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## 9. ACCESS STANDARDS

### E. Access to Services with Special Arrangements

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#### APPLIES TO:

A. This policy applies to all IEHP Medi-Cal Members.

#### POLICY:

A. IEHP and its IPAs ensure that Members have access to medically necessary covered services, including but not limited to services with special arrangements.<sup>1</sup>

#### PURPOSE:

A. To ensure that Members have access to services with special arrangements.

#### PROCEDURES:

A. Services with special arrangements include the following:<sup>2</sup>

1. **Family Planning** – Members may access family planning services through any contracted or non-contracted family planning Provider without prior authorization.<sup>3</sup> Please see Policy 10G, “Family Planning Services.”
2. **Sexually Transmitted Infection (STI) Preventive Care, Diagnosis and Treatment** – Members may access STI services without prior authorization both within IEHP’s Provider network and out-of-network Local Health Department (LHD), any qualified family planning Provider, or any other Provider who treats STI within his or her scope of practice.<sup>4</sup> Please see Policy 10H, “Sexually Transmitted Infection Services.”
3. **HIV Testing and Counseling** – Members may access confidential HIV testing and counseling services without prior authorization within IEHP’s Provider network and out-of-network LHD or any qualified family planning Provider.<sup>5,6</sup> Please see Policy 10I, “HIV Testing and Counseling.”
4. **Immunization** – Immunizations are preventive services not subject to prior authorization requirements.<sup>7,8,9</sup> Please see Policy 10B, “Adult Preventive Services.”

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<sup>1</sup> Department of Health Care Services (DHCS)-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 9, Provision 9, Access to Services with Special Arrangements.

<sup>2</sup> Ibid.

<sup>3</sup> DHCS-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 5, Provision 2, Prior Authorizations and Review Procedures.

<sup>4</sup> Ibid.

<sup>5</sup> Ibid.

<sup>6</sup> Knox-Keene Health Care Service Plan Act of 1975, § 1367.46.

<sup>7</sup> DHCS-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 5, Provision 2, Prior Authorizations and Review Procedures.

<sup>8</sup> DHCS All Plan Letter (APL) 18-004 Supersedes Policy Letter (PL) 96-013 and APL 07-015, “Immunization Requirements”.

<sup>9</sup> DHCS APL 16-009, “Adult Immunizations as a Pharmacy Benefit”.

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5. **American Indian Health Services Programs** – American Indian Members may access contracted and non-contracted American Indian Health Service Programs.

#### B. Minor Consent Services

1. Members under the age of 18 may access the following services through any Provider within IEHP's Provider network without parental consent:<sup>10</sup>
  - a. Treatment for sexual assault, including rape;<sup>11</sup>
  - b. Treatment for intimate partner violence;<sup>12</sup>
  - c. Drug or alcohol treatment services (for children 12 years of age and older);<sup>13</sup>
  - d. Pregnancy-related services;<sup>14</sup>
  - e. Family planning services;<sup>15</sup>
  - f. STI preventive care, diagnosis, and/or treatment (for children 12 years of age and older);<sup>16</sup>
  - g. HIV testing;
  - h. Behavioral health care (outpatient mental health care for children 12 years of age and older);<sup>17</sup> and
  - i. Abortion services.<sup>18</sup>
2. There are additional regulations that deal specifically with services provided to minors (See Attachment, "California Minor Consent and Confidentiality Law" in Section 9). Prior to any reliance on the information included, please check the citations for a comprehensive understanding of the statutes, as well as any updates and/or changes to the law. Additionally, please refer to your legal counsel for official interpretation or other laws/regulations that may be applicable.

#### C. Other authorization or access requirements include:

1. **Pregnancy-Related Services** – Services do not require prior authorization and can be provided by any credentialed obstetrical Practitioner (OB/GYN or Family Practice) within the IPA's network.<sup>19</sup>

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<sup>10</sup> DHCS-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 9, Access to Sensitive Services with Special Arrangements.

<sup>11</sup> California Family Code (Fam. Code) §§ 6927 & 6928.

<sup>12</sup> CA Fam. Code § 6930.

<sup>13</sup> CA Fam. Code § 6929.

<sup>14</sup> CA Fam. Code § 6925.

<sup>15</sup> Ibid.

<sup>16</sup> CA Fam. Code § 6926.

<sup>17</sup> CA Fam. Code § 6924.

<sup>18</sup> CA Fam. Code § 6925.

<sup>19</sup> DHCS-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 5, Provision 2, Prior Authorizations and Review Procedures.

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2. **Abortion Services** – Services do not require prior authorization and can be obtained through any contracted or non-contracted qualified Provider.<sup>20</sup> However, no physician or other health care provider who objects to performing abortion services is required to do so, and no person refusing to perform an abortion is to be subject to retaliation in any form for such a choice.<sup>21</sup>
  3. **Behavioral Health Care** - The PCP is responsible for behavioral health care within his/her scope of practice, otherwise, the Member may be referred to the appropriate County Behavioral Health Department. Please see Policy 12K1, “Behavioral Health – Behavioral Health Services” for more information.
  4. **Substance Use (Drug or Alcohol) Disorder Treatment Services** - Substance use disorder (SUD) services are provided by the SUD program at the Member’s county of residence or Medi-Cal Fee-For-Service (FFS). See Policy 12K2, “Behavioral Health – Substance Use Disorder Treatment Services” for more information.
- D. For more specific information regarding authorization requirements and other details, see Sections 10, “Medical Care Standards” and 14, “Utilization Management.”
- E. Members are informed of their rights to access sensitive services and services with special arrangements through the Member Handbook.<sup>22</sup>
- F. Members, regardless of age, may obtain information regarding access to care and assistance with scheduling appointments for sensitive services through IEHP Member Services at (800) 440-4347 or their PCP’s office. Assistance is provided with complete confidentiality.
- G. Periodic monitoring of Provider compliance is performed through review of encounter data and medical record review. See Policy 6A, “Facility Site Review and Medical Record Review Survey Requirements and Monitoring,” for more information.

INLAND EMPIRE HEALTH PLAN		
<b>Chief Approval:</b> <i>Signature on file</i>	<b>Original Effective Date:</b>	September 1, 1996
<b>Chief Title:</b> Chief Medical Officer	<b>Revision Date:</b>	January 1, 2021

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<sup>20</sup> DHCS All Plan Letter (APL) 15-020 Supersedes Policy Letter (PL) 99-08, “Abortion Services”.

<sup>21</sup> CA Health and Safety Code (Health & Saf. Code) § 123420).

<sup>22</sup> DHCS-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 9, Access to Sensitive Services with Special Arrangements.