

# PROVIDER BULLETIN

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PROVIDERS FROM  
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**Please take a moment  
to review your  
information.**

If anything has changed within your provider practice, please go to [cencalhealth.org/providers/provider-profile-and-practice-changes/](https://cencalhealth.org/providers/provider-profile-and-practice-changes/) so we can maintain an accurate directory.



SCAN ME

## Prop 56 Update

In November 2016, California voters passed Proposition 56, also known as the California Healthcare Research and Prevention Tobacco Tax Act. Prop. The proposition allocated money for many things, but a large percentage was earmarked to support Medi-Cal providers. Thus, since April of 2017, CenCal Health providers have received supplemental funding for Physician Services, Developmental Screenings, Family Planning Services, Value Based Payments, and Adverse Childhood Experience (ACEs) Screenings.

DHCS included a notice on its website stating that Prop 56 payments would be suspended effective July 1, 2021 due to the Budget Act. As a result, CenCal Health suspended these payments to our providers. However, we are pleased to inform the network that an update to the budget has been made and Prop 56 payments WILL continue. Providers should expect to see these supplemental payments begin again on an upcoming EOP, and all services not paid during the suspension will be paid retroactively.

If you have any questions or concerns, please contact your Provider Services Representative at (805) 562-1676.



## Enhanced Authorization Forms

Our team is working hard to make sure we implement our enhanced authorization forms in August! The new online forms will look different and all will be consolidated (RAF, TAR, 18-1, and 20-1) into one user-friendly platform.

Providers, Billers, Authorization Coordinators, and Front Office Staff are invited to register for our Authorization Overview Webinar to learn more about these new features and connect with our Medical Management Team via Q&A on August 19, from 10:00a.m. – 11:30a.m.

You can see a sample of these upcoming changes by watching our video tutorial or register for our upcoming webinar online at [www.cencalhealth.org/providers/authorizations/](https://www.cencalhealth.org/providers/authorizations/)

<sup>1</sup> HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA). HEDIS is a set of standardized performance measures designed to ensure that purchasers and consumers have the information they need to reliably compare health care quality.

## Access to Care Standards Published

CenCal Health's network adequacy standards are based on those established by the Medicaid Managed Care Final Rule, which was released March 26th, 2018, and codified by CA Assembly Bill 205, contractual requirements from the California Department of Health Care Services (DHCS), and health care industry standards.

Appointment	Standard Time Frame
Non-urgent Primary Care Appointment	Within 10 business days (or via Advanced Access)
Non-urgent Specialist Appointment	Within 15 business days
Non-urgent Obstetrics/Gynecology (includes Initial Prenatal Care Appointment)	Within 10 business days (within 1st trimester per ACOG)
Non-urgent (non-physician) Mental Health Care Appointment- Outpatient Services	Within 10 business days
Non-urgent Ancillary Services Appointment (for diagnosis or treatment)	Within 15 business days*
Urgent Care Appointment	Within 48 hours*
Emergency Care	Immediately*
Primary Care Triage and Screening	Within 30 minutes*
Mental Health Care Triage and Screening	Within 30 minutes*
Wait Time in Office	Within 30 minutes*
After Hours Care	24 hours a day*
Telephone Access	24 hours a day*

*\*reflects separate regulatory and/or industry standards*

CenCal Health would like to remind providers of these standards. Please refer to the table above for a summary. Periodically, providers may be contacted by CenCal Health or the DHCS for the purpose of conducting appointment availability and after-hours access surveys. CenCal Health appreciates the ongoing collaboration with our providers as we all strive toward providing excellent care to the members we serve.

For questions, please contact the Provider Services Quality Liaison at (805) 617-1958.

## Member Eligibility Webinar

During this webinar, provider staff will learn how to manage a CenCal Health Member's monthly eligibility and learn the many different resources available when checking eligibility through our CenCal Health Provider Portal. This training is great for new staff joining your practice and front office receptionists that need to learn about our many different eligibility types.

**Join us on August 17, from 11:00 a.m. – 12:00 p.m.** Register online today at [www.cencalhealth.org/providers/provider-training-resources/](http://www.cencalhealth.org/providers/provider-training-resources/) or view past trainings from our library!

To register please  
scan the QR code



## HEDIS® Measurement Year 2020 Quality of Care Results

CenCal Health would like to thank providers for their support during the HEDIS® Quality of Care Compliance Audit™, which evaluated effectiveness of care, access and availability, and other important aspects of care and service.<sup>2</sup>

CenCal Health recognized that COVID-19 may have had an impact on the outcomes of patient care during the pandemic. Therefore, it was expected that performance rates may decrease compared to prior years. Nevertheless, CenCal Health's provider network rated among the best 5% of Medicaid plans nationally for four aspects of care, and in the top 10% for an additional two. Despite the pandemic, this year's results mark another great performance by providers to assure members received vitally important preventive services and treatment.

### Findings:

- Both counties surpassed high performance levels for Timeliness of Postpartum Care.
- In Santa Barbara County, high performance was also achieved for Adolescent Immunizations (Tdap, HPV, Meningococcal).
- In San Luis Obispo County, high performance was also achieved for Physical Activity Counseling for Children and Adolescents.
- In San Luis Obispo, opportunities for improvement include Chlamydia Screening in Women and Diabetes Screening for People with Schizophrenia or Bipolar Disorder who are Using Antipsychotic Medications.
- In Santa Barbara County, opportunities for improvement include Metabolic Monitoring for Children and Adolescents on Antipsychotics, Antidepressant Medication Management, Follow-Up Care for Children Prescribed ADHD Medications, and Controlling High Blood Pressure.

Member engagement and provider partnerships are essential to achieve improved health outcomes. Detailed practice-specific HEDIS® Measurement Year 2020 results can be requested by contacting Marteena Cao-Galanis, Quality Measurement Specialist, at (805) 562-1609. CenCal Health's results are available at [www.cencalhealth.org/providers/quality-of-care](http://www.cencalhealth.org/providers/quality-of-care).

<sup>2</sup> NCQA HEDIS Compliance Audit™ is a trademark of the National Committee for Quality Assurance (NCQA).

## 2021 Population Needs Assessment Published

Each year, CenCal Health is required to conduct a Health Education and Cultural and Linguistic (C&L) Population Needs Assessment (PNA).

The goal of the PNA is to improve health outcomes for members and ensure that CenCal Health is meeting their needs by:

- Identifying member health needs and health disparities;
- Evaluating health education, C&L, and quality improvement (QI) activities and available resources to address identified concerns;
- Implementing targeted strategies for health education, C&L, and QI programs and services.

Based on the findings of the 2021 PNA report, CenCal Health has developed an Action Plan that will address the identified gaps in services and education. Some of these strategies may involve provider education or partnership.

### Action Plan objectives include:

- Increase utilization of Nutrition Education Services through Registered Dietitians and Certified Diabetes Educators for Diabetic and Pre-diabetic members.
- Increase rate of childhood developmental screenings in San Luis Obispo County.
- Increase the rate of clinically recommended breast cancer screening for English speaking women.

If you would like more information about the PNA results, including CenCal Health's specific Action Plan Objectives and Strategies, please contact our Senior Health Promotion Educator at (805) 562-1662 or [healthed@cencalhealth.org](mailto:healthed@cencalhealth.org).



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## Monthly Provider Bulletin August 2021

### CENTRAL PHONE LINES

Provider Services (805) 562-1676  
Claims Services (805) 562-1083  
Pharmacy Services (805) 562-1080  
Health Services (805) 562-1082  
Member Services (877) 814-1861

## Reminder: In-Patient Psychiatric Services

CenCal Health is not responsible for authorization and payment of psychiatric in-patient admissions. For Medi-Cal beneficiaries this benefit is managed by County Mental Health. To arrange for an evaluation of your patient for possible psychiatric in-patient admission, please contact the County ACCESS line.

- Santa Barbara County: (888) 868-1649
- San Luis Obispo County: (800) 838-1381

### CLINICAL CORNER

## National Health Center Week: The Chemistry for Strong Communities

National Health Center Week is August 8th through the 14th. The goal of National Health Center week is to recognize and celebrate the critical role of safety net providers in our community as well as to raise awareness about the mission and accomplishments of America's health centers.

**CenCal Health would like to take this opportunity to applaud our health center providers for your dedication and commitment to improving the health of the communities you serve. Our community health centers have been a pillar of resilience throughout the COVID-19 pandemic and we would like to say thank you for consistently serving our members with quality and compassion.**