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|  | <b>POLICIES AND PROCEDURES</b>                 |
| <b>Policy #:</b> 404-1312                                                         | <b>Lead Department:</b> Utilization Management |
| <b>Title:</b> Standing Referrals to HIV/AIDS Specialists                          |                                                |
| <b>Original Date:</b> 09/01/2006                                                  | <b>Date Published:</b> 06/16/2025              |
| <b>Approved by:</b> Utilization Management Work Group (UMWG)                      |                                                |

**Purpose:**


To describe the process whereby Central California Alliance for Health (the Alliance) members with human immunodeficiency virus infection / acquired immunodeficiency syndrome (HIV/AIDS) are referred to HIV/AIDS Specialists.

Prior authorization is required for any service provided by a non-contracted or non-credentialed provider. In the following instances, a Medi-Cal member may access services from any provider, including providers not contracted with the Alliance without referral or authorization.

1. **Sensitive Services:** Pregnancy testing and counseling, birth control, human immunodeficiency virus infection (HIV)/acquired immunodeficiency syndrome (AIDS) testing, sexually transmitted infection (STI) testing and treatment, and termination of pregnancy. For a specific list of sensitive services please reference Alliance Policies 404-1309 – Member Access to Self-Referred Services and 404-1709 – Provision of Family Planning Services to Members. Members may access sensitive services from any Medi-Cal enrolled provider.
2. **Emergency Services:** Inpatient and Outpatient covered services that are furnished by a Provider that is qualified to furnish those health services needed to evaluate or stabilize an Emergency Medical Condition. Members may receive emergency services from any provider, including providers not contracted with the Alliance and not enrolled in Medi-Cal.

**Policy:**

- I. Alliance members over the age of 21 with HIV/AIDS are designated as administrative members.
- II. As an administrative member, members have a standing referral to all specialists including HIV/AIDS specialists.
- III. For members under age 21; all providers perform appropriate baseline health assessments and diagnostic evaluations that provide sufficient clinical detail to establish, or raise a reasonable likelihood, that a member has a CCS eligible medical condition. Providers will refer potential CCS-eligible members to the CCS program per Alliance Policy 405-1319 Screening and Referral for Medical Eligible Children to California Children's Services (CCS) Program.
  - a. Health Services staff will screen for California Children Services (CCS) eligibility. Health Services staff members will refer potential CCS-eligible members to the CCS program

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per Alliance Policy 405-1319 Screening and Referral for Medical Eligible Children to California Children's Services (CCS) Program.

- b. The Alliance shall utilize paneled CCS Providers to treat CCS conditions in any circumstance in which a CCS-eligible Member's condition requires treatment from a CCS paneled Provider. The Alliance may use an out-of-state Provider if an in-state CCS Provider does not possess the clinical expertise to appropriately treat the CCS condition of the Member. CCS Paneled Providers include physicians, dietitians, and other providers as outlined by the CCS program.

#### **Definitions:**

Administrative Member Status: A Medi-Cal Member who is not linked to a Primary Care Provider. Administrative Members may access care from any Medi-Cal-enrolled provider consistent with the Alliance Policy 200-5000 – Administrative Member Status – Medi-Cal Members.


California Children's Services (CCS): CCS is a state program for children with certain diseases or health problems. Through this program, children up to 21 years of age can get the health care and services they need for CCS-eligible conditions. CCS also provides medical therapy services that are delivered at public schools through their Medical Therapy Unit (MTU).

HIV Specialist: A clinician who treats HIV/AIDs as defined by Alliance Policy 300-4130 – HIV/AIDs Specialist - Identification and Monitoring.

Self-Referred Service: A covered service which an Alliance member may access directly, and without a referral.

Standing Referral: A referral by a primary care physician to a specialist for more than one visit to the specialist, as indicated in the treatment plan, if any, without the primary care physician having to provide a specific referral for each visit.

Whole Child Model (WCM): The purpose of the WCM program is to incorporate services covered by the CCS Program into Medi-Cal managed care for Medi-Cal-eligible CCS Program members. Managed care plans (MCPs) operating in WCM counties will integrate Medi-Cal managed care and CCS Program administrative functions to provide comprehensive treatment of the whole child and

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care coordination in the areas of primary, specialty, and behavioral health for CCS-eligible and non-CCS-eligible conditions.

**References:**

Alliance Policies:

- 200-5000 – Administrative Member Status – Medi-Cal Members
- 300-4080 – Open Access to Care
- 300-4130 – HIV/AIDS Specialist - Identification and Monitoring
- 405-1319 Screening and Referral for Medical Eligible Children to California Children’s Services (CCS) Program
- 404-1306 - Extended and Standing Referral Authorizations

Impacted Departments:

Provider Services

Regulatory:

Health and Safety Code, Section 1374.16

Legislative:

Contractual (Previous Contract):

Contractual (2024 Contract):

DHCS All Plan Letter:

APL 02-001: Medi-Cal HIV/AIDS Home and Community Based Services Waiver Program

NCQA:

Supersedes:

Other References:

Strategic Plan 2022-2026 - Central California Alliance for Health (thealliance.health)  
PERSON-CENTERED DELIVERY SYSTEM TRANSFORMATION


Attachments:

**Lines of Business This Policy Applies To**

- ☐ DSNP
- ☒ Medi-Cal
- ☒ Alliance Care IHSS

**Revision History:**

| Reviewed Date | Revised Date | Changes Made By | Approved By |
|---------------|--------------|-----------------|-------------|
| 08/16/2019    | 08/09/2019   | Gilly Guez, MD  | UMWG        |

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|------------|------------|------------------------------------------------------------------------------------|------|
|            |            | Medical Director                                                                   |      |
| 12/22/2020 | 12/22/2020 | Tammy Brass, RN<br>UM/CCM Manager                                                  | UMWG |
| 10/05/2021 | 10/05/2021 | Tammy Brass, RN<br>UM/CCM Manager                                                  | UMWG |
| 9/27/2023  | 9/27/2023  | Lorna Metzger, Utilization<br>Management Supervisor -<br>Prior Authorizations (RN) | UMWG |
| 11/12/2024 | 11/12/2024 | Azura Sanchez, UM Admin<br>Assistant                                               | UMWG |
| 05/21/2025 | 05/21/2025 | Kelly Tlemcani,<br>Business Analyst II                                             | UMWG |