



MEMORANDUM

DATE: May 25, 2021
TO: Santé Physicians
FROM: Kelly Lilles, Director, Physician Services
RE: COVID-19 Diagnostic Testing Claims for Commercial Members

Sante previously communicated to submit all HMO Commercial members COVID-19 diagnostic testing to the health plans for payment. However, due to the recent mandate from the California Department of Managed Health Care (DMHC), there is a temporary shift of financial responsibility for COVID-19 diagnostic testing for commercial members.

Though Santé does not agree with the shift of financial responsibility as this will have a financial impact to the IPA. However, we do not want you to feel the financial burden, therefore, Santé will be processing these claims.

Effective immediately, please submit all COVID-19 diagnostic testing claims to Santé for payment.

For questions or concerns, please call the Santé Customer Service Department at (559) 228-5410.