

# UPDATES AND ANNOUNCEMENTS

IMPORTANT NEWS FROM CALOPTIMA



May 28, 2020

## County Enters Stage Two of State's Resiliency Roadmap

On Saturday May 23, 2020, the State approved the County of Orange's plan to move into stage two of the resiliency's roadmap. Stage two allows businesses to reopen with the following adaptations:

- In-person dining reservations
- Retail shopping with social distancing and curbside pickup
- Manufacturing
- Offices (when telework not possible)
- Outdoor museums
- Limited services

The County Health Officer issued a new [health order and strong recommendations](#) to help slow the spread of COVID-19 in Orange County.

Orders:

1. Self-isolation of persons with COVID-19
2. Self-quarantine of persons exposed to COVID-19
3. Businesses re-opening to comply with industry specific checklists
4. Cloth face-coverings to be worn in public places.

Recommendations:

1. Social distancing of 6 feet
2. Residents 65 years and older with underlying medical conditions should remain home
3. All Orange County residents to avoid contact with people who are sick

### COUNTY OF ORANGE

REOPENING GUIDANCE STAGE TWO

By direction of the California Department of Public Health, all facilities must complete the following measures before reopening.

- RISK ASSESSMENT AND PROTECTION PLAN**  
 Perform a detailed risk assessment and implement a site-specific protection plan
- EMPLOYEE TRAINING TO LIMIT SPREAD**  
 Train employees on how to limit the spread of COVID-19, including how to screen themselves for symptoms and stay home if they have them
- CONTROL MEASURES**  
 Implement individual control measures and screenings
- SANITIZE AND DISINFECT**  
 Implement disinfecting protocols for keeping workstations sanitized
- SOCIAL DISTANCING**  
 Implement physical distancing guidelines for employee and public safety

For details on requirements and industry specific guidance visit <https://covid19.ca.gov/industry-guidance/>

Click [here](#) to access the order, recommendations, and a list of frequently asked questions created by the Orange County Health Care Agency.

## **CalOptima Covers Disinfectant Products and Gloves for Members Through Pharmacy Benefit**

Due to COVID-19, CalOptima is temporarily covering the items listed below through the pharmacy benefit for Medi-Cal, One Care and OneCare Connect Cal MediConnect Plan (Medicare-Medicaid Plan) members.

What is temporarily covered?

- Gloves are a normal part of the formulary. The limit has increased to 200 gloves per month.
- A limited number of disinfectant products such as isopropyl alcohol (rubbing alcohol) and sodium hypochlorite (Dakin's) are available. Quantity is limited to one 16 fl. oz. (473mL) bottle per month.
- Some types of ethyl alcohol-based hand sanitizer products are covered.

What you must remember:

- All products require a prescription.
- Some products may require a prior authorization.
- Pharmacies may not have items in stock.

If members have questions, they can call us at:

- Medi-Cal: **1-888-587-8088**
- OneCare Connect: **1-855-705-8823**
- OneCare: **1-877-412-2734**
- TTY for Medi-Cal, OneCare Connect and OneCare: **1-800-735-2929**

## **Mental Health Resources**

CalOptima's Behavioral Health Integration department compiled a list of mental health resources in Orange County to help ease the stress during the COVID-19 pandemic. CalOptima members can access behavioral health services by calling 1-855-877-3885, 24 hours a day, 7 days a week.

Mental Health Resources in Orange County			
Organization	Services	Phone	Hours
<b>National Suicide Prevention Lifeline</b>	National suicide/mental health hotline	English: 800-273-8255 Spanish: 888-628-9454	24 hours a day, 7 days a week
<b>OC Warmline</b>	Provides telephone-based, non-crisis support for anyone struggling with mental health and/or substance abuse	714-991-6412	Monday–Friday: 9 a.m.–3 p.m. Saturday–Sunday: 10 a.m.–3 p.m.
<b>NAMI OC Warmline</b>	Provides telephone-based, non-crisis support for anyone struggling with mental health and/or substance abuse	877-910-9276	Monday–Friday: 9 a.m.–3 a.m. Saturday–Sunday: 10 a.m.–3 a.m.
<b>Crisis Text Line</b>	Text “EMM” to 741741 to text confidentially with a trained crisis counselor for free	Text “EMM” to 741741	24 hours a day, 7 days a week
<b>OC Links</b>	Behavioral health services and information referral line	855-OC-LINKS 855-625-4657	Monday–Friday 8 a.m.–6 p.m.
<b>Didi Hirsch Mental Health Services</b>	Survivors after suicide bereavement groups, survivor of suicide attempt support groups	714-547-0885	Monday–Friday: 8:30 a.m.–5 p.m.
<b>Centralized Assessment Team (CAT)</b>	For assessment and evaluation of individuals experiencing psychiatric emergencies including threats to harm self, others, or gravely disabled	866-830-6011	24 hours a day, 7 days a week
<b>Suicide Survivor Bereavement Support Groups</b>	Support for survivors after suicide	714-547-0885	24 hours a day, 7 days a week
<b>The Trevor Project</b>	Phone, chat, and text support for LGBTQ + Youth	866-488-7386	24 hours a day, 7 days a week
<b>Friendship Line</b>	Crisis and warm line for adults 60 years and older (operated by Institute on Aging)	800-273-8255	24 hours a day, 7 days a week

## Free COVID-19 Testing for Essential Workers



To make an appointment, please visit: [lhl.care/covidtesting](https://lhl.care/covidtesting) or call 1 (888) 634-1123. To learn more about COVID-19 and testing, visit [ochealthinfo.com/covidtest](https://ochealthinfo.com/covidtest).



## Support for Maternal Depression

When caregivers suffer from depression, it impacts their ability to provide the care and attention their child needs to thrive. One in five adults live with a mental illness, as well as millions of children, according to the [National Institute for Children's Health Quality](#). Read these [Fast Facts](#) for key actions and strategies to help parents access supportive interventions.



## Online Application Now Available for Pandemic EBT

Families with children who are eligible for Free or Reduced-Price meals that have not yet received a P-EBT card in the mail, can now [apply](#) for P-EBT benefits online. Phase two of the Pandemic Electronic Benefit Transfer (P-EBT) process in California began on May 22, 2020, according to the California Department of Education Nutrition Services Division.

Pandemic EBT

### Get help buying food while schools are closed

Families can receive up to \$365 per child to spend on groceries in addition to pick up meals from school through a new program called Pandemic EBT or P-EBT.

Visit: [ca.p-ebt.org/info](https://ca.p-ebt.org/info) to learn more!



## CalOptima Regulatory Highlights

Due to the rapidly changing situation surrounding COVID-19, CalOptima is posting a round-up of federal/state rules, guidance and news related to COVID-19. It will be updated frequently, as we receive information from our regulatory agencies.

Below are recent COVID-19 Regulatory Highlights:

- **COVID-19 - CMS Summary of Recent Actions 5/19/20** (*posted 5/20/20*)
- **COVID-19 Face-to-Face Care Coordination Flexibilities Extended** (*posted 5/20/20*)
- **Nursing Home Reopening Recommendations and new Toolkit for State and Local Officials** (*posted 5/19/20*)
- **CMS COVID-19 - Summary of Recent Actions May 15, 2020** (*posted 5/18/20*)
- **DHCS Recommendations During COVID-19** (*posted 5/15/20*)



For COVID-19 Regulatory Highlights prior to May 15, 2020, please visit the [Providers](#) section of our website.

## CalOptima Provider Alerts

Below is the recent Provider Alert:

- **Provider Alert: Peer Sharing Webinar** (*posted 5/26/20*)
- **Provider Alert: OC HCA Case Investigation and Contact Tracing**(*posted 5/22/20*)

For Provider updates prior to May 22, 2020, please visit the [Providers](#) section of our website.

Providers and other health care professionals with questions can contact the Provider Relations department by phone at 714-246-8600 or email at [providerservices@caloptima.org](mailto:providerservices@caloptima.org).

## How to Contact CalOptima During the COVID-19 Pandemic

CalOptima Customer Service remains ready to respond to member needs. Members can call Customer Service from the safety of their home, 24 hours a day, 7 days a week. We have staff who speak their language.

- Medi-Cal toll-free: **1-888-587-8088**
- OneCare Connect toll-free: **1-855-705-8823**
- OneCare toll-free: **1-877-412-2734**
- TTY users can call toll-free at **1-800-735-2929**.
- PACE at **1-714-468-1100** or toll-free at **1-855-785-2584**
  - PACE TTY users can call toll-free at **1-714-468-1063**.

We are continuing to serve our members through our Customer Service phone lines, as we adhere to guidelines to reduce the possibility of transmission. Our buildings **are closed to visitors**.

CalOptima  
505 City Parkway West  
Orange, CA 92868

Program of All-Inclusive Care for the Elderly (PACE)  
13300 Garden Grove Blvd.  
Garden Grove, CA 92843

County Community Service Center  
15496 Magnolia Street, Suite 111  
Orange, CA 92610

For CalOptima specific updates on COVID-19, please visit our home page at [www.caloptima.org](http://www.caloptima.org).

Providers and other health care professionals with questions can contact the Provider Relations department by phone at 714-246-8600 or email at [providerservices@caloptima.org](mailto:providerservices@caloptima.org). Providers can also visit the Providers section of our website at: [www.caloptima.org/en/Features/COVID19/ProviderCommunication.aspx](http://www.caloptima.org/en/Features/COVID19/ProviderCommunication.aspx)  
[X](#)

National information can be found on the Centers for Diseases Control and Prevention (CDC) website at [www.coronavirus.gov](http://www.coronavirus.gov) and local information can be found at the Orange County Health Care Agency (OC HCA) website at [www.occcovid19.ochealthinfo.com](http://www.occcovid19.ochealthinfo.com).

CDC (National Information)

OC HCA (Local Information)

