

# PROVIDER BULLETIN

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## Please take a moment to review your information.

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

## CLINICAL CORNER

# CenCal Health Turning the Tide against Substance Use Disorder



On December 17, 2020, the CDC released statistics regarding the impact the **COVID-19** pandemic has had on increasing substance use and overdose deaths in our nation. From April 2019 through May 2020, **over 81,000 people have died from overdose** - an increase of 38.4% from the previous year. This is the highest number of overdose deaths recorded in our nation's history. This increase is largely due to **fentanyl**, which has incessantly permeated the street-level drug market. Fentanyl is being illegally manufactured and mixed with heroin, cocaine, counterfeit prescription medication, and other substances. Fentanyl is 100 times more powerful than morphine and just a few grains can cause an overdose.

**What can we do about this growing issue?** CenCal Health launched a **Substance Use Disorder** Program in October 2020. The focus of this program is to work with those at highest risk for medical complications and hospitalizations related to Substance Use Disorder. Upon referral, the disease management nurse specialist will reach out to the member, conduct an assessment and determine how we can help. Referrals may be made by providers, families, or the members themselves by contacting Member Services. The goal of this program is to **fight against** the tide in our community and offer help to those suffering with **Substance Use Disorder**.

To find out more information, contact our **Disease Management Department** at **(805) 364-9330**. You can also email the RN case manager directly at [smanson@cencalhealth.org](mailto:smanson@cencalhealth.org). More information can also be found on our website at [www.cencalhealth.org/providers/disease-management-programs](http://www.cencalhealth.org/providers/disease-management-programs).

# It is Not Too Late for Lead Screening Resources; Offices can Bill CenCal Health for Refusals


A few months ago, we announced our Lead Screening Toolkit. The good news is, physician offices can still take advantage of these resources.

- ➔ **Patient Education Brochure:**  
Explains the importance and schedule of lead screening to parents
- ➔ **Provider Tip Sheet:**  
Describes regulations and tips for lead screening in your practice
- ➔ **Provider Portal:**  
Download your reports in the 'Download' Section of the Provider Portal Restricted site
- ➔ **Refusal Form:**  
Tool designed to document parent refusal of lead screening

As a reminder, all CenCal Health members must be given a blood lead test at age 12 months and age 24 months at minimum.

Visit [www.cencalhealth.org/providers/care-guidelines/epsdt-services/lead-screening/](http://www.cencalhealth.org/providers/care-guidelines/epsdt-services/lead-screening/) for more information, to download the toolkit items and to view our recently recorded webinar on Pediatric Lead Screening featuring local physician Dr. Kristen Hughes.





## Physicians can also bill CenCal Health for the refusal of a Pediatric Lead Screening

Simply use HCPCs code, G9726 "patient refused to participate," with the diagnosis code R78.71 "lead screening." Please place the diagnosis code in box "A" and then "A" in box 24E on the CMS 1500 form.

Feel free to contact our Claims Department with any questions at (805) 562-1083.

## Need to Know a Claims Status?

As a reminder, billing providers can reference your claims status online at [www.cencalhealth.org/providers/claims/checking-claim-status/](http://www.cencalhealth.org/providers/claims/checking-claim-status/) without having to log into the Provider Portal Restricted site. We recommend that you access this feature to see what was paid, denied, and/or rejected. You may also call your Claims Service Representative at (805) 562-1083 for additional assistance.

## Joint Statement on Federal Public Charge Changes

On March 15, 2021, California's health and human service leaders announced that the state will no longer enforce the 2019 public charge rule. As a result of the Biden Administration announcement, California Immigrants and their loved ones, can seek and accept medical care, food assistance and public housing without the worry of public charge consequences. CenCal Health would like to thank our providers for their continued quality care that they provide to this population and to the rest of the community.

For more information on federal changes to the public charge rule, please visit [www.chhs.ca.gov/blog/2021/03/15/alert-important-change-to-public-charge-rule/](http://www.chhs.ca.gov/blog/2021/03/15/alert-important-change-to-public-charge-rule/)

Register at [cencalhealth.org](http://cencalhealth.org) on the [Provider Training Resources page](#)

## Join Our LIVE Webinars

### Women's Health

This "Virtual Lunch & Learn" will discuss breast and cancer screening clinical guidelines, best practices, and ways to overcome common barriers, particularly during COVID-19. A local physician will be joining us as our guest speaker. We will also discuss local cancer rates and resources available for your practice.



Join us: Friday,  
April 9, 2021  
12:00 p.m. – 1:00 p.m.

This free webinar is for MDs, NPs, PAs, and MAs, in both primary care and in OB/GYN. **The first fifty (50) to RSVP** to the Women's Health webinar will receive a lunch Grubhub voucher!

### Asthma Management Lunch & Learn

People with asthma are at a higher risk of complications from COVID-19 such as pneumonia and Acute Respiratory Disease Syndrome. Well-known allergy and immunology specialist, Myron Liebhaver, M.D., will be speaking on the newly released clinical guidelines, best practices, and the importance of health education resources for your patients with asthma. In addition, our Clinical Pharmacist, Dr. Adam Horn will show you how to use the many different inhaler applications on the market.



Join us: Wednesday,  
April 21, 2021  
12:00 p.m. – 1:00 p.m.

**The first fifty (50) to RSVP** to the Asthma Management webinar will receive a lunch Grubhub voucher! CMEs will be offered.

### CenCal Health Provider Orientation

Does your staff need to learn more about CenCal Health and our member benefits? This training is a refresher course for provider offices as well as new office staff. We will cover a multitude of topics including provider/member grievance policy, member enrollment into a Medi-Cal plan, Interpreter Services, Behavioral Health Services, Transportation Benefit, Health Education resources, and provider resources.



Join us: Thursday,  
April 15, 2021  
12:00 p.m. – 1:00 p.m.

**The first five (5) to RSVP** and attend this live webinar will receive a Starbucks Gift Card.

### Meet your Provider Relations Team!

Join our team during a LIVE webinar and learn more about who we are, and our commitment to meeting the needs of our Provider Network. We are dedicated to building and retaining strong relationships with our provider partners by offering support when needed.

**Take a moment to meet your Representative, and the rest of our team on Tuesday, April 20th at 11:00 a.m., and on Thursday, April 22nd at 2:00 p.m. for a 30-minute virtual Meet & Greet!**

➔ Register for these trainings today:  
[www.cencalhealth.org/providers/provider-training-resources/](http://www.cencalhealth.org/providers/provider-training-resources/)





4050 Calle Real  
Santa Barbara, CA 93110

## Monthly Provider Bulletin April 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

### PHARMACY UPDATE

## Medi-Cal Rx Transition has been delayed by DHCS until further notice

The Department of Health Care Services is delaying the planned Go-Live date of April 1, 2021 for Medi-Cal Rx. DHCS anticipates providing further information in May 2021. DHCS will be working to update and/or remove, as applicable, provider guidance and associated Medi-Cal Rx provider bulletins/Newsflash articles once a new implementation date is announced.

As CenCal receives updated information from DHCS we will post the information on our website at [www.cencalhealth.org/providers/pharmacy](http://www.cencalhealth.org/providers/pharmacy). DHCS will also post updates directly to the Medi-Cal Rx website: [www.medi-calrx.dhcs.ca.gov](http://www.medi-calrx.dhcs.ca.gov).

### HEALTH PROMOTION UPDATE

## Alcohol Awareness Month

April is Alcohol Awareness Month, sponsored by the National Council on Alcoholism and Drug Dependence. NCADD states that for millions of individuals and family members, alcohol is a source of devastating pain and loss. The disease is often progressive and fatal, but it does not have to be. Abstinence and recovery is possible and can be achieved. More than 1.5 million Americans are currently in recovery from alcoholism.

Start a conversation with your patients about their alcohol use by using the Staying **Healthy Assessments (SHA)** alcohol screening questions starting at age 9. If your patient answers "yes" to the alcohol screening questions on the SHA, expand screening to obtain additional information about your patient's needs. CenCal Health recommends the use of the AUDIT or AUDIT-C questionnaire for further screening.

If you would like to refer your patient for an alcohol use disorder, you can contact your county's Alcohol and Drug Program at:

#### San Luis Obispo

Phone: (800) 838-1381  
Fax: (805) 781-1171

#### Santa Barbara

Phone: (888) 868-1649  
Fax: (805) 681-5117

For additional training materials and resources on alcohol misuse screening, visit [www.cencalhealth.org/providers/provider-training-resources/](http://www.cencalhealth.org/providers/provider-training-resources/) and click on the Training Library Tab.

More information about Substance Use Services can also be found in the **Provider Manual, Section E8**.

