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May 15, 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.

As discussed previously, telehealth is a viable and approved option for delivering care during this crisis. Because the need for remote location medical services sprang up so quickly, both CMS and State Health Care Agencies have been scrambling to change the rules to accommodate current circumstances. For example,

- Just last week, CMS waived the video requirement for certain telephone Evaluation & Management services, and behavioral health counselling and educational services, and added them to the list of telehealth payable services under the Medicare Fee Schedule. See:

www.cms.gov/Medicare/Medicare-General-information/Telehealth/Telehealth-Codes

Family Choice recommends you check this website regularly as it will contain the most current and accurate information about coding and billing telehealth services for Medicare patients. As a reminder for physicians participating in the ACO, a much more limited set of telehealth services were already covered services but at least until July 1, the more expanded set of services applies to all Medicare patients.

- For Medi-Cal patients, the DHCS website will serve as the best guide for understanding which telehealth services are currently a covered benefit.

www.dhcs.ca.gov/Documents/COVID-19/Telehealth_Other_Virtual_Telephonic_Communications_V4.0.pdf

CalOptima has increased Family Choice's capitation payment by 5% during this crisis and the 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".

Toan Tran, M.D.

President and CEO