

March 9, 2020

CALIFORNIA STATE OF EMERGENCY (COVID-19)

On March 4th, 2020, California Governor Newsom declared a statewide emergency to make additional resources available, formalize emergency actions already underway across multiple state agencies and departments, and help the state prepare for broader spread of COVID-19.

Preferred IPA's administrative, UM and claims offices remain open and all IPA operations are normal. Contact Preferred IPA Provider relations at **818-265-0800 x 562** if you anticipate any interruption to your practice that may impact your patients' access to care.

- Are any offices unavailable to receive patients?
- Are there any concerns related to access to care due to provider availability?

The DMHC has issued All Plan Letter 20-006 on the Coronavirus. The letter contains important information for our providers:

- A directive to waive all cost-sharing and copays for COVID-19 related treatment (applies to delegated providers as well as plans)
- No surprise or balance billing for related services and treatment
- Full letter available at the following link for by visiting www.dmhc.ca.gov

<https://www.dmhc.ca.gov/Portals/0/Docs/OPL/APL-COVID-19WaiverOfCostShare3-5-20Final.pdf>

What can the public do to limit the spread of COVID-19?

The California Department of Public Health recommends the following steps to prevent the spread of all respiratory viruses:

- Washing hands with soap and water.
- Avoiding touching eyes, nose or mouth with unwashed hands.
- Covering a cough or sneeze.
- Avoiding close contact with people who are sick are all ways to reduce the risk of infection with a number of different viruses.
- Staying away from work, school or other people if you become sick with respiratory symptoms like fever and cough.

For the latest on the state's COVID-19 preparedness and response, visit cdph.ca.gov.

Questions? Contact Preferred IPA Provider relations at 818-265-0800 x 562.