PURPOSE: To provide guidelines for the coordination of care for all Medi-Cal Sensitive Services

I. DEFINITION OF SERVICES: Medi-Cal Sensitive services are services that require some form of confidentiality in the way services are provided and the way medical records are disclosed for the Medi-Cal member. These services must be administered with the following guidelines in mind.

1. Sensitive Services are provided in confidence to adolescents and adults without barriers (e.g., can’t require parental consent, including prior authorization:
2. Prior authorization for all Sensitive Services is not required.
3. Adult members may self-refer without prior authorization for Sensitive Services except in cases where those services require hospitalization.
4. Parental consent for children age 12 years and older is not required to obtain Sensitive Services.
5. Provider Group will not at any time inform parents or legal guardians of a minor’s Sensitive Services care and information without minor’s permission, except as allowed by law.

Medi-cal benefits which are by definition Sensitive Services are as follows:

Sexually transmitted Diseases
Family Planning services for network or out of plan providers
Abortion Services (Physician provided services)
Sterilization and Informed consent
Human Immunodeficiency virus (HIV) Testing and Counseling
Minor Consent Services

A. Sexually Transmitted Diseases (STD)
Sexually transmitted disease (STD) services are allowed for Medi-Cal members without prior authorization for both in and out of network providers. REGAL and its contracted providers must make available timely access to appropriate STD prevention, screening, counseling, diagnosis and treatment services. REGAL and its contracted providers must ensure to maintain strict confidentiality safeguarding STD member records and also reporting and disclosure of member medical information at all times. Members are allowed to access out of network STD
services through the local health department (LHD) clinics, family planning clinics, or through other community STD service providers.

B. **Family Planning Services for in network or out of network providers**
Medi-Cal Members have the right to access family planning services through any family planning provider without Prior Authorization. Services include:
- Pregnancy testing and counseling
- Health education and counseling necessary to make informed choices and understand contraceptive methods
- Limited history and physical exam
- Lab tests if medically indicated as part of decision-making process to choose a contraceptive method
- Follow-up care for complications related to contraceptive methods issued by the family planning practitioner
- Provision of contraceptive pills, devices, and suppliers

C. **Abortion Services**
Abortion is a physician provided service available to Medi-Cal members. REGAL Medical Group and its’ contracted providers must ensure confidentiality and ready access to abortion services to all its Medi-Cal members without prior medical justification/Authorization.

*** Prior authorization is required for abortion services that require Inpatient Hospitalization.

D. **Sterilization and Informed Consent**
Sterilization is defined as any medical treatment, procedure or operation for the purpose of rendering an individual permanently incapable of reproducing. Sterilizations, which are performed because pregnancy would be life threatening to the mother (so-called “therapeutic” sterilizations, are included in this definition. The term sterilization, as used in Medi-Cal regulations, means only human reproductive sterilization.

Sterilization as a sensitive service does not require prior authorization but has specific guidelines that need to be met in order for sterilization procedure to be performed.
Prior to performing any sterilization procedures, practitioners must complete the PM 330 Consent for Sterilization Form, as required by law. See Appendix A for copy of the form.

Patient to be sterilized must be at least 21 years of age at the time the consent for sterilization is obtained, is not mentally incompetent, is able to understand the content and nature of the informed consent process, and is not institutionalized and has signed and dated the consent form.

An interpreter is provided if there is evidence that the patient does not understand the language and/or text of the informed consent process.

Physician must complete the provider section of the form as applicable, signed and dates the PM 330 consent form.

Sterilization is performed at least 30 days, but no more than 180 days, after the date upon which informed consent was obtained for the sterilization, except in cases involving emergency abdominal surgery or premature delivery in which specific requirements are documented to have been met.

A copy of the DHCS Booklet on Sterilization is provided to the patient by either a physician or by the physician’s designee, as part of the Informed Consent process for Sterilization prior to the member signing the PM 330 Consent form.

The physician or the physician’s designee reviewing the informed consent with the member and also provides the member with a copy of the consent form.

### E. Human Immunodeficiency virus (HIV) Testing and Counseling

The HIV Testing and counseling program integrates HIV prevention counseling with testing for the disease. The following services are available upon referral:

- Confidential HIV testing
- Early intervention services
- HIV/AIDS resources

HIV testing and counseling services can be provided by in and out of network provider depending on the member’s preference without prior authorization.

There are laws governing the consent for testing and disclosure of HIV test results for members, these guidelines are provided by the U.S. Public Health Services. As part of the members initial Health Assessment REGAL and its contracted PCPs must ensure to test all members including children and adolescents for risk factors for HIV infection.

Release Date: 05/25/2016
Children confirmed as HIV positive are CCS eligible and care must be coordinated appropriately to ensure approval of condition through the CCS program.

To send an authorization for a child who is HIV positive: PCP can fill out the online authorization form located at www.regalmed.com under the provider section with their Regal Express Access

G. Minor Consent Services Medi-Cal

Minor Consent Medi-Cal is a program that provides limited services to people under age 21, regardless of their immigration status, without parental consent or notification. Adolescents between the age of 12 and 18 years of age can go to any doctor or clinic, in or out of the REGAL network, without consent from their parents or legal guardian for the following Sensitive Services

- Outpatient behavioral health for
  - Sexual or physical abuse
  - When they may hurt themselves or others
- Pregnancy
- Family planning
- Sexual assault
- HIV/AIDS Testing
- Sexually Transmitted Infections (STIs)
- Drug and alcohol abuse
II. REFERRAL PROCESS:

In the event that a member requests sensitive services at the provider’s office, Member must be educated on the no prior authorization requirement and also the member’s ability to self refer to any licensed provider of their choosing for services to be provided.

Prior Authorization Process
If a prior authorization request is submitted for any of the sensitive services listed above

- REGAL’s prior authorization department will ensure that all authorization requests for sensitive services are withdrawn. A notice of cancellation will be sent to the provider using the following language:

  This letter serves as notification that tracking number (tracking #) has been withdrawn because the services request is a sensitive service. According to Medi-Cal Regulations, prior authorization for all Medi-Cal sensitive services is not required. The member is able to self-refer to any licensed provider for Medi-Cal sensitive services. The requirement extends to all providers, attending physicians or surgeons, assistant surgeons, anesthesiologists and facilities

* Any letter to a member involving sensitive services shall respect and comply with that patient’s request as to instructions as to how and where to direct mailed correspondence in order to protect and respect patient/member’s stated or known privacy needs and requests

Release Date: 05/25/2016
Withdrawal letter for Sterilization procedures will be sent as follows:

This letter serves as notification that tracking number (tracking #) has been withdrawn because: According to Medi-Cal Regulations, prior authorization for Human Sterilization is not required. However, a completed consent form, Department of Health Services’ Consent Form (PM 330), must accompany all claims for sterilization services. The requirement extends to all providers, attending physicians or surgeons, assistant surgeons, anesthesiologists and facilities. However, only claims directly related to the sterilization surgery require consent documentation. Claims for pre-surgical visits and tests or services related to postsurgical complications do not require consent documentation. Department of Health Services’ Consent Form (PM 330).

For your convenience, consent for PM330 is attached. See APPENDIX A for sample form.

III. CLAIMS PROCESS

Since Medi-Cal Sensitive services can be provided through both in and out of network providers, it requires detailed documentation for claims to be paid and sometimes consent form is required by law: The following are sensitive services that require specific detailed documentation for claims to be paid.

Sterilization

- Both in and out of network claims for sterilization procedures must include a copy of the member’s signed PM 330 Consent Form before payment can be issued.
- The signed PM 330(human Sterilization) Consent form must show the member’s signature and the date signed within a minimum of 30 calendar days prior to the date of the procedure.
All HIV & STD testing and counseling services must be provided by a licensed provider for the specific scope of practice. All claims must include the appropriate consent for disclosure of medical information obtained from the member. The consent of disclosure of medical information may be in the form of:

- Signed release of confidential information to the PCP. The medical records released must contain sufficient documentation regarding the services rendered to allow the plan to meet case management responsibility. If this is not met REGAL may decline the claim.
- Member may allow billing information to be sent to REGAL but refuse to release medical records
- Member may choose complete anonymity and refuse to release any information. This refusal to disclose must be documented to ensure continuity of care
MEDI-CAL PROVIDER EDUCATION

SUBJECT: Medi-Cal Sensitive Services

References

Family Planning Services:
www.dhcs.ca.gov/services/ofp

HIV Counseling/Testing:
www.cdph.ca.gov/programs/aids

Medi-Cal All Plan Letters:
http://www.dhcs.ca.gov/formsandpubs/Pages/AllPlanLetters.aspx

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