



March 20, 2020

The Care Management Unit/Provider Services will keep the CMU webpage up to date with any relevant COVID-19 information as it pertains to servicing Medi-Cal clients during the County/State's Shelter in Place order.

Previous information shared through email:

- Phone sessions for all Medi-Cal clients were approved throughout the Shelter in Place order. However, video sessions were not approved (this may change).
- DHCS temporarily waived the requirement to see clients face-to-face for the first session.
- Information was provided to ensure:
 - service documentation is completed in the client record in the same way as an in-person visit, and a client's verbal or written consent for the telephone visit should be noted as well (Business and Professions Code section 2290.5(a)(6)).
 - progress notes document the reason session occurred over the phone and the plan to transition to face-to-face sessions as soon as it is safe to do so and/or DHCS lifts the temporary waiver.
 - Code 11 is used on the claim form for "location."
- The county has a COVID-19 webpage: <https://www.coronavirus.cchealth.org/>