



Aetna Better Health® of California
10260 Meanley Dr.
San Diego, CA 92131

**NOTICE: GOVERNOR’S EXECUTIVE ORDER
N-55-20 IN RESPONSE TO COVID-19
ALL PLAN LETTER (APL) 20-011 (REVISED)**

On **July 8, 2021**, Medi-Cal managed care health plans (MCPs) were provided with information regarding the termination of temporary flexibilities that were issued by the Department of Health Care Services (DHCS) pursuant to Executive Order (EO) authority in response to the COVID-19 public health emergency (PHE).

To prepare your PCP site for the pending reviews and APL 20-006, please attend the training at your convenience [FSR Provider Trainer](#) (on YouTube).

Here at [Aetna Better Health of California \(ABHCA\)](#) you will be educated on the Facility portion of the new standards in APL 20-006. Medical Record Review (MRR) standards training will be announced very soon.

Sacramento backlog of ABHCA reviews will take place in the last weeks of August 2021. Your FSR team will be contacting your office for an appointment. If you are not contacted for an appointment, then your site is not part of the backlog. However, training is still required for every Aetna PCP site in San Diego and Sacramento. San Diego has started the backlog of reviews and will continue through the end of the year.

Thank you for your patience and understanding while we are getting back into the swing of all things FSR/Credentialing/Recredentialing.

For more information related to Facility Site Review , please visit <https://www.aetnabetterhealth.com/california/providers/facility-site-review.html>

To download APL 20-011 PDF, please visit <https://www.dhcs.ca.gov/Documents/COVID-19/APL-20-011-EO-Revision.pdf>

Aetna Better Health® of California
(CA/EFW/23/21/SS)

August 2, 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: **1-855-772-9076**

Fax: **1-844-886-8349**

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