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June 5, 2020

Dear Family Choice Providers:

This memo 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.

With Personal Protective Equipment now widely available and two of our contracted FQHCs—Nhan Hoa Comprehensive Health Center and Families Together of Orange County—providing drive through testing services, much of the uncertainty of opening your practice to in-office visits can be safely managed; therefore it is the expectation of the Family Choice Board of Directors that you resume normal office hours.

**Testing for Family Choice members can also be done in the physician office but must be preauthorized.** If criteria are met, then CMB will be instructed to send a test kit to the office. Criteria for testing in the office will include: Persons with symptoms of potential COVID-19 infection, including: fever, cough, shortness of breath, chills, muscle pain, new loss of taste or smell, vomiting or diarrhea, and/or sore throat.

CalOptima's Board of Directors has received input that doctors' offices are not providing the level of access that patients need and have directed contracted networks to strictly track encounters to prove that patient access is not being compromised, especially now that restrictions have been relaxed and patients are more comfortable with leaving their homes.

While telehealth is still an acceptable modality for creating a patient visit, it must be the patient's choice and not forced upon members because office visits are not an option due to reduced hours and limited number of appointments.

Conifer's provider relations staff will be calling your offices to answer any questions and reinforce the need to return to a usual state of activity.

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".

Toan Tran, M.D.  
President and CEO