



Provider Alert!

APL-20-034—All Plan Letter Superseding and Replacing APL 20-006

As a courtesy, Aetna Better Health of California (ABHCA) reminds the provider community regarding the updated COVID-19 Screening & Testing—September 23, 2020 (Issued to all Full-Service Commercial and Medi-Cal Health Care Service Plans, supersedes and replaces APL 20-006, issued on March 5, 2020; advises that the Department's emergency regulations, effective July 17, 2020 supersede APL 20-006's provisions regarding waiver of cost-sharing amounts for COVID-19 testing (see [APL-20-034](#)), but the remainder of the APL remains in effect regarding ensuring timely access to care and taking proactive measures to screen and test enrollees for COVID-19.)

APL 20-006 addressed three topics:

- (1) waiver of cost-sharing amounts for COVID-19 testing;
- (2) ensuring enrollees continue to have timely access to care during the COVID-19 crisis; and,
- (3) proactive steps the DMHC encourages plans to take to ensure enrollees have access to medically necessary screening and testing for COVID-19.

The emergency regulation did not impact the remaining sections of [APL 20-006](#). Please refer to [APL-20-034](#) as it restates those sections.

If you have any question, please contact
CaliforniaProviderRelationsDepartment@aetna.com

Be well,

Aetna Better Health® of California
(EFW/25/21/SS)

August 24, 2021

A QUICK REMINDER:

HAVE YOU REGISTERED FOR AVAILITY?

[Availity Portal Registration](#)

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?

PLEASE CONTACT THE PROVIDER EXPERIENCE TEAM TODAY TO MAKE SURE THAT YOUR ACCOUNT IS UPDATED!

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

FOR QUESTIONS CALL THE PROVIDER EXPERIENCE TEAM AT:

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

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