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Subject: Older Adult Expansion Continuity of Care and Access to Care

Hello Plan Partners,

As you are aware on May 1, 2022, adults 50 years of age or older with unknown immigration status were granted Medi-Cal and enrolled into Medi-Cal Managed Care Health Plans (MCP) statewide through the Older Adult Expansion. The Department of Health Care Services (DHCS) is hearing concerns regarding access to care and assigning these members to Designated Public Hospitals (DPH) and wanted to take this opportunity to provide further guidance.

MCPs must honor continuity of care requests in accordance with [All Plan Letter 18-008 \(Revised\) - Continuity of Care for Medi-Cal Members Who Transition into Medi-Cal Managed Care](#). Additionally, to the extent possible MCPs should work to preserve the relationship of the member's primary care physician or where the member was previously receiving services prior to being enrolled in your MCP. When appropriate, DHCS supports auto assignment to DPH's that have been providing services to these transitioning individuals, noting that this is a change in practice and policy.

DHCS looks to the MCPs to attempt to preserve that relationship where possible by using available data (such as utilization data for past, current, and new members) from MCPs or network providers or clinics; by consulting with clinics and public hospitals in members' service areas; or by directly consulting with current or new members.

If you have any concerns or questions please reach out to your assigned contract manager.

Thank you,
DHCS