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March 31, 2020

Dear Family Choice Providers:

It has come to the attention of the Board of Directors that some primary care practices are not making themselves available to their patients during this time of COVID-19 pandemic. This is both a violation of your contract as well as your oath as a physician.

While we understand that fear and uncertainty can make it difficult to run a practice as usual, it is still your responsibility 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.

As noted in a previous communication, telehealth is an approved modality for communicating with patients with the understanding that a record of the visit needs to be recorded and an encounter generated and submitted in the usual fashion.

Family Choice will be randomly contacting offices to ensure that providers are being responsive. 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 CalOptima is closely monitoring access and contacting IPAs about availability during this crisis.

As a reminder, if patients are in need of COVID-19 testing, the Provider should contact Orange County Public Health at **714.834.8180 (after hours call 714.628.7008)**. Public health will assist the provider to determine if criteria for testing have been met.

Again, this is a rapidly evolving and changing situation and providers should check several websites regularly including CalOptima, Orange County Public Health and the CDC:

<https://www.caloptima.org/>

<http://www.ochealthinfo.com/phs/>

<https://www.cdc.gov/>

We appreciate your dedication and commitment to Family Choice patients during these difficult times. As always, please feel free to contact myself or our Medical Director, Dr. Lowell Gordon at 714.334.4924.

Sincerely,

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

Toan Tran, M.D.

President and CEO