

## Long-Term Services and Supports Liaison

In accordance with Department of Health Care Services All Plan Letter 23-004, *Skilled Nursing Facilities—Long Term Care Benefit Standardization and Transition of Members to Managed Care*, Blue Shield of California Promise Health Plan (Blue Shield Promise) has designated **Melinda Myer** as Long-Term Services and Supports (LTSS) Liaison.

Please note that our authorization and claims processes remain unchanged. We ask that you continue to follow the instructions in the Blue Shield Promise [Medi-Cal Provider Manual](#) and contact the liaison if you have a question.

Contact information for your files:

**Melinda Myer**, Blue Shield Promise LTSS Liaison for Los Angeles and San Diego Counties

Email: [PHPSNFProvInquiries@blueshieldca.com](mailto:PHPSNFProvInquiries@blueshieldca.com)

Phone: [\(562\) 580-6577](tel:(562)580-6577)

Ms. Myer is available Monday through Friday, from 8 a.m. to 5 p.m. PT, to assist your facility in addressing claims and payment inquiries and for managing care transitions to best support the health care needs of your patients with Blue Shield Promise Medi-Cal benefit plans.