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## Memorandum of Understanding between Blue Shield Promise and San Diego County combined training

Provider training, 2025



# Instructions for completing this training

View this document in its entirety and click the **Attestation** button at the end to confirm your completion.

Click the links below to review specific sections.

## Memorandums of Understanding (MOUs) included in this training

- [Child Welfare/ Child and Family Well Being](#)
- [In Home Supportive Services \(IHSS\)](#)
- [Medi-Cal Behavioral Health](#)
  - Substance Use Disorder treatment services
  - Specialty Mental Health services
- [Local Health Department Services](#)
  - Blood Lead Screening & Case Management
- [Non-Contracted Local Health Department Services](#)
  - Immunization services
  - Sexually Transmitted Infections services
- [Tuberculosis Screening, Diagnosis, Treatment & Care Coordination](#)
- [Maternal Child & Adolescent Health Services](#)
  - Doula services
- [California Children's Services](#)
- [Targeted Case Management \(TCM\)](#)

# Objectives

1

Identify the main components of Local Health Department Programs

2

Describe the features and benefits of each program

3

Describe the age, residential, medical, and financial eligibility criteria for each program

4

Be able to preview services, eligibility, and intake procedures with patient families



# Memorandum of Understanding

## What is an MOU?






Memorandums of Understandings (MOUs) are legally binding and enforceable agreements between Medi-Cal Managed Care Plans (MCPs) and Third-Party entities such as Mental Health Plans (MHPs), Drug-Medi-Cal (DMC) State Plan counties, or Drug- Medi-Cal Organized Delivery System (DMCOPS) counties. These agreements outline each party's respective responsibilities and obligations in coordinating medically necessary Covered Services and carved out services for members served by multiple parties.

## What are the goals of an MOU?

The MOUs are intended to:





- Clarify roles and responsibilities of each party
- Enhance local engagement
- Improve care coordination among parties
- Develop and document processes and procedures to provide whole-person care to Members

# MOU Section Overview: Sections 1-6



Section		Purpose	
1. Definitions		Clarifies key terms, including MCP Responsible Person, Liaison, and other agency/county roles.	
2. Term		Specifies the effective term of the MOU (agreed upon by the MCP and third parties).	
3. Services Covered		Describes the services that the MCP and other party must coordinate for members.	
4. Party Obligations		Outlines each party's provision of services and oversight responsibilities.	
6. Training & Education		MCP requirements to provide education to members and Network Providers about covered services and other party's services. Also requires MCP to train employees who carry out responsibilities under the MOU.	



# MOU Section Overview: Sections 7-10

Section		Purpose	
7. Referrals		Requires the parties to refer to each other as appropriate and describes each party's referral pathways.	
8. Care Coordination & Collaboration		Describes the policies and procedures for coordinating care between the parties, addressing barriers to care coordination, and ensuring ongoing monitoring and improvement of care coordination.	
9. Quarterly Meetings		Requires the parties to meet at least quarterly to address care coordination, Quality Improvement (QI) activities, QI outcomes, and systemic and case-specific concerns, and to communicate with others within their organization about such activities.	
10. Quality Improvement		Describes County/Agency responsibilities, authorization, oversight, compliance, and other provisions.	

# MOU Section Overview: Sections 11-12

Section		Purpose
1. Data Sharing		Requires the MCP to have policies and procedures for sharing the minimum data and information necessary to ensure the MOU requirements are met and describes the data and information the other party may share with MCP to improve care coordination and referral processes.
2. Dispute Resolution		Describes the policies and procedures for resolving disputes between the parties and the process for bringing the disputes to DHCS when the parties are unable to resolve disputes.



# Child Welfare/ Child Family Well Being (CFWB)

Ensuring that Blue Shield Promise members enrolled in Medi-Cal (or eligible to enroll in Medi-Cal) and who are County Child and Family Well-Being ("CFWB") involved and/or receive foster care services can access and/or receive coordinated services from the MCP and the county.



# Child and Family Well-Being (CFWB) MOU definitions

- County CFWB Services are services provided by the state's program for child protection services and interventions, including foster care, that are administered by the county and monitored by the California Department of Social Services ("CDSS"), Children and Family Services Division.
- County Responsible Person:
  - Designated by the county to oversee coordination and communication with MCP
  - Designated to monitor county's compliance with the MOU and P&Ps
- County Liaison:
  - Acts as the liaison between county and MCP.
  - Facilitates communication and care coordination between the Parties.
  - Facilitates quarterly meetings and provides updates to the County Responsible Person as appropriate.
- MCP Responsible Person:
  - Designated by MCP to oversee MCP coordination and communication with county and ensure MCP's compliance with MOU
  - Ensures sufficient staffing to support compliance with and management of MOU
  - Ensures training and education regarding MOU is conducted annually

# Child and Family Well-Being (CFWB) MOU definitions, continued

- MCP-County Liaison:
  - Is MCP's point of contact responsible for acting as the liaison between MCP and county.
  - Ensures appropriate communication and care coordination are ongoing between the Parties.
  - Facilitates quarterly meetings.
  - Provides updates to the MCP Responsible Person and/or MCP's compliance officer as appropriate.
- Health Care Program for Children in Foster Care (HCPCFC):
  - Public health nursing program administered by the county
  - Provides public health nurse ("PHN") expertise to assist in meeting health care needs of children and youth in foster care
  - Consults with and educates the foster care team to enhance the physical, mental, dental, and developmental well-being of children and youth in foster care
  - Questions and requests for information may be directed to [HCPCFC@dhcs.ca.gov](mailto:HCPCFC@dhcs.ca.gov)
  - HCPCFC San Diego: (619) 692-8808 [HCPCFC@sdcounty.ca.gov](mailto:HCPCFC@sdcounty.ca.gov)
  - HCPCFC Los Angeles: (626) 569-6020 [hcpcfc@ph.lacounty.gov](mailto:hcpcfc@ph.lacounty.gov)

# Child and Family Well-Being (CFWB) MOU definitions, continued

- MCP-LTSS (Long Term Services and Supports) Liaison:
  - Helps support care coordination and transitions from institutional settings.
- MCP-Tribal Liaison:
  - Works with contracted and non-contracted Indian Health Care Provider (“IHCP”) in service area.
  - Coordinates referrals and payment for services provided to American Indian MCP members who are qualified to receive services from an IHCP.
- MCP Regional Center Liaison:
  - Designated by the MCP to be the liaison between the MCP and the San Diego Regional Center.
- MCP Child Welfare Liaison (CWL): See next page for more information.

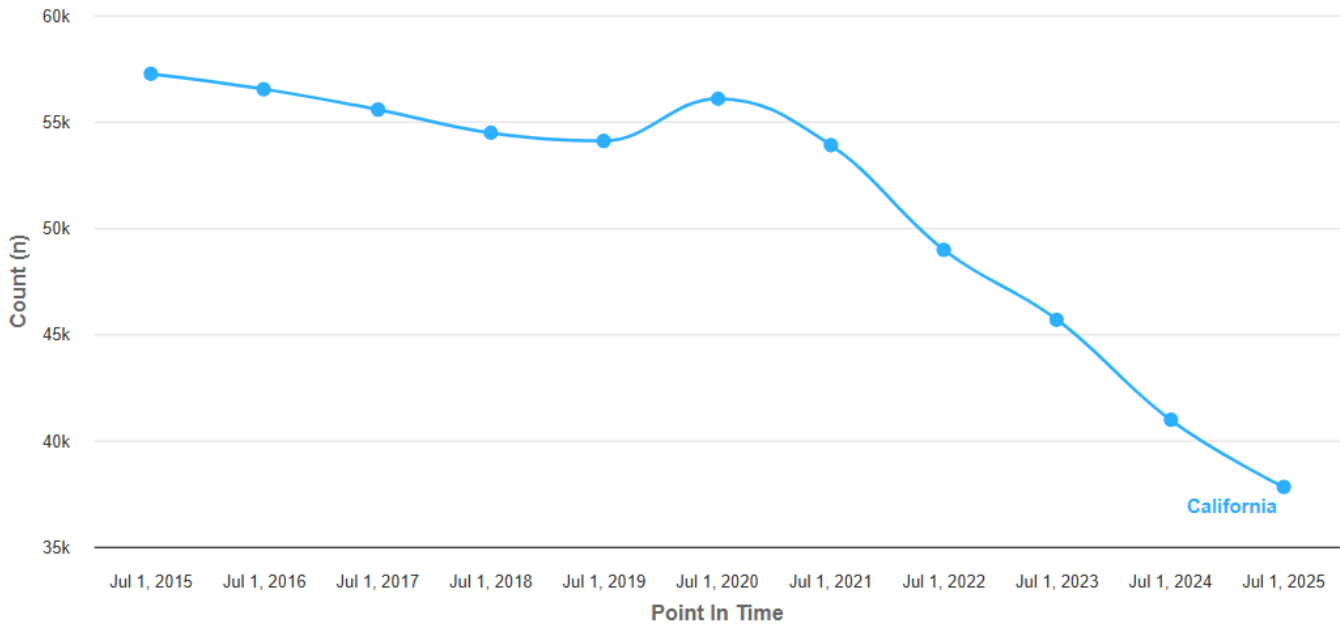
# Child Welfare Cases declining over past 10 years

## Point in Time/In Care

- These reports include all children who have an open child welfare episode in the CWS/CMS system.
- California and multiple counties, including San Diego and Los Angeles show significantly fewer children with open child welfare cases over the past 10 years.

California Child Welfare Indicators Project (CCWIP)  
University of California at Berkeley  
California Department of Social Services, Research and Data Insights Branch

Children in Foster Care  
Agency Type: Child Welfare



County	Point In Time: Child Welfare involved children/ youth										
	1/1/15	7/1/16	7/1/17	7/1/18	7/1/19	7/1/20	7/1/21	7/1/22	7/1/23	7/1/24	7/1/25
Los Angeles	20,007	19,981	20,108	20,117	20,247	21,637	20,687	18,049	16,308	13,728	11,745
San Diego	3,079	2,830	2,468	2,138	2,055	2,279	2,138	2,045	1,748	1,509	1,396

# Child Family Well Being (CFWB) department: 3 primary offices

- **Office of Child and Family Strengthening**

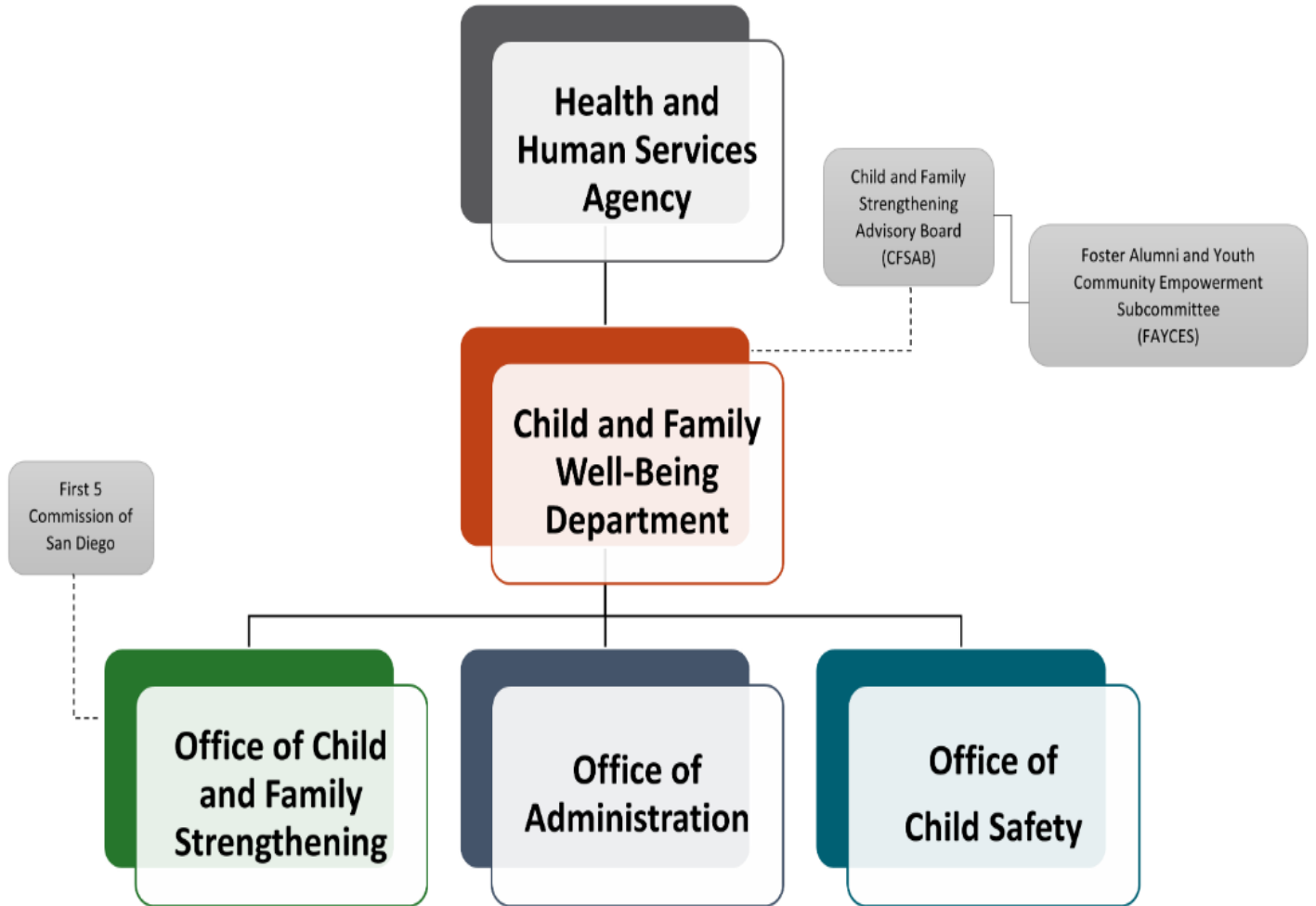
Supports families and creates equitable pathways to wellness by providing early intervention services through First 5 San Diego, childcare initiatives, and family strengthening services to prevent child maltreatment.

- **Office of Administration**

An internal support system to the Office of Child Safety and Office of Child and Family Strengthening that includes Policy and Program Support, and Fiscal and Contracts.

- **Office of Child Safety**

Addresses situations of child abuse and neglect. Includes traditional Child Welfare Services approaches of investigations, interventions, and mitigation of maltreatment.



# MCP Child Welfare Liaison (CWL)

## The CWL:

- Serves as point of escalation for issue resolution (e.g., difficulty accessing services, obtaining referrals, difficulty reaching a social worker, changing providers, or facing operational obstacles to receiving health care services).
- Is not case carrying and should not be first point of contact for social workers.
- Supports Trauma Informed Care.
- Facilitates quarterly meetings with county child welfare agencies.
- Participates in quality improvement activities.
- Provides technical assistance to MCP, Providers and county staff.
- Facilitates addressing the needs of children and youth involved with child welfare.
- Assists staff who coordinate care on behalf of children and youth involved in child welfare to ensure members' health care needs are met.

## Who may request assistance from Blue Shield Promise Child Welfare Liaison (CWL):

- ECM Lead Care Managers, CS, county liaisons, MCP county liaison, tribal liaison, Blue Shield Promise internal staff (including PHM care managers), county child welfare staff, Health Care Program for Children in Foster Care public health nurses, County staff (probation officers, child welfare social workers and staff, health education specialists and other staff), California Wraparound care coordinators, Child & Family Teams facilitators, and Secondary case managers, and/or service providers, as applicable.



# MCP Child Welfare Liaison (CWL)

The CWL ensures members are assisted with benefits navigation and coordination for the following:

- Medi-Cal for Kids and Teens (Early and Periodic Screening, Diagnostic, and Treatment, or EPSDT)
- Enhanced Care Management (ECM) - Collaborate with ECM to enroll eligible children/youth
- Community Supports (CS)
- Behavioral Health
- Transitional Care Services
- Health Education
- Home and Community Based Services
- California Children's Services (CCS)
- Tribal health care
- Other local service area resources
- Specialty Mental Health Services and Substance Use Disorder Services
- County Child Welfare Services overseen by the California Department of Social Services.
- Care Coordination for Children's Temporary Shelter Facility (e.g. Polinsky Children's Center)
- Coordination for member transitions between counties

# Child Welfare Services (CWS)

Child Welfare Services is a system of services and interventions of child abuse and neglect in California, overseen by the California Department of Social Services, Children and Family Services Division, and administered by individual counties. The goal of CWS is to keep the child in their own home when it is safe, and to develop an alternate plan when the child is at risk.

- How CWS are engaged:
  - Voluntary: for families not in crisis but seeking additional support to address issues that could put children at risk.
  - Court-Ordered: interventions are ordered by a judge and require parents to follow specific actions to ensure child safety
- Placement options:
  - Relative/kinship home
  - Non-kinship family-based setting foster care
  - Resource family
  - Tribally approved home

# California's Family Maintenance program

- For children up to age 18.
- Services provided or arranged for by county welfare department staff to assist children in remaining in their home.
- Strength-based, family-focused services to help a child or youth remain in a safe, secure, stable home.
- Links to programs:
  - [San Diego County Department of Child Support Services](#)
  - [Superior Court of California County of San Diego- Family & Children](#)
  - [San Diego County Identification of Court-Ordered Family Maintenance \(FM\) Services](#)
  - [Los Angeles County Family Maintenance](#)

# Foster care

Foster care is 24-hour out-of-home care for children in need of a temporary or long-term placement due to their family being unable or unwilling to care for them.

The [Foster Youth Bill of Rights](#) protects the personal rights to all children and non-minor dependents placed in foster care. It includes:

- Personal rights
- Sexual orientation
- Gender identity and expression (SOGIE)
- Indian Child Welfare Act (ICWA)
- Education
- Health
- Mental health
- Sexual and reproductive health
- Case plan
- Child and Family Team (CFT)
- Family and Social Connections
- Preparing for Adulthood and Money Management
- Communications
- Records

# California's Adoption Assistance program

- For children under age 18, or under age 21 with a mental or physical disability that warrants the continuation of assistance.
- Provides financial and medical coverage to facilitate the adoption of children who otherwise may have remained in long-term foster care.
- Provided for up to 5 years.
- Links to programs:
  - [California Adoption Assistance Program \(California Department of Social Services – CDSS\)](#)
  - [San Diego County Adoptions \(Health & Human Services\)](#)
  - [Los Angeles Adoption Assistance Program](#)

# Child Family Well Being (CFWB) and Child Welfare Resources

To obtain the list of child welfare agency points of contact for Medi-Cal MCPs to support care coordination and collaboration email [cwshealth@dss.ca.gov](mailto:cwshealth@dss.ca.gov).

## Additional helpful links

- [Foster Youth Wellness Resources \(CDSS Social Services Website\)](#)
- [San Diego County Child and Family Well Being](#)
- [San Diego County Child and Family Well Being Homepage](#)
- [CFWB Resources for Families \(San Diego\)](#)
  - For more information related to San Diego County Child and Family Well Being, call the KidsLine at 877-792-KIDS (5437)
- [Los Angeles Department of Child and Family Services](#)
- [Los Angeles County Department of Mental Health CW Division](#)
- [Apply for Medi-Cal](#)
- Member Help Line Phone: (800) 541-5555; TDD (800) 430-7077  
Website: [www.dhcs.ca.gov/myMedi-Cal](http://www.dhcs.ca.gov/myMedi-Cal)
- [Medi-Cal Provider Resources](#)
- Crisis Support: National Suicide Prevention Line. Dial 988



# San Diego resources and information for CFWB population

Issue	Resource
What consent is required to share information between HHSA and MCP?	The Order Authorizing Release of Health Information of Children in the Custody of HHSA, will be faxed to Blue Shield Promise at (619) 528-4820.
How do social workers, Public Health Nurses (PHNs), or caregivers check pediatrician assignments and availability?	Check the member ID card for Primary Care Provider (PCP) assignment or call Blue Shield Promise Customer Care at 1-855-699-5557.
Can caregivers schedule PCP appointments?	Caregivers can schedule PCP appointments by calling the PCP or Blue Shield Promise if support is needed.
How can a parent or caregiver can find a dentist?	Visit <a href="#">DHCS Medi-Cal Dental</a> or <a href="#">Smile California</a> or call Find a Dentist (Medi-Cal Dental Program) at (800) 322-6384; TTY (800) 735-2922 or 711.
How can a parent or caregiver find in-network urgent care?	Visit <a href="#">Find a Doctor</a> or call Blue Shield Promise Customer Care at 1-855-699-5557.
How does a child/youth obtain mental health services for Specialty Mental Health?	Members can go directly to a county contracted provider. Members who need assistance navigating the county network can call the San Diego Access and Crisis Line at (888) 724-7240.
How does a child/youth obtain substance use treatment/screening?	Caregiver or youth can call the Access and Crisis Line at (888) 724-7240, or Blue Shield Promise can assist.



# In-Home Supportive Services (IHSS)

# In-Home Supportive Services (IHSS)

IHSS provides in-home personal care assistance as an alternative to out-of-home care to allow recipients to stay safely in their own homes.

## Examples of IHSS

- Providing personal care services such as bathing, grooming, help with walking, bowel and bladder care
- Paramedical Services
- Accompanying member to appointments
- Help with
  - Dressing
  - Housework
  - Laundry
  - Shopping and errands
  - Meal prep and clean-up

# IHSS eligibility

## To qualify for IHSS, members must be:

- California resident
- Over 65, blind and/or disabled
- Medi-Cal-eligible, including those who are aged, blind, and/or disabled
- Living at home (not in an acute care hospital, long-term care facility, or licensed community care facility)
- Member's health care provider must agree that the member needs in-home personal care assistance and that they would be at risk of placement in out-of-home care if they did not receive IHSS services

## The IHSS program will also conduct a needs assessment

# IHSS process: Assessment to notification

- IHSS Assessment is completed at the initial visit and yearly, or as needed.
  - County social worker interviews member at their home to determine IHSS eligibility and need.
  - Information considered in the assessment may be provided by member and if appropriate, member's family, friends, physician, or other licensed healthcare professional.
  - Types of services and number of hours the county will authorize for each service will be based upon the member's ability to safely perform certain tasks.
- Service Authorization: a completed [Health Care Certification \(SOC 873\)](#) must be received by the county prior to authorization of services.
- Member is notified: if approved or denied (and reason for denial).
  - If approved, the members will be notified of which services they will receive and how many hours per month are authorized.
  - Members can either utilize IHSS county-contracted providers or hire their own individual provider.

# IHSS MOU

- Members that have Medi-Cal (or eligibility) and who are receiving (or eligible to receive) In-Home Supportive Services (IHSS) may access and/or receive services in a coordinated manner from the MCP and the county.
- Members receive IHSS in a timely manner
- IHSS is coordinated with medical services and long-term services and supports (LTSS) to promote the health and safety of members.



# Definitions of roles and responsibilities related to MOU

County IHSS Responsible Person	County IHSS Liaison	MCP Responsible Person	MCP-IHSS Liaison
County-designated person who oversees communication and coordination with the MCP and ensure the county's compliance with IHSS MOU.	<p>County's designated point of contact responsible for acting as the liaison between the county and MCP to ensure appropriate care coordination and communication.</p> <p>Collaborates and participates in quarterly meetings and provides updates to the IHSS Responsible Person as appropriate.</p>	<p>MCP-designated person who oversees MCP coordination and communication with county and ensure MCP's compliance with IHSS MOU.</p> <p>MCP-LTSS Liaison: designated by the MCP to assist in support care coordination and transitions from institutional settings.</p>	<p>MCP's designated point of contact responsible for acting as the liaison between the MCP and county to ensure the appropriate communication and care coordination are ongoing.</p> <p>Participates in quarterly meetings and provides updates to the MCP Responsible Person and/or MCP compliance officer as appropriate.</p>

# IHSS MCP obligations

- Provision of Covered Services
- The MCP is responsible for:
  - Authorizing medically necessary covered services.
  - Coordinating care for members provided by MCP's participating network providers.
  - Providing information necessary to assist with referring to county for IHSS.
  - Coordinating services and other related Medi-Cal LTSS provided by MCP and other providers of carve-out programs, services, and benefits.

# IHSS MCP obligations, continued

- Oversight and responsibility:
  - Meet at least quarterly with county
  - Oversee MCP's compliance with MOU (including compliance oversight reports & address any deficiencies)
  - Report on MCP's compliance with the MOU to MCP's compliance officer (minimum quarterly)
  - Ensure sufficient staffing at MCP to support compliance and management of MOU
  - Ensure appropriate levels of MCP leadership involved in implementation, and ensure appropriate levels of leadership from county are invited to participate in the MOU engagements
  - Training and education regarding MOU provisions (conducted annually)
  - Designate MCP-IHSS Liaison and MCP-LTSS Liaison
  - Notify county of MCP-IHSS Liaison changes in writing as soon as reasonably practical but no later than date of change and notify DHCS within 5 Working Days of change.
  - Require and ensure Subcontractors, Downstream Subcontractors, & Network Providers, comply with all applicable provisions of this MOU

# County IHSS obligations

- Provision of Services
  - Responsible for assessing, approving, and authorizing members' initial and continuing need for IHSS
- Oversight Responsibility
  - Oversee county's compliance with MOU.
  - Designate IHSS Liaison to serve as the point of contact and liaison with MCP.
  - Notify MCP of changes to IHSS Liaison as soon as reasonably practical but no later than the date of change
- Refer members to MCP for services or supports for which members qualify
  - For example: Community Supports (CS), care management programs such as Enhanced Care Management (ECM) or Complex Case Management (CCM)

# IHSS Referral Information by county

## [IHSS San Diego website](#)

**Online:** Professionals, such as hospital discharge planners, may make a referral online. New users must first register at the [HHSA Web Portal](#) then submit referral at the [IHSS/Case Management Portal](#).

**Phone:** Call **(800) 339-4661** to apply with Call Center staff.

**Email:** Email a completed [IHSS application](#) to: [AIS.295only.HHSA@sdcounty.ca.gov](mailto:AIS.295only.HHSA@sdcounty.ca.gov).

**Fax:** Fax a completed [IHSS application](#) to (619) 344-8077.

**Mail or in Person:** Visit or send the [IHSS application](#) to one of these IHSS Offices:

- El Cajon: 389 N. Magnolia Ave. El Cajon, CA 92020
- Escondido: 649 W. Mission Ave Ste. 5. Escondido, CA 92025
- National City: 401 Mile of Cars Way Ste. 210. National City, CA 91950
- Oceanside: 3708 Ocean Ranch Boulevard Ste.320. Oceanside, CA 92056
- Overland: 5560 Overland Ave. Ste. 310. San Diego, CA 92123
- Southeastern Live Well Center: 5101 Market Street Ste. 2100. San Diego, CA 92114



# Medi-Cal Behavioral Health



# Medi-Cal Behavioral Health

## Mild-to-Moderate Mental Health Services (Carved-In: Managed by Blue Shield Promise)

- Available for all ages
- Covers outpatient therapy (individual, family, and group), outpatient psychiatry, psychological testing, and psychiatric medication evaluations/management
- no copays for covered services
- Access support through:
  - Find a Doctor
  - Customer/member services
  - PHM Social Services
  - County Mental Health Department referral

## Specialty Mental Health Services (Carved-Out: Managed by county Mental Health)

- Available for all ages
- Covers higher levels of care for serious mental illness:
  - Inpatient psychiatric hospitalization
  - Residential treatment
  - Partial hospitalization and intensive outpatient programs (IOP)
  - Crisis intervention services
- Includes substance use disorder (SUD) treatment.
- No wrong door policy: Members can seek help through any point of entry, including their health plan or directly through the county Mental Health Department.

## Behavioral Health Treatment (BHT) (Carved-In: Managed by Blue Shield Promise)

- For members under 21
- Covers diagnostic evaluation, psychological assessment, and services for Autism Spectrum Disorder which typically includes Applied Behavior Analysis (ABA)

# Medi-Cal Behavioral Health services at-a-glance

Service type	Who manages?	Service examples	Authorization needed?	How members access care
Mild-to-Moderate Mental Health	Blue Shield Promise (Carved In)	Outpatient therapy, outpatient psychiatry, psych testing. No limits on outpatient visits.	No	Members can self-refer through Blue Shield Promise Find a Doc, Customer Care, Population Health Management Social Services, or by county Referral.
Specialty Mental Health/Substance Use Disorder (SUD)	County Mental Health (Carved Out)	Inpatient psych, residential, Intensive Outpatient, Partial Hospitalization, Crisis Services, SUD Programs	County handles if needed	County Mental Health department, Blue Shield Promise Customer Care assistance
Behavioral Health Treatment (BHT)	Blue Shield Promise (Carved In)	Autism/ABA therapy, diagnostic evals (under age 21)	Yes	Referral and authorization via Blue Shield Promise Customer Care

Note that Medicare beneficiaries need to exhaust Medicare benefits before accessing Medi-Cal benefits



To learn more about the Medi-Cal Behavioral Health Services Program, visit the Blue Shield Promise Behavioral Health website: [Behavioral Health Services Program](#)



## How Blue Shield Promise supports behavioral health access

Blue Shield Promise's Medi-Cal Behavioral Health Care Management team is available to:

- Support care coordination with members, providers, and county stakeholders.
- Maintain liaison relationships with county behavioral health teams to streamline care coordination when a higher level of care is needed.
- Maintain a robust behavioral health network with diverse provider types to meet member's unique needs.
- Assist with authorizations (e.g., for BHT/ABA).



Local Health Department



## Overview

Federal law requires states to screen children enrolled in Medicaid for elevated blood lead levels as part of required prevention services offered through the Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Program.

## Policy

Blue Shield Promise must ensure that their network providers (e.g., physicians, nurse practitioners, and physician's assistants) who perform periodic health assessments on members between the ages of six months to six years (72 months) comply with current federal and state laws, and industry guidelines for health care providers issued by the Childhood Lead Poisoning Prevention Branch ("CLPPB").

## California Management Guidelines on Childhood Lead Poisoning for Health Care Providers

### California Management Guidelines on Childhood Lead Poisoning for Health Care Providers

No level of lead in the blood is known to be safe. The US Centers for Disease Control and Prevention (CDC) established in 2021 a new “reference value” of 3.5 micrograms per deciliter (mcg/dL) for blood lead levels (BLLs), thereby lowering the level at which evaluation and intervention are recommended.<sup>1</sup> Contact the California Department of Public Health, Childhood Lead Poisoning Prevention Branch (CLPPB), (510) 620-5600, [www.cdph.ca.gov/programs/CLPPB](http://www.cdph.ca.gov/programs/CLPPB), for additional information about childhood lead toxicity.

BLL <sup>2</sup>	EVALUATION AND TESTING	MANAGEMENT
<p><b>&lt; 3.5 mcg/dL</b></p> <p>Screening BLLs may be either a capillary (CBLL) or a venous (VBLL).<sup>3,4</sup></p> <p>Filter paper blood lead tests are not accepted by the State of California.</p> <p>Retest for identified risk must be venous.<sup>3</sup></p> <p>If VBLL increases to higher range, retest and manage per that range.</p>	<p><b>General</b></p> <ul style="list-style-type: none"> <li>Perform routine history and assessment of physical and mental development.</li> <li>Assess nutrition and risk for iron deficiency.</li> <li>Consider lead exposure risks.</li> </ul> <p><b>Blood Lead Levels</b></p> <p>California regulations require testing at ages 12 months and 24 months (up to 72 months if not tested at 24 months) if child is in a publicly funded program for low-income children, spends time at a pre-1978 place with deteriorated paint or recently renovated, or has other lead exposure risks.<sup>5</sup></p> <ul style="list-style-type: none"> <li>If screened early (before 12 months), retest in 3-6 months as risk increases with increased mobility.</li> <li>Test anyone birth to 21 years when indicated by changed circumstances, identification of new risks, or at the request of a parent or guardian.</li> <li>Follow up with VBLL in 6-12 months if indicated.</li> <li>See federal guidelines for Head Start<sup>6</sup> or refugees.<sup>7</sup></li> </ul>	<p>Comply with California statutes and regulations mandating a standard of care under which the health care provider, at each periodic health care visit from age 6 months to 72 months, must give oral or written anticipatory guidance to a parent or guardian, including at a minimum that children can be harmed by lead, are particularly at risk for lead poisoning from the time they crawl until 72 months old, and can be harmed by deteriorating or disturbed paint and lead-contaminated dust, and that children enrolled in Medi-Cal receive blood lead tests, and children not enrolled in Medi-Cal who are at high risk of lead exposure receive blood lead tests.<sup>5</sup></p> <p>Discuss hand to mouth activity, hand washing, and sources of lead such as lead-contaminated paint, dust, and soil (particularly near busy roads), plumbing, bullets, fishing sinkers; and also lead-contaminated remedies, cosmetics, food, spices, tableware, cookware, batteries, jewelry, toys and other consumer products, a household member's lead-related work or hobbies, recent time spent in another country.</p> <ul style="list-style-type: none"> <li>Discuss BLLs with family. Counsel on any risk factors identified.</li> <li>Encourage good nutrition, especially iron, vitamin C, and calcium. Consider referral to Supplemental Nutrition Program for Women, Infants, and Children (WIC).</li> <li>Encourage participation in early enrichment programs and activities.</li> </ul> <p>Chelation is not recommended in this BLL range.</p>

<sup>1</sup> Centers for Disease Control and Prevention, [Blood Lead Reference Value](https://www.cdc.gov/blood/lead/reference-value). ([tinyurl.com/CDC-BLRV-21](https://www.cdc.gov/blood/lead/reference-value))

<sup>2</sup> For levels other than 3.5 mcg/dL, CDC uses whole integers. California rounds BLLs to the closest whole integer (10 includes 9.5 mcg/dL, 15 includes 14.5 mcg/dL, etc.).

<sup>3</sup> Capillary lead specimens are easily contaminated. They are acceptable for screening but all retests on BLLs  $\geq$  3.5 mcg/dL should be venous. Consider arterial or umbilical cord specimens as if venous. A heelstick may be used to obtain a capillary specimen in children under one year. LeadCare® analyzers should not be used for VBLLs. [Information on Magellan LeadCare®: 2021 Blood Lead Test Kit Recall and 2017 FDA Safety Communications and Recommendations](https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/LeadCare%202021%20Blood%20Lead%20Test%20Kit%20Recall%20and%202017%20FDA%20Safety%20Communications%20and%20Recommendations.aspx). ([tinyurl.com/CLPPB-MAG](https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/LeadCare%202021%20Blood%20Lead%20Test%20Kit%20Recall%20and%202017%20FDA%20Safety%20Communications%20and%20Recommendations.aspx))

<sup>4</sup> Analyzing laboratories must report results of all BLLs drawn in California to the state. [California Health and Safety Code, §124130](https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/LeadCare%202021%20Blood%20Lead%20Test%20Kit%20Recall%20and%202017%20FDA%20Safety%20Communications%20and%20Recommendations.aspx). ([tinyurl.com/HSC-S-124130](https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/LeadCare%202021%20Blood%20Lead%20Test%20Kit%20Recall%20and%202017%20FDA%20Safety%20Communications%20and%20Recommendations.aspx))

<sup>5</sup> California Code of Regulations, [Title 17, §37000-37100](https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/LeadCare%202021%20Blood%20Lead%20Test%20Kit%20Recall%20and%202017%20FDA%20Safety%20Communications%20and%20Recommendations.aspx). ([tinyurl.com/CCR-17-37000](https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/LeadCare%202021%20Blood%20Lead%20Test%20Kit%20Recall%20and%202017%20FDA%20Safety%20Communications%20and%20Recommendations.aspx))

<sup>6</sup> [Head Start | Early Childhood Learning and Knowledge Center \(ECLKC\)](https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/LeadCare%202021%20Blood%20Lead%20Test%20Kit%20Recall%20and%202017%20FDA%20Safety%20Communications%20and%20Recommendations.aspx). ([tinyurl.com/HS-ECLKC-LEAD](https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/LeadCare%202021%20Blood%20Lead%20Test%20Kit%20Recall%20and%202017%20FDA%20Safety%20Communications%20and%20Recommendations.aspx))

<sup>7</sup> [Screening for Lead during the Domestic Medical Examination for Newly Arrived Refugees](https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/LeadCare%202021%20Blood%20Lead%20Test%20Kit%20Recall%20and%202017%20FDA%20Safety%20Communications%20and%20Recommendations.aspx). ([tinyurl.com/CDC-REF-SCREEN](https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/LeadCare%202021%20Blood%20Lead%20Test%20Kit%20Recall%20and%202017%20FDA%20Safety%20Communications%20and%20Recommendations.aspx))





# Blood lead screening requirements for providers

- Blood lead screening tests may be conducted using either the capillary (finger stick) or venous blood sampling methods. Lead filter paper tests should not be used.
  - All confirmatory and follow-up blood lead level testing must be performed using blood samples taken through the venous blood sampling method.
- Network providers are required to provide oral or written anticipatory guidance to the parent/guardian(s) of a child member that, at minimum, includes information that children can be harmed by exposure to lead.
  - The anticipatory guidance must be provided to the parent/guardian(s) of a child member at each PHA, starting at 6 months of age and continuing until 72 months of age.
- Blue Shield Promise will ensure network providers order and/or perform blood lead screening tests on all child members in accordance with the following:
  - At 12 months and at 24 months of age.
  - When the network provider performing a PHA becomes aware that a child member who is 12 to 24 months of age has no documented evidence of a blood lead screening test taken at 12 months of age or thereafter.
  - When the network provider performing a PHA becomes aware that a child member who is 24 to 72 months of age has no documented evidence of a blood lead screening test taken.
  - At any time, a change in circumstances has, in the professional judgment of the network provider, put the child member at risk.
  - If requested by the parent or guardian.

# Anticipatory guidance

- Anticipatory guidance must be provided to the parent/guardian(s) of a child member at each periodic assessment from 6 months to 6 years of age.
- Under California state laws and regulations, all health care providers are required to inform all parents and guardians about:
  - The risks and effects of childhood lead exposure
  - The requirement that children enrolled in Medi-Cal receive blood lead tests
  - The requirement that children not enrolled in Medi-Cal who are at high risk of lead exposure receive blood lead tests
- Anticipatory guidelines are available for download, along with tools and education for providers: [Health Care Providers](#)



# Blood lead levels: recommended actions

- Healthcare providers may use a capillary or venous sample for in screening.
  - If the capillary results are equal to or greater than CDC's [Blood Lead Reference Value \(BLRV\)](#), (>3.5 ug/dL) providers should collect a venous sample
- Initial screening blood lead level - Recommended actions if the If the patient's BLL is  $\geq 3.5$  micrograms per deciliter ( $\mu\text{g}/\text{dL}$ ):
  - Provide education about common sources of lead exposure and information on how to prevent further lead exposure.
  - For children living in or visiting homes or structures built before 1978, adults can reduce lead exposure from lead-based paint by doing the following:
    - Regularly wet-wiping windows and windowsills and wet-mopping floors.
    - Avoiding repairs and construction projects that may create lead-based paint dust.
    - Covering chipping or peeling paint to keep lead from spreading to surrounding areas.
    - Using approved methods for removing lead hazards from the home and using contractors certified by the Environmental Protection Agency (EPA) when repairs or renovations are needed. Visit the [EPA's web](#) page to locate a certified contractor.
  - Obtain a confirmatory venous sample for blood lead testing.

# Refusal requirements

- Providers are not required to perform a blood lead screening test if either of the following applies:
  - In the professional judgment of the network provider, the risk of screening poses a greater risk to the child member's health than the risk of lead poisoning.
  - If a parent, guardian, or other person with legal authority to withhold consent for the child refuses to consent to the screening.

## What to do if a parent, guardian, or other person with legal authority refuses the blood lead screening test

- Provider must document refusal or reasons for not performing the blood lead screening test into child's medical records.
- Providers must obtain signed statement of voluntary refusal to document refusal or reason for not performing blood lead screening test into the child's medical records.
  - [Lead Declination Form, English](#)
  - [Lead Declination Form, Spanish](#)
- If providers *cannot* obtain signed statement of voluntary refusal because the party (1) refuses or declines to sign it or (2) is unable to sign it (e.g., services provided via telehealth), providers are required to document the reason for not obtaining signed statement into the child's medical record.
- DHCS will consider the above-mentioned documented efforts that are noted in the child's medical record as evidence of compliance with blood lead screening test requirements.

# Elevated blood lead levels: San Diego County resources

If a child present with blood lead levels above 3.5 µg/dL, report the test result to your state or local health department and refer child to the county programs below for case management, environmental assessment, and other services.

## Program Description

The San Diego Childhood Lead Poisoning Prevention Program is a Public Health Services program that seeks to eliminate childhood lead poisoning by caring for lead-poisoned children and identifying and eliminating sources of lead exposure. Available Services:

- Case Management
- Environmental Investigations
- Education to health care providers, community groups and families
- Surveillance data
- Lead Safety and Healthy Homes Program- [Lead Safety and Healthy Homes Program | Environmental Services | City of San Diego Official Website](#)
- [San Diego Housing Commission](#)  
(financial assistance removing lead hazards)
- [Environmental Health Coalition](#)  
(City of San Diego and National City)

## For more information, contact the Childhood Lead Poisoning Prevention Program

- [Childhood Lead Poisoning Prevention Program -CLPPP](#) (sandiegocounty.gov)
- Phone: (619) 692-8487



# Non-Contracted Local Health Department

# Non-Contracted Local Health Department (LHD) services

## Immunizations

The Medi-Cal Managed Care Plan (MCP) is responsible for providing all immunizations to members recommended by the California Department of Public Health guidance for the immunization schedule and American Academy of Pediatrics (AAP) pursuant to the Medi-Cal Managed Care contract and must allow members to access immunizations through the Local Health Department (LHD) regardless of whether the LHD is in the MCP's provider network. The MCP must not require prior authorization for immunizations from LHD.

- i. MCP must reimburse LHD for immunization services provided under this MOU at no less than the Medi-Cal fee for service (FFS) rate.
- ii. MCP must reimburse LHD for the administration fee for immunizations given to members who are not already immunized as of the date of immunization, in accordance with the terms set forth in APL 18-004.

To follow recommendations for Preventative Pediatric Health care please refer to the California Department of Public Health; Information for Health Care Providers - American Academy of Pediatrics Periodicity Schedule: [AAP Immunization Schedule](#) | [Red Book Online](#) | [American Academy of Pediatrics](#).

# Responsibilities of Medi-Cal Managed Care Plans

## Provide All Recommended Immunizations

MCPs must cover and administer all vaccines recommended by:

- The California Department of Public Health (CDPH) immunization schedule
- The American Academy of Pediatrics (AAP) guidelines

## Contractual Obligation

This requirement is explicitly written into the Medi-Cal Managed Care contract. MCPs cannot limit or restrict access to these vaccines.

## Access Through Local Health Departments (LHDs)

Members must be allowed to receive immunizations at Local Health Departments, even if the LHD is not part of the MCP's provider network. This ensures members can always get vaccines without being blocked by network restriction

# Why This Rule Exists

- **Public Health Protection:** Ensures widespread vaccination coverage to prevent outbreaks.
- **Equity in Care:** Guarantees that all Medi-Cal members, regardless of their plan or location, can access vaccines.
- **Flexibility for Families:** Parents can take children to county health departments for shots without worrying about insurance network rules.

# Non-Contracted LHD services, continued

## **\*\*Vaccines for Children (VFC) program**

The Vaccines for Children (VFC) program provides free vaccines to children less than 19 years old who qualify for Medi-Cal, are uninsured, or are American Indian or Alaska Native. The VFC program provides vaccines at no cost to enrolled providers to administer to eligible children between the ages of 0-18 years.

Blue Shield Promise provides information to all network providers regarding the VFC program, strongly encourages all providers who provide immunizations to children 0-18 years to participate in the program, and promotes and supports enrollment in the VFC program by including information about the California Vaccines for Children program in our Medi-Cal Provider Orientation materials and in our Provider Manual.

## **Links**

- [California Vaccine Programs – California Vaccines for Children \(VFC\)](#)
- [IMM-395 Routine Immunization Timing 2025](#)
- [CDPH letter to California Vaccines for Children \(VFC\) Providers](#)
- [AAP Immunization Schedule | Red Book Online | American Academy of Pediatrics](#)

**\*\*Vaccination schedule and requirements are subject to change per CDC guidelines**



# Non-Contracted LHD services, continued

## **Sexually Transmitted Infections (“STI”) services, family planning, and HIV testing and counseling**

MCP must ensure members have access to STI testing and treatment, family planning, and HIV testing and counseling services, including access through LHD pursuant to 42 United States Code Sections 1396a(a)(23) and 1396n(b) and 42 Code of Federal Regulations Section 431.51.

No prior authorization or referral for members is needed to access STI, family planning or HIV testing services.


# Understanding the current Sexually Transmitted Disease (STD) epidemic in San Diego County

The current STD epidemic in San Diego County is a significant public health concern with reports indicating a 20 year high in number of cases.

The epidemic disproportionately impacts young people and people of color, with rising rates observed in individuals ages 15 to 24. Factors include trends in condom usage, better testing methods, and increase transmission within the community.

For those seeking to understand the current HIV epidemic, it is important to recognize that certain groups, such as African-Americans and Hispanic persons, experience a greater burden of HIV. This is often due to a combination of less access to healthcare, less education about STD prevention, stigma, discrimination, and poverty.

San Diego County's health services are actively working to address these issues through targeted prevention and treatment efforts, focusing on increasing education on safe sex practices and decreasing stigma.



Tuberculosis screening,  
diagnosis, treatment and  
care coordination

# Tuberculosis (TB) overview and statistics

## Tuberculosis Disease

Once the leading cause of death in the United States, today people with active Tuberculosis (TB) disease can be treated and cured if they seek medical help. Even better, people with latent TB infection can take medicine so they will not develop active TB disease.

The County of San Diego TB control program conducts public health surveillance for new active TB diagnoses.

### Recent statistics for TB in San Diego County:

- In 2024, there were 247 new TB diagnoses, marking a 2% increase from 242 in 2023.
- The TB rate in San Diego County was 7.5 cases per 100,000 people in 2024, which is higher than the California rate of 5.4 and the national rate of 3.
- The county estimates that more than 175,000 San Diegans have latent TB infection, meaning they carry the bacteria that causes TB but may not show symptoms.
- The highest incidence of TB occurs in the South and Central regions of San Diego County.

To protect and improve the health of all, the California Department of Public Health Tuberculosis Control Branch (TBCB) provides leadership and resources to prevent and control TB. Their vision is to speed the decline of TB morbidity and mortality.

For more information, visit the [Tuberculosis Control Branch](#) website.

# San Diego Fact Sheets

- [San Diego County TB Elimination Fact Sheet, 2025 edition](#)
- [Tuberculosis in San Diego County: By the Numbers, 2025 edition](#)
- [TB Elimination Initiative](#)

## About the San Diego Tuberculosis Elimination Initiative (TBEI)

TBEI is a public-private partnership launched in January 2020 to build a coordinated Tuberculosis elimination framework for the county. The initiative focuses on effective TB prevention, including risk assessment, testing, and treatment of latent TB infection (LTBI) cases to prevent progression to active TB. Over 25 unique entities are currently engaged in this initiative.

TBEI FOCUS: An estimated **85%** of active tuberculosis (TB) cases are due to progression of Latent TB Infection (LTBI) to active TB. Approximately **175,000** San Diego County residents have LTBI, which can progress to active TB disease without treatment. Only **25%** of residents with LTBI are aware of their infection and only **15%** have been treated.

# Tuberculosis Elimination Initiative (TBEI) recommendations

## **TBEI recommendations and implementations**

Beginning in January 2020, a network of public-private TBEI stakeholders collaborated across seven committees to identify key recommendations and activities to address local needs and barriers to TB elimination in San Diego County. The following reports were received by the Board of Supervisors in 2021. They provide a summary of the TBEI methodology, findings, recommendations and Implementation Plan that support TB prevention and elimination in San Diego County.

- Improve LTBI care cascade outcomes
- Promote awareness of LTBI as a major public health concern which is preventable and curable
- Develop a LTBI surveillance system to describe the burden of LTBI and monitor improvement of the LTBI cascade of care
- Implement TB screening in educational systems
- Improve access to testing and treatment for LTBI and active TB
- Secure sufficient resources for implementing TB Elimination Initiative strategies

[TBEI Recommendations Report](#)

[TBEI Implementation Plan](#)

# Blue Shield Promise

## Purpose

To implement and manage members who will be screened for TB, notification to the LHD, and referral for provision of Direct Observed Therapy (DOT).

## Management strategy

DOT is the preferred core management strategy the Centers for Disease Control (CDC) recommends for treatment of TB disease, and if resources allow for Latent Tuberculosis Infection (LTBI) treatment. DOT can reduce the development of drug resistance, treatment failure, or lapse after the end of treatment.

## Policy

- i. Ensures TB screening, diagnosis, treatment, and follow-up care is provided in compliance with the guidelines recommended by the American Thoracic Society and the Centers for Disease Control and Prevention.
- ii. Primary care physicians (PCPs) are responsible for TB screening, identifying active cases, notifying the LHD, assessing the need for DOT, and referring cases for DOT to the LHD TB Control Officer. Blue Shield Promise shall aid the PCP as requested in completing these requirements. Members identified as having active TB or requiring DOT will be referred to Blue Shield Promise Case Management for coordination of care.

# Blue Shield Promise, continued

## Procedure

- I. Primary care physicians (PCPs) are required to screen adults and children for tuberculosis as part of the Initial Health Assessment and periodically thereafter for high-risk individuals.
- II. PCPs are required to notify the LHD of any active cases of TB or when the member ceases treatment using a Confidential Medical Report (CMR). The report should also include an individualized treatment plan. Periodic reports are to be made thereafter as required by the LHD.
- III. PCPs are required to refer members with active TB who may be non-compliant to the DOT program. Blue Shield Promise may assist in referring members who are at risk for treatment resistance or noncompliance with treatment to the LHD for DOT.
- IV. DOT is defined as delivery of every dose of medication by a health care worker who observes and documents that the patient ingests or is injected with the medication.
- V. Blue Shield Promise Case Management and Pharmacy Departments will query pharmacy claims monthly to identify potential active TB cases. These cases will be referred to the Chief Medical Officer (CMO) for review. If the CMO determines the case is potentially active TB, a case manager will contact the PCP to verify if the patient has active TB and to determine if the LHD has been notified and if the patient meets criteria for DOT.
- VI. If the member has been referred for DOT, Blue Shield Promise Case Management will coordinate care between the PCP & the LHD to ensure the member receives all medically necessary covered services not related to the TB diagnosis.
- VII. Blue Shield Promise shall provide all medically necessary covered services to the member with TB on DOT and shall ensure joint case management and coordination of care with the LHD TB Control Officer.





# Maternal, Child, and Adolescent Health (MCAH)



## Maternal, Child, and Adolescent Health (MCAH)

The state of California Maternal, Child, and Adolescent Health (MCAH) Division supports and implements strategies to improve health, support the development of children and adolescents, and foster well-being and equity across the reproductive life course.

Maternal Health strives to ensure every woman in California can experience a healthy pregnancy and delivery. MCAH programs encourage ongoing education, self-sufficiency, healthy life choices, and mental and physical wellness during pregnancy.

# San Diego County Maternal, Child, and Family Health Services (MCFHS)

## Purpose

Maternal, Child, and Family Health Services (MCFHS) is a multidisciplinary, multicultural branch dedicated to working with community and Health and Human Services Agency partners to promote health and to protect and support pregnant women, children, families and communities.



# San Diego Maternal, Child, and Adolescent Health (MCAH) Services and Programs

## Links

[Black Infant Health \(BIH\) Program](#)

[Home Visiting Programs](#)

[Chronic Disease and Health Equity \(CDHE\)](#)

[Health Care Program for Children in Foster Care \(HCPCFC\)](#)

[Office of Violence Prevention \(OVP\)](#)

[Oral Health Program](#)

[Perinatal Care Network \(PCN\)](#)

[Perinatal Equity Initiative \(PEI\)](#)

[Sudden Infant Death Syndrome \(SIDS\)](#)

[Tobacco Control Resource Program \(TCRP\)](#)

[First 5 San Diego](#)

[Health Start Global Communities](#)

[San Diego County WIC Programs](#)





## Doula Services [All Plan Letter 23-024 \(APL\)](#)

The Department of Health Care Services (DHCS) added doula services as a covered Medi-Cal benefit on January 1, 2023.

Blue Shield Promise aims to eliminate inequities in maternal and infant health outcomes by providing doula services to Medi-Cal beneficiaries to aid in preventing perinatal complications and improving health outcomes for birthing parents and infants in Los Angeles and San Diego counties.

### What is a Doula?

A traditional doula is a trained non-clinical professional who provides continuous educational, physical, and emotional support to women and their birth partners before, during, and shortly after childbirth to help them achieve the healthiest, most satisfying experience possible.

Doulas are:

- Trained professional childbirth champions
- Birth workers
- Birth companions
- Advocates and caregivers

# How doulas aid in preventing adverse birth outcomes

- Doulas serving Blue Shield Promise Health Plan Medi-Cal beneficiaries provide person-centered, culturally competent care encompassing health education, advocacy, and physical, emotional, and non-medical support for pregnant and postpartum persons before, during, and after childbirth, including support during miscarriage and stillbirth.
- Doula services include health navigation, lactation support, development of a birth plan, postpartum support and linkages to community-based resources to mitigate social determinates of health (SDH) throughout the pregnancy support life cycle.



# Doula supportive services

- Doulas provide care that supports members across race, ethnicity, language, and culturally diverse communities.
- Doulas educate and advocate for members. They provide physical and emotional support to pregnant and postpartum people before, during, and after childbirth or pregnancy.
- Doulas can help ensure members are being heard, supported, and informed to help close racially biased maternal care gaps.
- Doula services may help prevent perinatal complications and improve health outcomes for birthing people and infants.



# Blue Shield Promise doula benefit authorized visits

- The Doula benefit is a preventive service requiring a written recommendation from a physician or other licensed practitioner of the healing arts (clinical social worker, acupuncturist, midwife or any other healing arts professional). To increase access to services, DHCS Medical Director, Karen Mark, MD, issued a [standing recommendation](#) for the initial set of doula services for any Medi-Cal member who is pregnant or was pregnant within the past year.
- The standing recommendation authorizes the following doula services:
  - One initial 90-minute visit
  - Up to eight additional visits that may be provided in any combination of prenatal and postpartum visits, as determined by the birthing person and doula
  - Support during labor and delivery (including labor and delivery resulting in a stillbirth), abortion or miscarriage
  - Up to two extended three-hour postpartum visits after the end of a pregnancy
  - The extended three-hour postpartum visits provided after the end of pregnancy do not require the beneficiary to meet additional criteria or receive a separate recommendation
    - Doula services can only be provided during pregnancy; labor and delivery, including stillbirth; miscarriage; abortion; and within one year of the end of a member's pregnancy.
    - Doulas may provide services in the community, at a member's home, and in hospitals, among other locations.
  - If a member has used all the visits for the standing recommendation, the member would need an additional recommendation from a physician or other licensed practitioner of the healing arts acting to receive up to nine additional postpartum visits. The standing recommendation from DHCS cannot be used for additional postpartum visits.
- Doula services can be provided virtually or in-person with locations in any setting including, but not limited to, homes, office visits, hospitals, or alternative birth centers.



# Blue Shield Promise doula benefit authorized services

- Doulas may provide various types of support during the perinatal period, including during pregnancy; labor and delivery, miscarriage, and abortion; and up to one year postpartum. Services include guidance; health navigation; evidence-based education for prenatal, postpartum, childbirth, and newborn/infant care; lactation support; development of a birth plan; and linkages to community-based resources.
- More than one doula may provide services during a member's pregnancy and postpartum period. However, the total number of visits that a member may receive are per pregnancy and not per doula. In addition, only one doula may bill for services provided during labor, miscarriage, or abortion.
- Doula services are available up to one year after pregnancy. If the member did not have a doula while pregnant, they may use the initial visit and all eight visits during the postpartum period and up to nine additional postpartum visits with a [second written recommendation](#).
- Doula may provide all services via telehealth, including by telephone. Services rendered via telehealth must be billed consistent with DHCS' telehealth policy as outlined in the [Medicine: Telehealth](#) section of the Medi-Cal Provider Manual. Additionally, all doula services provided via telehealth must meet federal requirements for privacy, including the [Health Insurance Portability and Accountability Act](#).



# California Children's Services (CCS)

# California Children's Services 101

## CCS history

- Established in 1927 as "Crippled Children's Services" in California in response to the Polio epidemic.
- Focused on providing therapy for children with physical disabilities.

## CCS today

- CCS is a partnership between the state and counties that provides medical case management for children in California diagnosed with serious chronic diseases.
- Today, CCS Provides services to more than 165,000 California Children

## CCS organization

- County of San Diego CCS Program

## CCS services

- Medical Case Management and Medical Therapy Program

## CCS eligibility

- Medical, financial, and age criteria

## eSAR

- State Electronic Referral System

# Medi-Cal Eligibility

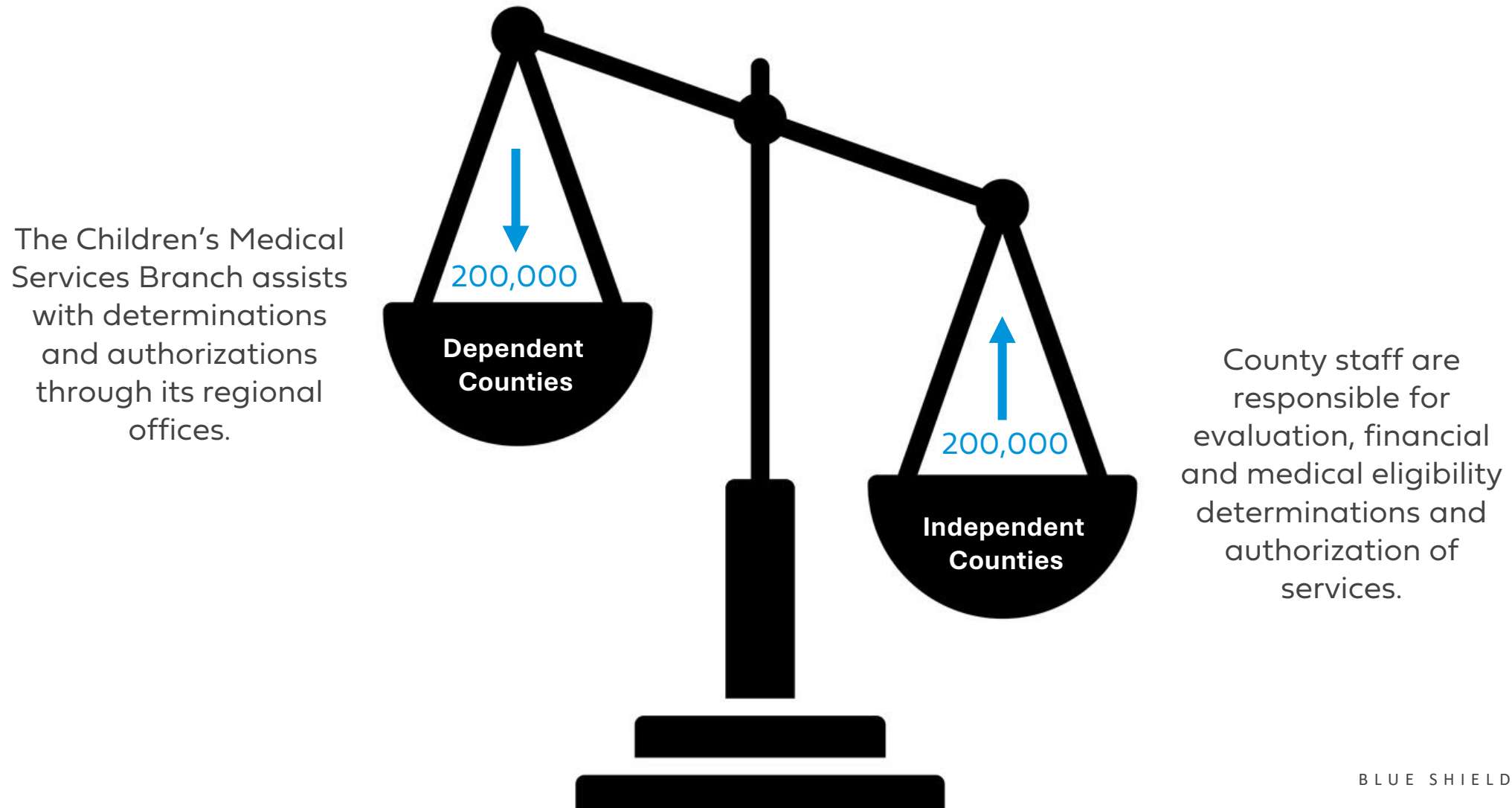
**CCS is a statewide program that provides funding for treatment of children with certain physical limitations and chronic health conditions or diseases. CCS authorizes and pays for specific medical services and equipment provided by CCS-approved specialists.**

- Welfare and Institutions Code and the California Code of Regulations (Title 22, Section 51013) mandates CCS to act as an agent of Medi-Cal.
- **15%** of California's Children with special healthcare needs receive specialty care through the CCS program.
- **80%** of children who receive services through CCS are Medi-Cal beneficiaries.
- **14,792** children are currently receiving services through the San Diego CCS program.

[CCS Program website](#)

# CCS Program structure

Program administration depends on the size of the county.



# San Diego CCS

- The San Diego CCS Central Office has approximately 90 staff members.
- Medical Therapy Unit staff and 6 school site locations throughout San Diego County.
- Links:
  - [CCS state website](#)
  - [CCS San Diego County website](#)
- CCS provides
  - I. Medical Case Management ("Treatment") - Provide case management and authorization for treatment services related to the CCS eligible condition
  - II. Medical Therapy Program-MTP ("Therapy") - Provide physical therapy and occupational therapy for children with eligible conditions in medical therapy units located in 6 public schools in San Diego County

# CCS Medical Case Management Program

The CCS Medical Case Management Program includes a team of Nurse Case Managers, Health Services Social Workers, Occupational/Physical Therapy (OT/PT) Case Managers, Human Services Specialists, and Office Assistants who assist with:

- Eligibility process
- Navigating health systems
- Information
- Referrals



# Treatment vs. therapy

## Treatment

Reviewed by Supervising Public Health Nurse:

- Medical conditions that are physically disabling or require medical, surgical, or rehabilitative services
- Medical eligibility is disease-specific and covers only what is related to or impacts the CCS eligible condition

## Therapy

Reviewed by Medical Therapy Program Consultant:

- Children with neuromuscular, musculoskeletal, or muscular disease
- Children under 3 years old without a clear medical diagnosis but with symptoms that indicate a high chance that they may have an MTP eligible diagnosis in the future



# Treatment vs. therapy: Eligible conditions

## Treatment

- Birth Defects
- Cerebral Palsy
- Diabetes
- Heart Disease
- Cancer
- Cystic Fibrosis
- Hearing Loss
- Hemophilia
- HIV/AIDS
- Major Trauma
- NOT eligible: syndromes, developmental delay, mental conditions, behavioral issues

## Therapy

- Cerebral Palsy
- Spina Bifida
- Muscular Dystrophy
- Rheumatoid Arthritis
- Spinal Cord Injuries
- Spinal Muscular Atrophy
- Arthrogryposis
- Osteogenesis Imperfecta

# Treatment vs. therapy: Financial, residential and age criteria

## Treatment

### Financial eligibility

- Enrolled in Medi-Cal
- Uninsured and annual family income less than \$40,000; or
- Costs to not to exceed 20% of the family's annual adjusted gross income

### Residential criteria

- Residents of San Diego County

### Age criteria

- Birth until the day before 21st birthday

## Therapy

### Financial eligibility

- No financial eligibility requirements.
- However, needs financial if also open to treatment or has DME needs.

### Residential criteria

- Enrolled or eligible to be enrolled in a San Diego County public school

### Age criteria

- Birth until the day before 21st birthday

# Medical diagnostic services vs. treatment services

## Treatment

- CCS eligible condition already established
- Authorized for 1 year
- Financial eligibility needed

## Medical diagnostic services

- For evaluation to confirm CCS eligible condition
- Authorized for 6 months
- Financial eligibility not needed

# CCS providers

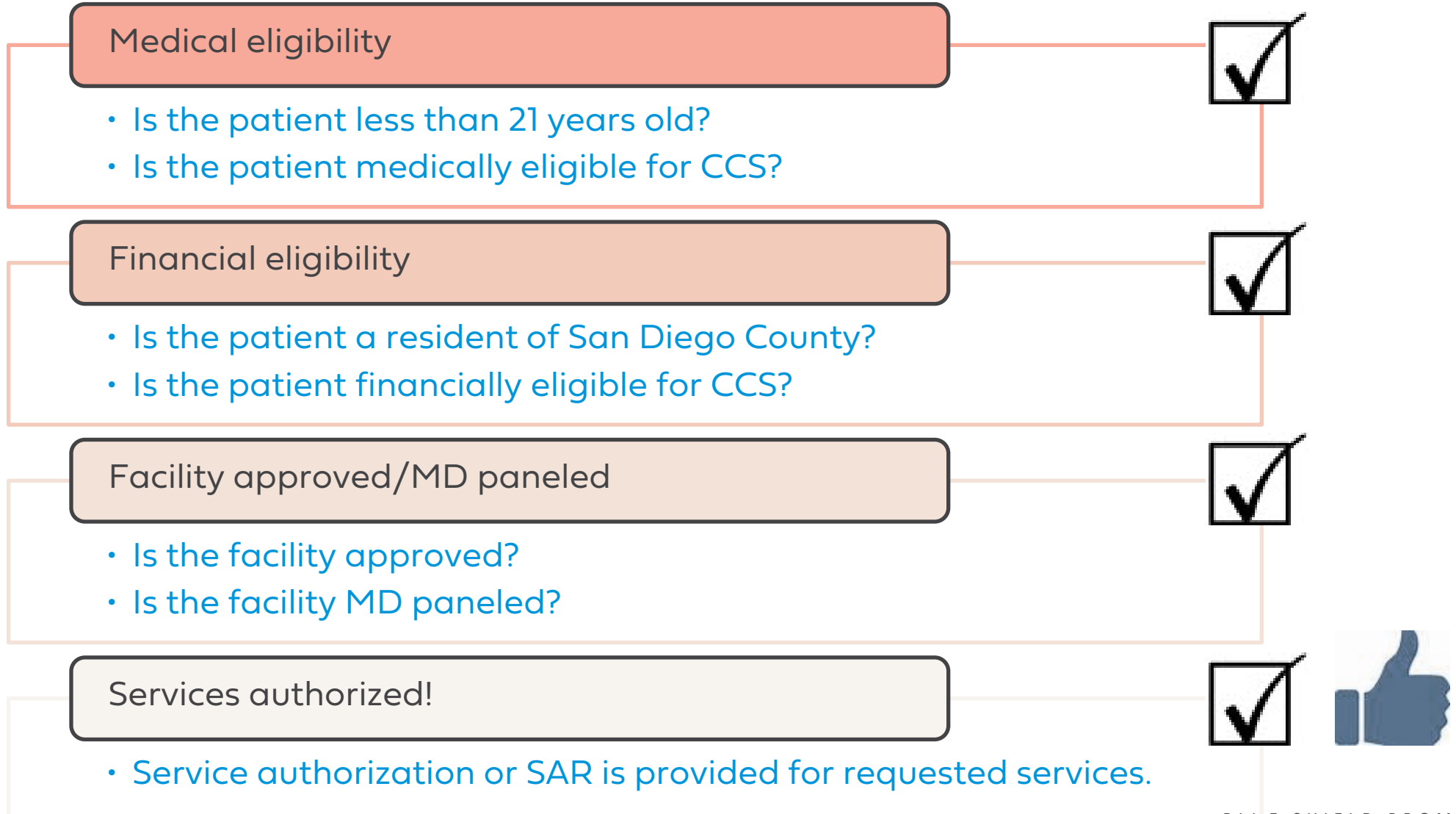
## Paneled Physicians

- MD paneling is required in order for CCS to authorize services.
- MDs go through a paneling application for State approval.
- Provider must have an active Medi-Cal National Provider Identifier (NPI) number, be board certified and have an active California license.

## Approved Facilities

- Facilities require state approval needed to provide services for CCS clients.
- In an emergency, CCS can authorize for a non-approved facility if the MD is paneled.
- Care is coordinated with a CCS approved facility who will accept the patient.
- Patient is stable for transfer.

# Authorized services





# How to refer Blue Shield Promise members to CCS

## Assist the family in filling out the CCS Application

- Apply on the website. Visit [http://www.sandiegocounty.gov/content/sdc/hhsa/programs/phs/california\\_children\\_services.html](http://www.sandiegocounty.gov/content/sdc/hhsa/programs/phs/california_children_services.html)
- Click "How to Apply"

OR

- Fax the completed application to (858) 514-6514

For additional assistance families may call Blue Shield Promise at (619) 528-4000



# Targeted Case Management (TCM)

TCM is specialized case management services provided by the County/Local Governmental Agencies (LGA's) to Medi-Cal eligible individuals in a defined target population to gain access to needed medical, social, educational, and other services.

# Targeted Case Management (TCM)

## Overview

- The purpose of TCM is to ensure the medical, social and other needs of Medi-Cal enrollees are addressed on an ongoing basis and appropriate choices are provided among the widest array of options to meet those needs.
- Participating Local Governmental Agencies (LGAs) use their certified public expenditures (CPEs) to draw down federal funds.
- Providers of TCM services are LGAs under contract with the Department of Health Care Services (DHCS).
- TCM is funded by local and Federal Title XIX (Medicaid) funds.

## Target Population

- Children under the age of 21
- Medically fragile individuals
- Individuals at risk of institutionalization
- Individuals in jeopardy of negative health or psycho-social outcomes
- Individuals with a communicable disease



# Definitions of MOU roles and responsibilities

- **Managed Care Plan (MCP) Responsible Person:** Designated by the MCP to oversee MCP coordination and communication with LGA TCM Program. Facilitates quarterly meetings and ensures MCP's compliance with the MOU.
- **MCP - TCM Liaison:** Liaison between MCP and LGA TCM Program. Ensures the appropriate communication and care coordination are ongoing between the parties, facilitates quarterly meetings, and provides updates to the MCP Responsible Person and/or MCP compliance officer as appropriate.
- **LGA TCM Program Responsible Person:** Designated to oversee coordination and communication with the MCP. Facilitates quarterly meetings and ensures LGA TCM Program's compliance with MOU.
- **LGA TCM Program Liaison:** Liaison between MCP and LGA TCM. Ensures the appropriate communication and care coordination are ongoing between the parties, facilitates quarterly meetings, and provides updates to the LGA TCM Program Responsible Person.

# Programs

## **TCM is duplicative to Enhanced Care Management (ECM)**

- Members who meet ECM Population of Focus (“POF”) should be enrolled in ECM and may not be enrolled in ECM and the TCM Program at the same time.
- TCM is provided by the county/LGA to assist eligible members in accessing medical, social, educational, and other services. TCM services include assessment, care planning, service coordination, and monitoring.

# Eligibility screening and identification

## County TCM Program or MCP Enhanced Care Management (ECM) Program

- Initial Screening
  - Upon identification of a member who may be eligible for TCM or ECM services, an initial screening will be done.
  - This will also assess member's needs and current service enrollment. The initial screening will help determine if member is already enrolled in ECM or TCM services and assist in avoiding duplication of services.
  - If a member is not eligible for ECM and would benefit from TCM, a referral can be made to county TCM. If a member is eligible for ECM, the county can refer the member to the MCP for ECM.
- MCP and TCM Program Coordination: MCP and county TCM will cross-check member eligibility and current program enrollment to prevent dual enrollment.
- Coordination of care
  - The MCP will provide the TCM program with a monthly file of members who are enrolled in both TCM and ECM.

# TCM Program service components

## The TCM Program includes:

- Comprehensive assessment and periodic reassessment of individual client needs, to determine the need for any social, education, medical, social, or other services.
  - Review of client history (may include gathering information from client, family, social workers, medical providers, client supports, or educators).
  - Identification of client needs.
- Development of an Individualized Care Plan (ICP) to address the social, educational or medical needs identified with the client. Progress towards plan goals will continue to be reviewed and goals will be updated as needed.
- TCM Case Management involves activities to help link the client with social, medical, and educational providers or other programs/services that can address identified needs and achieve goals in the care plan.
- Referral and related activities (such as scheduling clients' appointments) to help them obtain needed services.
- Monitoring and follow-up activities.
  - Activities and contacts that are necessary to ensure the care plan is implemented and adequately addresses the eligible client's needs. This may involve the client, individual, family members, service providers, or other entities or individuals, and should be conducted as frequently as needed and/or at 6 months.

# TCM additional information

Email TCM general inquiries and questions to: [BSCPHMMOUReferrals@blueshieldca.com](mailto:BSCPHMMOUReferrals@blueshieldca.com)

Department of Health Care Services (DHCS) TCM web links

- [TCM Provider Manual](#)
- [TCM Program Requirements Checklist](#)
- [TCM On-Line System](#)
- [TCM Forms](#)

Blue Shield Promise web links

- [Blue Shield Promise home page](#)
- [Provider Manual](#)
- [Member Handbook](#)
- [Community Resources](#)



Additional resources and  
links

# Lead screening information

- Quarterly gaps in care for members aged 0-6 and monthly reports for HEDIS measure Lead Screening in Children (LSC) is provided by Blue Shield Promise Program Managers.
- [Anticipatory Guidance - Lead Poisoning Prevention](#) – California Department of Public Health (CDPH)
- [Childhood Lead Poisoning Prevention Branch home page](#) - CDPH
- [Childhood Lead Poisoning Prevention Branch testing guidance for providers](#) – CDPH
- [APL 20-016](#) – Department of Health Care Services (DHCS)
- [Blue Shield of California home page](#)
- [Blue Shield Promise Provider Manuals](#)
- [Testing for Blood Lead Levels in Children](#) – Centers for Disease Control (CDC)
- [About the Data: Blood Lead Surveillance](#) – CDC
- [Fact Sheet: Blood Lead Levels in Children](#) – CDC
- [CDC's Recommended Terminology When Discussing Children's Blood Lead Levels](#) – CDC guidance for interpreting and discussing children's blood lead levels

# Lead screening information, continued

- [AAP Information on lead exposure](#) – American Academy of Pediatrics (AAP) information and resources for physicians on prevention and medical management.
- [Find a Pediatric Environmental Health Specialty Unit \(PEHSU\) in Your Region](#) – information about protecting children from environmental hazards.
  - Videos about the causes, symptoms, and prevention of childhood lead exposure:
    - [English](#)
    - [Spanish](#)
- [Protect Your Child from Lead](#) – CDPH brochure in English and Spanish
- [Getting Your Child Tested For Lead](#) – CDPH brochure in English and Spanish
- [Keeping Your Child Safe from Lead and Other Heavy Metals in Baby Foods](#) – CDPH brochure in English and Spanish



# 2025 County of San Diego Monthly STD Reports

- Issue 1: [New Studies Indicate Real-World Effectiveness of Doxy-PEP](#)
- Issue 2: [Adverse Events Following Receipt of Injectable Ceftriaxone](#)
- Issue 3: [Combination Partner Therapy Reduces Bacterial Vaginosis Recurrence in Recent Randomized Trial](#)
- Issue 4: [2023 Sexually Transmitted Infection Surveillance Data Now Available](#)
- Issue 5: [CDC Releases New Non-Occupational HIV Post-Exposure Prophylaxis Guidelines](#)
- Issue 6: [Twice-Yearly Lenacapavir Approved for HIV-1 Pre-Exposure Prophylaxis](#)
- Issue 7: [Bicillin® L-A Shortage and Recall](#)
- Issue 8: [IAS-USA Updates HIV Pre-Exposure Prophylaxis Recommendations](#)

# San Diego Tuberculosis (TB) resources

- [TB Information & Resources](#) – Health & Human Services Agency (HHSA)
- [Latent Tuberculosis Infection \(LTBI\) Toolkit](#) – HHSA
- [TB Statistics website](#) – HHSA
- [San Diego County TB Elimination Fact Sheet, 2025 edition](#) – HHSA
- [Tuberculosis in San Diego County: By the Numbers, 2025 edition](#) – HHSA
  - HHSA phone number: 619-692-5565 or HHSA [email](#).
- [Think. Test. Treat TB website](#) – Centers for Disease Control (CDC)
- [CDPH Tuberculosis Control Branch](#) – California Department of Public Health (CDPH)
- [California Tuberculosis Controllers Association](#) – (CTCA)
- [Preventing Tuberculosis in Your Clinical Setting: A Practical Guidebook](#) – CTCA

# Blue Shield Promise links

## Blue Shield Promise

- [Contact Blue Shield Promise](#)
- [Provider Manual](#)
- [Member Handbook](#)
- [Community Resources](#)
- TCM General Inquiries and Questions email - [BSCPHMMOUREferrals@blueshieldca.com](mailto:BSCPHMMOUREferrals@blueshieldca.com)
- Children's Services Programs Inquiries email - [MCSPHMChildrensLeaders@blueshieldca.com](mailto:MCSPHMChildrensLeaders@blueshieldca.com)

Thank you for completing this mandatory training!

Click the Attestation button below to record your completion.

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