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April 22, 2020

Dear Family Choice Providers:

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

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.

**Additionally, when your patient needs emergency or inpatient care, it is the Board's expectation that you communicate with the ER or Hospitalist physician assigned to your patient to promote continuity and coordination of care.**

As noted in a previous communication, for those practices deemed to be in violation of their contract, the Board will consider changing their **reimbursement from capitation to fee-for-service**. It is not the Board's goal to micro-manage practices, but Cal Optima is closely monitoring access and contacting IPAs about availability during this crisis.

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,

DocuSigned by:  
  
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Toan Tran, M.D.  
President and CEO