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April 3, 2020

Dear Providers,

Thank you for your ongoing service to our CCS patients and families, particularly during this unprecedented time. While the COVID-19 pandemic necessitates revision of some of our workflow processes, we want to assure you that business continues, and we are here to address any questions or problems you may encounter until the pandemic is over.

First, while the buildings that house Los Angeles County CCS staff are closed to the public, they are not closed to staff. Please continue to refer patients, including those you believe are eligible for the Medical Therapy Program, as you normally would. As before, electronic submission of SARs is preferred. You can find information for CMS Net Provider Electronic Data Interchange (EDI) at <http://publichealth.lacounty.gov/cms/CCSEDIInfo.htm#Access>

Second, while we recognize that obtaining medical records may be a challenge, particularly if you have staff working remotely, these are still required to assess medical eligibility and benefits.

Third, if you encounter problems with authorizations or require an extension due to delay in the provision of services related to the COVID-19 pandemic, please call the main number at (800) 288-4584 to be connected to staff who can assist. In addition, because the Federal Health and Human Services Secretary declared a public health emergency on January 31, 2020 due to the COVID-19 pandemic, this allows the temporary waiving and modifying of certain Medi-Cal requirements and allows CCS to authorize benefits that takes this into consideration.

Fourth, for assistance with an established Medical Therapy Program patient, please call (626) 569-6480 to be connected with medical therapy unit staff.

Fifth, remember that services delivered by telehealth are CCS and Medi-Cal benefits. For your convenience we have developed a list of resources about how you can use this technology for patient care and file claims for services rendered. Here are those resources:

1. Medi-Cal: Telehealth FAQs: <https://www.dhcs.ca.gov/provgovpart/Pages/TelehealthFAQ.aspx>
2. Medi-Cal Special Programs: including CCS:
https://www.dhcs.ca.gov/provgovpart/Pages/FAQ_Telehealth_Medi-Cal-Special-Programs.asp
3. COVID-19 Medi-Cal Services and Telehealth Notice
http://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom_30375.asp?utm_source=iContact&utm_medium=email&utm_campaign=medi-cal-newsflash&utm_content=30375
4. COVID-19 Medi-Cal Response:
http://files.medi-cal.ca.gov/pubsdoco/COVID19_response.asp?utm_source=iContact&utm_medium=email&utm_campaign=medi-cal-newsflash&utm_content=30339_08+Response+Page

If you are not already signed up to receive regular Medi-Cal bulletins and updates, please do so at <http://www.medi-cal.ca.gov/>. On the righthand side of the webpage you will see a box labeled “Medi-Cal Subscription Service”. Simply enter your email address and follow the prompts.

Finally, you may not be aware that Los Angeles County CCS falls under the Department of Public Health. All CCS staff have been deemed disaster service workers under an emergency proclamation that went into effect on March 15th, 2020 and many, including our medical consultants, nurses and therapists, are now assigned to duties aimed at controlling the COVID-19 outbreak. As such, we are working with reduced staff but they are equally dedicated to maintaining CCS service during this unique time.

Thank you again for your assistance during this critical time.



Anna Long, PhD, MPH

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