



Policy and Procedure No: UM 20.4		Revision No: 4
Division: Care Management		
Department: Utilization Management		
Title: PHC-CA COVID-19 Therapeutics		
Effective Date: 7/21/2022		
Supersedes Policy No: UM 20.0, UM 20.1, UM 20.2, UM 20.3		
Reviewed/Revised by: Tiffany Jarrett	Review/Revision Date: 12/15/2025	
Approving Committee: Utilization Management Committee	Date: 12/15/2025	
Executive Oversight Committee Date: 12/16/2025		

Purpose:

The purpose of this policy is to outline PHC California's (the health Plan policy and procedure used to provide COVID-19 therapeutics to enrollees.

Policy:

1. Enrollees can access vaccines through their Medi-Cal Rx benefit. Enrollees can access COVID-19 vaccinations without prior authorization.
2. Enrollees can access medically necessary COVID-19 therapeutics once an evaluation by a provider is completed and a prescription or order has been placed by the provider.
 - a. Network providers are given education on indications and availability of testing and outpatient pre-exposure prophylaxis and treatment for COVID-19 and how to access it, including information on the NIH COVID-19 Treatment Guidelines, the federal Health & Human Services' COVID Therapeutics Locator, how to find an appropriate and accessible Test to Treat location, CDPH COVID-19 treatment resources, the health plan's network of infusion sites offering NIH COVID-19 treatment, and how to register as a Test-to-Treat provider and receive information about incentives, communications, awareness campaigns, and NIH COVID-19 therapeutics directly from their local health jurisdiction.

Procedure:

1. All Health Plan enrollees are considered moderately to severely immunocompromised as it is a requirement for health plan enrollment that the enrollee have an AIDS diagnosis. Therefore, the Case Management team outreaches to enrollees on an annual basis, or as needed, and conducts a NIH COVID-19 assessment in which vaccine status, exposure(s) and precautionary measures are assessed. Education regarding treatment availability is provided based on enrollee need.
 - a. If the Health Plan is notified that an enrollee has been exposed to NIH COVID-19 within the last ten (10) days or has an active NIH COVID-19 diagnosis, enrollees will be contacted by the case management department to conduct an exposure survey. Enrollees are directed to the appropriate treating provider if further evaluation by a health care provider is indicated.
2. Enrollees can obtain prescribed oral therapeutics from pharmacies with no co-payment required.

3. If the therapeutics require administration by a healthcare professional, these services are prior authorized by the Utilization Management department. Timeliness and monitoring standards for Utilization Management decisions can be found in Policy and Procedure UM 22 PHC-CA Authorization Referral Process.

Definitions:

1. "Medically necessary" or "medical necessity" - reasonable and necessary services to protect life, to prevent significant illness or significant disability, or alleviate severe pain through the diagnosis or treatment of disease, illness, or injury, as required under W&I Code section 14059.5(a) and 22 CCR section 51303(a). Medically Necessary services must include services necessary to achieve age-appropriate growth and development, and attain, maintain, or regain functional capacity. The service should be widely accepted among practicing health care providers, based on evidence based scientific criteria, and determined to be reasonably safe. The service must not be of an experimental, investigative, or research nature.

Monitoring:

Quality Improvement and Health Equity Committee (QIHEC): Utilization Management (UM) submits reports of UM activities to include breakdown and analysis reports on the number and types of appeals, denials, deferrals, and modifications for the appropriate QIS to be reviewed on a quarterly basis.

This policy will be reviewed and revised, as necessary and approved at least annually by the Utilization Management Committee.

Reference(s):

1. Policy and Procedure UM 22 PHC-CA Authorization Referral Process
2. DHCS OR Contract #22-20597 Exhibit A, Attachment I