

# Provider Bulletin

## Central Health Medicare Plan

November 26, 2025

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### Plan-Directed Care

This is an advisory notification to Central Health Medicare Plan (CHP) network providers applicable to CHP Medicare business.

#### **What you need to know:**

CHP is committed to ensuring that members receive medically necessary services covered by their plan while protecting them from unnecessary financial liability. The Medicare Managed Care Manual provides important information regarding plan-directed care and the expectations for contracted providers when referring enrollees to non-contracted providers.

- If a contracted provider refers an enrollee to a non-contracted provider for a service that is covered by the plan upon referral, the enrollee is financially liable only for the applicable cost-sharing for that service.
- Contracted providers are expected to coordinate care or work with plans prior to referring an enrollee to a non-contracted provider to ensure, to the extent possible, that enrollees are receiving medically necessary services covered by their plan.
- Plans are expected to work with their contracted providers to ensure that clear processes are in place and providers are educated about those processes, including appropriate documentation, to substantiate that a referral has been made.

### Provider Action

For additional details, please review [Medicare Managed Care Manual, Chapter 4, Section 160 – Beneficiary Protections Related to Plan-Directed Care](#).

#### **What if you need assistance?**

If you have any questions regarding the notification, please contact your CHP Provider Relations Representative at [PRCalifornia@molinahealthcare.com](mailto:PRCalifornia@molinahealthcare.com).