

PRESS RELEASE



California Association of
Health Plans

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California's Health Plans Providing Critical Support to Patients, Communities, and Providers Through the Coronavirus Pandemic

Health Plans Commit to Working with Providers to Explore Additional Financial Support Approaches

Sacramento, CA – California's health plans are [stepping up](#) in extraordinary ways to address the needs of patients and to keep the health care system strong during the Coronavirus pandemic. Health plans are also committed to supporting providers on the front lines who are experiencing unprecedented financial challenges in the wake of this health care emergency.

In a [letter](#) to Governor Newsom, the California Association of Health Plans describes these proactive efforts as well as the challenges health plans are facing due to the diversity and uniqueness of California's health care system. The letter also expresses a commitment by California's health plans to the Administration that health plans will work with their contracted hospitals and physician groups to explore alternative approaches to help support them during this time of crisis. Some of the solutions being considered, and in some cases already implemented, include expediting claims processing, eliminating claims backlogs, eliminating administrative work, and others.

"Hospital and physician offices are critical to providing Californians with access to care," said Charles Bacchi, California Association of Health Plans President and CEO. "Health plans recognize the significant financial impact that COVID-19 is having on our contracted networks and we are committed to doing what we can to ensure that patients are getting the care they need and providers have the resources they need to deliver effective care."

In addition to this action, health plans have been supporting the unique needs of the patients and communities they serve in a variety of ways including providing testing and treatment for COVID-19 at zero copay or out-of-pocket expenses, dramatically expanding access to telehealth services so that patients can see their doctors safely from their homes. Some health plans are contributing millions of dollars in financial support to help providers whose budgets are stretched thin and also easing administrative burdens on providers to help them serve patients more efficiently. Health plans are

supporting local charities, reaching out to vulnerable communities, facilitating deliveries of personal protection equipment, providing funding for increased testing, issuing grants to local communities, supporting vaccine research, volunteering at local food banks, offering additional mental health support services, online risk assessment tools, and much, much, more.

In an effort to share the overwhelming response by California's Health Plans to this crisis, CAHP has released a fact sheet which provides examples of how California's health plans are investing in and impacting their communities in very proactive ways. To view the fact sheet, click [here](#).

To view the letter from CAHP to the Administration, click [here](#). For more information about how California's Health Plans are addressing the prevention, testing, and care of COVID-19 click [here](#).

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CAHP is a statewide association representing 46 full-service health plans. Through legislative advocacy, education and collaboration with other member organizations, CAHP works to sustain a strong environment in which our member plans can provide access to products that offer choice and flexibility to the more than 25 million members they serve. For more information, please visit www.calhealthplans.org or call (916) 552-2910.