

Via email on March 19, 2020

Dear DHSP Service Delivery Partners:

As you well know, the situation and circumstances related to COVID-19 in Los Angeles County continue to rapidly evolve. The Los Angeles County (LAC) Department of Public Health (Public Health) is proactively taking steps to prevent the spread of COVID-19 infection in our County.

We appreciate your continued commitment and service to persons with and at highest risk for HIV and STDs during this unprecedented public health crisis. We hope that all of you are able to review, consider and adopt the recommendations related to promoting and protecting health, social distancing and adjustments to business operations that have been shared by the Los Angeles County Department of Public Health, the California Department of Public Health and the federal Centers for Disease Control and Prevention (CDC) through multiple updates, guidance documents, and instructions during the COVID-19 response period.

As a supplement to the information from local, State, and federal partners, DHSP offers these updates and additional programmatic recommendations for our network of service delivery partners.

### **DHSP Operations**

Please know that DHSP will continue to provide essential functions while following and balancing all recommended Public Health precautions. The functions that DHSP will prioritize includes, but is not limited to the following:

- Review and process invoices submitted for services rendered;
- Process all new and renewing contracts for full contract execution;
- Process all budget modifications, budget augmentations, and other contract-related modifications;
- Continue to be available electronically (email and/or telephone) for program management related needs;
- Continue to provide HIV and STD clinical consultations;
- Continue to provide assistance with countywide record searches, and;
- Continue to assist with syphilis test results and treatment guidelines

Consistent with our commitment to promote and protect health and encourage compliance with social distancing recommendations while maintaining a responsive service delivery system, DHSP has outlined **Recommendations for Service Delivery Modifications During COVID-19 Pandemic (please see table below)** for your review and consideration. These recommendations may evolve over time. Please know that these recommendations are not directives and we trust that the leaders in our service delivery partner organizations will deliver services in a matter that is most prudent for their clients and organization.

### **Contract Processing**

As referenced above and as part of our efforts to continue with DHSP operations, we will continue to process all new and renewing contracts for full contract execution. However, DHSP is requesting that agencies mail all original signed contract documents, as there is limited public access to the Commonwealth Building. At this time, we discourage in-person drop off of documents by agency staff. Please continue to closely follow the instructions provided by the DHSP Contract Administration team when we electronically transmit your contracts.

### **Monthly Invoicing and Reimbursement**

At this time, we request that in addition to mailing all program monthly reports and invoices to:

DHSP Finance - Invoice Processing Desk  
600 S. Commonwealth Ave, 10<sup>th</sup> Floor  
Los Angeles, CA 90005

We request that you also please scan and electronically mail all reports and invoices to Yuki Liang at: [yliang@ph.lacounty.gov](mailto:yliang@ph.lacounty.gov).

During this period, DHSP will make every effort to process your invoices as expeditiously as possible. Please know that the payment turnaround times may be longer than normal but should not exceed 30 days.

### **Client Eligibility Changes**

Please be aware that consistent with the recent changes to extend ADAP Program eligibility announced by the California Office of AIDS, DHSP has modified HIV Casewatch accordingly. Any client who had ADAP eligibility expire February 29, 2020 or persons who anticipated having eligibility expire at the end of March, April, or May 2020 will now have eligibility extended until June 30, 2020.

For any additional questions or assistance with HIV Casewatch, please continue to contact ACMS Support at: (323) 460-7700, extension 11 or via e-mail at: [support@acmsinc.com](mailto:support@acmsinc.com).

### **Additional Resources**

As these programmatic and operational recommendations will continue to evolve, please regularly check our website for the latest information: <http://publichealth.lacounty.gov/acd/ncorona2019/>

If you are not already on the LAC DPH Health Alert Network subscription list, we would recommend you sign up at: <http://publichealth.lacounty.gov/lahan/>

If you have any questions or need additional information related to clinical service delivery, please contact Sonali Kulkarni, MD, MPH, DHSP Medical Director at [skulkarni@ph.lacounty.gov](mailto:skulkarni@ph.lacounty.gov).

For your reference, please see the list of ADAP Network Pharmacies providing mail order or delivery services during the COVID-19 pandemic at: <https://cdph.magellanrx.com/provider/documents>

For your reference, please find the Spanish-language version of ADAP's Public Charge Rule at: [https://www.cdph.ca.gov/Programs/CID/DOA/CDPH%20Document%20Library/ADAP\\_FAQ\\_on\\_Public\\_Charge\\_Spanish\\_FINAL.pdf](https://www.cdph.ca.gov/Programs/CID/DOA/CDPH%20Document%20Library/ADAP_FAQ_on_Public_Charge_Spanish_FINAL.pdf).

**COUNTY OF LOS ANGELES – DEPARTMENT OF PUBLIC HEALTH  
DIVISION OF HIV AND STD PROGRAMS**

**RECOMMENDED SERVICE DELIVERY MODIFICATIONS DURING COVID-19 PANDEMIC  
(as of 3/19/20)**

<b>SERVICE CATEGORY</b>	<b>RECOMMENDED SERVICE DELIVERY MODALITY(IES)</b>	<b>RECOMMEND SUSPENSION?</b>
Ambulatory Outpatient Medical Services	Telehealth*; Pharmacy pick-up/delivery for meds	No
Benefits Specialty Services	Video-conference/Telephone	No
Biomedical HIV Prevention Services	Telehealth*; Pharmacy pick-up/delivery for meds	No
Home-Based Case Management	Video-conference/Telephone	No
Comprehensive HIV and STD Testing in the City of Long Beach	Prioritize symptomatic patients	No
Health Education/Risk Reduction	Video-conference/Telephone for support, referrals and answering questions	Yes for groups and events; No for individual sessions delivered electronically
HIV Testing Services (Storefront/Social & Sexual Networks)	N/A	Yes
STD Screening, Diagnosis and Treatment	Prioritize symptomatic patients	No
Sexual Health Express Clinics	Prioritize symptomatic patients	No
Commercial Sex Venue Testing	N/A	Yes
Legal	Video-conference/Telephone	No
Medical Care Coordination	Video-conference/Telephone	No
Medical Sub-specialty Services	Video-conference/Telephone/Telehealth*	No
Medical Transportation Services	No change	No
Mental Health	Telehealth/Telepsychiatry*	No
Nutrition Support Services	N/A	No
Oral Health Care Services	Dental emergencies only	Yes**
Promoting Healthcare Engagement Among Vulnerable Populations	Video-conference/Telephone for support and resources	Yes for outreach, groups and large events
Residential Care Services for the Chronically Ill/ Transitional Residential Care Services	N/A	No
Social Marketing Services	N/A	No
STD Community Engagement Services	Video-conference/Telephone for Workgroup Meetings	Yes for in-person group meetings
Substance Use Transitional Housing Services	N/A	No
Transitional Case Management (Jails)	N/A	Yes

\* If clinically appropriate.

\*\* Follow recommendations of the California Dental Association, which are subject to change.