Contra Costa Health Plan – Provider Bulletin

Date: August 15, 2025

Subject: New Requirement – Timely Submission of Hospice Paperwork (DHCS APL 25-008)

Purpose

The California Department of Health Care Services (DHCS) has issued All Plan Letter (APL) 25-008, which requires all hospice providers to submit the Medi-Cal Hospice Program Election Notice and any required addendums to the member's health plan within five (5) calendar days of both the certification and election of hospice care.

Failure to submit within this timeframe may result in non-covered days of service, for which the hospice provider will be financially responsible. Late submissions cannot be billed to the member.

Full APL 25-008 and Forms: APL 25-008

What This Means for CCHP Providers

Effective immediately, all hospice-related paperwork for CCHP members must be submitted directly to:

cchphospice@cchealth.org

Required Documentation

Please ensure your submission includes:

• Certification of Terminal Illness (signed by the attending physician and/or hospice medical director)

• Medi-Cal Hospice Program Election Notice

• Addendum Form – Patient Notification of Hospice Non-Covered Items, Services, and Drugs

• Any other DHCS-required forms related to the hospice election

Submission Instructions

1. Prepare all required documents – Ensure all forms are complete, signed, and dated.

2. Send via email to: cchphospice@cchealth.org

   - Subject line: Hospice Paperwork – [Member Name] – [Member ID]

3. Submit within 5 calendar days from the date of certification and election.

4. Retain a copy in your records for compliance and audit purposes.

Why This is Important

• Ensures timely authorization and payment for hospice services.

• Complies with DHCS regulations under APL 25-008.

• Prevents interruptions in care for CCHP members.

• Avoids financial liability for non-covered days.

Need Help?

If you have questions about the process or required documents, contact:

Utilization Management Department

Email: cchpauthorizations@cchealth.org

Phone: (877) 800-7423 Option #3

Thank you for your prompt attention and cooperation in meeting these requirements.