

# PROVIDER BULLETIN

A PUBLICATION FOR OUR PROVIDERS FROM CENCAL HEALTH

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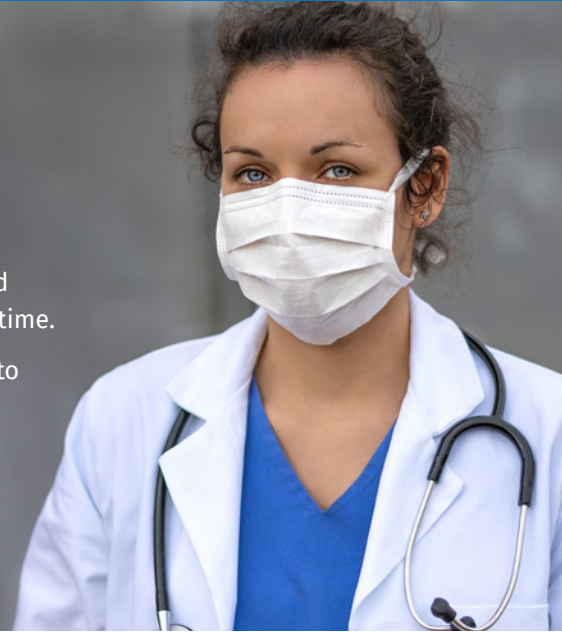
### CENTRAL PHONE LINES

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

## Business as Unusual During COVID-19

Thank you to our providers and their staff who are working diligently to keep our members and community healthy during this unprecedented time.

For the most up-to-date information and links to credible resources, both local and state, please visit [cencalhealth.org/providerservicesfaq](https://cencalhealth.org/providerservicesfaq).



## The Year of Resilience: A Message from Our CEO Bob Freeman

Well, I think it's safe to say 2020 was a year like no other any of us has ever experienced. Too bad it wasn't in a good way. If I had to sum up 2020 in one word, it would be "adversity." This is because 2020, more specifically COVID-19, presented all of us with adversity on a number of levels. There was obviously the health care adversity (both in the spring and now as well) of dealing with the climbing COVID-19 infection rate and the resulting impact on hospital beds/ICUs. There was (and is) the economic adversity of physicians (and others) having their patient visits almost evaporate overnight – only to slowly climb back to close to normal levels. There was also the psychological adversity of our front-line healthcare providers being stretched to their physical and psychological limits.

For our part, CenCal Health had to take three offices full of 280 employees and turn our operations into 280 separate offices, all connected by Wi-Fi. We also had to figure out quickly how to execute a staggering number of individual processes and operations without disruption – which we did. Not in the same league as the first line health care workers, but we all have a role – and ours was and is essentially to keep members connected with their care, and to keep the flow of health care funds moving without interruption.

So, what does all of this tell us? First, that we have not mastered all of the things life can throw at us on the planet. Viruses and climate change are two examples of a billions year-old ecosystem telling us that we still have a lot to learn. Second, 2020 told us that resilience is a highly valued quality that is presenting itself in abundance just when we need it.

With vaccines on the way, 2021 looks hopeful. Perhaps by this time next year, I'll be writing about how things have generally returned to a semblance of normality. I sure hope so. In the meantime, the quality of resilience in the face of continued human and economic loss is going to come in handy.

## Keeping Member Care Local & In-Network: Good for Members, Healthcare Delivery System



CenCal Health strongly encourages our contracted provider network to utilize our in-network provider partners for specialty care. We have an easy-to-use, current Provider Directory, both online and in print, that includes information about our contracted network. Additionally, we have a team of Provider Services Representatives that are available to answer any inquiries regarding our contracted specialty network.

It is standard practice for CenCal Health to review all out-of-network requests. Referring members for out-of-network services can delay care if the referral needs to be redirected to in-network providers and typically requires additional review time and Medical Director approval. Scheduling care with out-of-network specialists may also result in the need for additional coordination of transportation and housing assistance, adding further delays or barriers for members to receive timely care. CenCal Health strives to continue to grow our provider network to provide local options to our members and our provider partners.

Are you looking for a Special Care Center for your CCS eligible members? We are proudly contracted with UCLA, Cottage Health, Children's Hospital of Los Angeles, and Valley Children's Hospital of Madera for your CCS member's specialty needs.

Timely and appropriate care is vital. We need your help to continue to refer care to CenCal Health's contracted network of specialty providers. Please email any suggestions that you feel can help provide more information about our in-network provider partners at [psrgroup@cencalhealth.org](mailto:psrgroup@cencalhealth.org) or call 805-562-1676.



You can also visit our website at [cencalhealth.org](http://cencalhealth.org) to view our online and printable Provider Directory.

## Provisional Postpartum Care Extension (PPCE) Effective August 1, 2020

The Department of Health Care Services (DHCS) has approved a provisional extension to postpartum care pursuant to Senate Bill (SB) 104, effective August 1, 2020. The Provisional Postpartum Care Extension (PPCE) grants an extension in coverage for Medi-Cal or Medi-Cal Access Program (MCAP) eligible members diagnosed with a maternal mental health condition (including, but not limited to, postpartum depression) during their pregnancy, postpartum period, or within 90 days from the end of the postpartum period.

Under PPCE, members meeting criteria may remain eligible for up to 12 months after the end of pregnancy. PPCE will provide an additional 10 months of coverage to the existing 60 days of postpartum coverage, following approval to receive the extended care. A completed Medical Report (MC 61) form is required by the member's treating health care professional and is to be submitted to the County Department of Social Services (DSS) for approval.

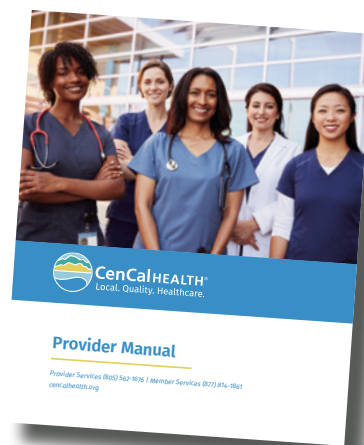
To learn more about this benefit extension and to obtain a copy of the MC 61 form, please contact the Provider Services department at (805) 562-1676 or via email at [psrgroup@cencalhealth.org](mailto:psrgroup@cencalhealth.org).

## NEW 2021 Provider Manual Resources to Help You Work With Us

CenCal Health has revised our Provider Manual, which includes information on provider enrollment, responsibilities, claims information, member eligibility, guidelines for medical authorizations, and more! Please view our electronic guide online

at [cencalhealth.org/providers/forms-manuals-policies/provider-manual/](http://cencalhealth.org/providers/forms-manuals-policies/provider-manual/) today!

If you have any questions about this publication, please contact the Provider Services department at [psrgroup@cencalhealth.org](mailto:psrgroup@cencalhealth.org).



# Health Matters: CenCal Health's Winter 2021 Member Newsletter

We will be sending out the winter issue of the Member Newsletter, *Health Matters/Temas de salud*, to about 70,000 member households in late January.

Articles in this issue include information about:

- **Medi-Cal Rx transition delay**
- **COVID-19 vaccine**
- **How to obtain a Member Handbook and Provider Directory**
- **Telemedicine guide**
- **Complementary care**
- **Ways to manage COVID-19 stress**



## CLINICAL CORNER

### Reminder: Blood Lead Level Testing is Important

CenCal Health would like to remind our pediatric providers about the importance of blood lead level testing. The American Academy of Pediatrics (AAP) recommends blood lead testing at 12 months and then again at 2 years for all children. Additionally, if a child has never had a blood lead test before the age of six, or has likely been exposed to lead, a screening is required.

DHCS requires providers give a patient's guardian anticipatory guidance, including information on the dangers of lead exposure, at every preventive health visit. Providers must also document the reason a screening was not completed or refused.

If you would like to request a Lead Screening Toolkit, contact our Population Health department at [populationhealth@cencalhealth.org](mailto:populationhealth@cencalhealth.org).

#### The toolkit includes:

- A "Protocols and Tips for Pediatric Lead Screening" guide;
- Patient anticipatory guidance and health education handouts;
- Parent opt-out forms;
- A brochure holder.

#### For more information on blood lead testing, please visit:

- AAP's Recommendations for Preventive Pediatric Health Care Chart: [https://downloads.aap.org/AAP/PDF/periodicity\\_schedule.pdf](https://downloads.aap.org/AAP/PDF/periodicity_schedule.pdf)
- CenCal Health Preventive Health Guidelines: [cencalhealth.org/providers/quality-of-care/clinical-guidelines/](http://cencalhealth.org/providers/quality-of-care/clinical-guidelines/)
- CenCal Health Provider Manual section E.17: [cencalhealth.org/~media/files/pdfs/psmanual/current-provider-manual/sectioncoveredbenefitsandservices.pdf?la=en](http://cencalhealth.org/~media/files/pdfs/psmanual/current-provider-manual/sectioncoveredbenefitsandservices.pdf?la=en)

### Annual Wellness Checks Are More Important Than Ever

With the beginning of the New Year, it is important to get your patients in for their annual wellness checks and screenings. Due to the COVID-19 crisis, many people are forgoing their annual check-ups. Patients with chronic conditions are at higher risk of experiencing complications if they contract COVID-19, so it is more important than ever to make sure your patients receive their annual wellness check to help mitigate potential health problems.

#### Below are a few of the recommended health screenings that should be completed at least once a year:

- Children – ACEs screening, depression screening, and immunizations.
- Adults – Depression screening, cancer screenings, flu vaccine, and injury prevention for seniors.
- Patients with diabetes – HbA1c test, retinal eye exam, nephropathy screening, and hypertension monitoring.
- Patients with asthma – Asthma action plan and flu vaccine.
- Patients with hypertension – Blood pressure check.

For more information regarding recommended annual screenings, please visit: [cencalhealth.org/providers/quality-of-care/clinical-guidelines](http://cencalhealth.org/providers/quality-of-care/clinical-guidelines).



**CenCal  
HEALTH®**

Local. Quality. Healthcare

4050 Calle Real  
Santa Barbara, CA 93110

*Monthly  
Provider Bulletin  
January 2021*

**URGENT:  
Medi-Cal Rx  
Transition  
Delayed!**

#### PROVIDER NEWS

## COVID-19 Virus and Antibody Testing

DHCS covers both COVID-19 viral and serologic (antibody) tests, at no cost to Medi-Cal beneficiaries. This includes all medically necessary viral and serologic testing, as well as serologic (antibody) tests ordered for infection control purposes (e.g., pre-operative screening or planned hospitalizations). We recommend that all Medi-Cal providers follow the testing guidance provided by the California Department of Public Health (CDPH), the Centers for Disease Control and Prevention (CDC), and other governmental and professional organizations with expertise on COVID-19 testing.

Please view DHCS' COVID-19 Virus and Antibody Testing summary of some of the key guidance on serologic testing:

[dhcs.ca.gov/Documents/COVID-19/COVID-19-Antibody-Testing.pdf](https://dhcs.ca.gov/Documents/COVID-19/COVID-19-Antibody-Testing.pdf)

For the most up-to-date information and links to credible resources, both local and state, please visit [cencalhealth.org/providerservicesfaq/](https://cencalhealth.org/providerservicesfaq/).

## Get Electronic Payments Weekly, Sign Up for EFT Today

CenCal Health offers Electronic Funds Transfer (EFT) weekly payments for all providers! This no-cost system automatically credits any payments due for healthcare services performed directly to your bank account of choice. Enrolling into EFT will replace receiving paper checks and expedites the payment process.

#### How to enroll:

**Contracted Provider Enrollment:** Providers must enroll via the Provider Portal at [cencalhealth.org/providers/provider-portal/](https://cencalhealth.org/providers/provider-portal/).

**Non-Contracted Provider Enrollment:** Sign up using the CenCal Health EFT Enrollment Form and email it to [eft@cencalhealth.org](mailto:eft@cencalhealth.org).

Visit the CenCal Health website at [cencalhealth.org/providers/claims/](https://cencalhealth.org/providers/claims/) and reference the 'EFT' tab for more details. Contracted Providers can also contact the Provider Services department at [psrgroup@cencalhealth.org](mailto:psrgroup@cencalhealth.org) or call (805) 562-1676 for assistance with enrollment.