or Family Choice's Medical Director, Dr. Lowell Gordon at 714-334-4924.

Sincerely,

A handwritten signature in black ink, appearing to read "Toan Tran", with a stylized flourish at the end.

Toan Tran, M.D.
President and CEO