



Provider News and Updates

APL 20-038 General Licensure Regulations Update: Knox-Keene licensure phase-in extended

As a courtesy, Aetna Health of California Inc. (Aetna) reminds the provider community assuming any amount of global risk to either obtain a license under the Knox-Keene Health Care Service Plan Act of 1975 (Knox-Keene Act) or an exemption from the DMHC for a contract subject to the General Licensure Regulation. Requirements are on the [DMHC website](#).

The DMHC is extending the phase-in period until the General Licensure Regulation is amended. This will likely be late 2021 or early 2022. During this time entities may use the expedited exemption request process. For entities that have received an exemption, the DMHC is extending the duration of those orders. More information about the extension and expedited exemption process are in the All Plan Letter 20-038. You can find it on [the DMHC website](#).

You should meet with your legal counsel to determine:

- If this applies to your organization, and
- The specific processes are followed to ensure compliance

COVID-19 vaccine

Vaccines will be covered based on contractual arrangements for the administration of any COVID-19 vaccine that has received FDA authorization or emergency authorization. There will be no cost-share to our members. Currently, the federal government is covering the cost of the vaccine.

The administering provider must submit a clean claim to your delegated groups/IPA for processing or if you are directly contracted with ABHCA, please promptly direct all claims to Aetna Better Health of California by mail or electronically.

Mailing Address:

Aetna Better Health of California Inc.
P.O. Box 66125
Phoenix, AZ 85082-6125

Electronic Submission

Availity
<https://availity.com/provider-portal-registration>

October 7, 2021

A QUICK REMINDER:

HAS YOUR OFFICE RELOCATED OR CHANGED A FAX OR PHONE NUMBER LATELY?

DO YOU OFFER TELEHEALTH SERVICES?

WOULD YOU PREFER TO RECEIVE THESE NOTICES VIA EMAIL RATHER THAN VIA FAX?

FOR QUESTIONS CALL THE PROVIDER EXPERIENCE TEAM AT:

Toll Free: 855-772-9076
Fax: 844-886-8349

CaliforniaProviderRelationsDepartment@aetna.com

THIS PROVIDER UPDATE HAS BEEN SENT TO:

PROVIDER TYPE(S):

- IPA/Medical Groups
- Primary Care Providers
- Specialist Providers
- Hospitals
- Ancillary
- SNF
- DME
- Home Health
- Other

LINE OF BUSINESS:

- Aetna Medi-Cal Managed Care

COUNTIES:

- Sacramento
- San Diego

DMHC emergency regulation

We will follow the DMHC emergency regulation issued on July 17, 2020, for COVID-19 testing of essential workers and non-essential workers. We will follow this guidance until the regulation is no longer in effect or expires. This regulation applies to our fully insured California Managed Medi-Cal plans. This allows enrollees who are essential workers to get a COVID-19 diagnostic test. They may do so whether or not they have symptoms of COVID-19 or had a known or suspected exposure to an individual with COVID-19. For a definition of who is an essential worker, refer to the [DMHC FAQ on COVID-19 testing](#).

Reimbursement for COVID-19 diagnostic testing rendered on or after August 1, 2021

- The testing provider must submit a claim for their services to us. Please promptly direct all claims sent to the delegated groups/IPAs to us for processing.
- If the IPA has paid claims for COVID-19 diagnostic testing for dates of service on or after July 17, 2020, and is seeking payment, please contact your Aetna Better Health of California.

We'll continue to update you on any changes affecting claims and/or capitation processing. And we appreciate your input. It helps us improve the eligibility and capitation processes.

We're here to help

As a reminder, IPAs can continue to verify benefits and eligibility information for our members by:

- Using our secure provider website
- Calling the Aetna Better Health of California telephone system, at **1-855-772-9076**
- Calling Availity Client Services at **1-800-282-4548 (1-800-AVAILITY)**

Be well,

Aetna Better Health® of California
(32/21/SS)