

Long-Term Services and Supports Liaisons

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 has designated **Valeria Thompson** and **Amber Roldan** as Long-Term Services and Supports (LTSS) Liaisons.

Please note that our authorization and claims processes remain unchanged. We ask that you continue to follow the instructions in the provider manual and contact a liaison if you have a question.

Contact details for your files:

Valeria Thompson, LTSS Liaison for Los Angeles County

Email: PHPSNFPProvInquiries@blueshieldca.com

Phone: (562) 580-6571

Amber Roldan, LTSS Liaison for San Diego County

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Ms. Thompson and Ms. Roldan are available Monday through Friday, from 8 a.m. to 5 p.m., to assist your facility in addressing claims and payment inquiries and managing care transitions to best support members' needs.