CenCal HEALTH®
Local. Quality. Healthcare.

PROVIDER BULLETIN

A PUBLICATION FOR OUR PROVIDERS FROM CENCAL HEALTH

VOL. 31 NO. 9 • SEPTEMBER 2021

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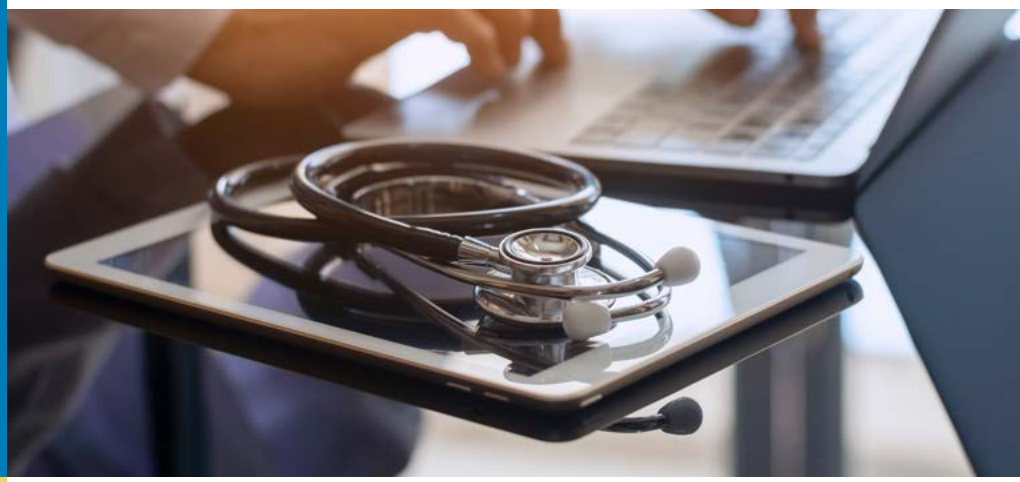
Made Practice Changes?



Just a friendly reminder to submit any practice changes to CenCal Health so we can keep our Provider Directory up to date with the most current information about your practice. This includes address and phone number updates, as well as changes to providers who may be joining or leaving your practice. It is imperative for our Provider Directory to have the most accurate information so that our members can continue to receive the best care from our network providers. If you have changes to submit to CenCal Health, please visit **www.cencalhealth.org/providers/provider-profile-and-practice-changes/**

Thank you for all you do for our Members!

Join Our LIVE Webinar on Cultural Competency and Health Literacy

Enhanced communication between providers, staff, and patients is essential to effectively provide quality care in a culturally sensitive manner. CenCal Health promotes appropriate care for all members, regardless of how they may identify, and therefore provides Cultural Competency and Health Literacy tools to improve provider-patient communication.

Join us on November 11, 2021 for a LIVE webinar and receive tips and resources on how to interact with patients with Cultural Competency, Health Literacy, and to Seniors or Persons with Disabilities.

RSVP for this webinar today! **www.cencalhealth.org/providers/cultural-linguistic-resources/cultural-competency-and-health-literacy/**

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/** so we can maintain an accurate directory.

SCAN ME

Provider Portal Updates

NOW LIVE – Authorization Enhancements!

This new enhancement to the authorization module is now LIVE. While our different authorizations (RAF, TAR, 18-1, and 20-1) used to be separate from one another, they have now been consolidated into one user-friendly form. This enhancement also allows our providers to have the ability to upload attachments!

Please reference CenCal Health's Authorization section of our website at **www.cencalhealth.org/providers/authorizations/** and/or the Provider Training Library at **www.cencalhealth.org/providers/provider-training-resources/provider-training-library/** to learn more about this enhancement and to watch our training video tutorials.

Don't forget that we have launched our new HCPCS/CPT Procedure Code - Prior Authorization Requirement Search Tool to see if a TAR is required before the procedure is rendered and reimbursement can be made. **https://procedureauth.cencalhealth.org/**

Thank you for your continued collaboration with CenCal Health. Please contact **webmaster@cencalhealth.org** for additional technical support.

Stay Tuned - PCP Member Reassignment Tool

On occasion, a Primary Care Physician (PCP) may encounter a situation that warrants the dismissal of a patient, and in this case, a request to have the patient reassigned to a new PCP must first be submitted to CenCal Health. We are working on making the reassignment process easier and more efficient for our providers to navigate within the Provider Portal. Some of the new member reassignment features include: a home screen of all submitted requests, detailed instructions/requirements for selecting each of the reason options, the option to add family members to a single request, and a feature for CenCal Health to respond back via email to the point of contact that originally submitted the reassignment request.

For additional details on this process, please reference the Provider Responsibility section within the Provider Manual. **www.cencalhealth.org/providers/forms-manuals-policies/provider-manual/**

Know More… Educational Videos for your Patients

"Know More" or "Sabe Más." Videos available so far include:

- Know More: HPV
- Know More: Vaping
- Know More: STIs

The videos are short, engaging, and action-oriented, and you can use them with your patients! Email healthed@cencalhealth.org for more information.

Physician Loan Repayment Funds Available for Serving Medi-Cal

The California Department of Health Care Services (DHCS) announced a new commitment to pay $69.4 million toward student loans for 249 physicians and 44 dentists to expand health care access for Medi-Cal patients.

CalHealthCares, the loan repayment program, incentivizes physicians and dentists to serve Medi-Cal beneficiaries by repaying educational debt up to $300,000 in exchange for a five-year service obligation.

The CalHealthCares program is one effort to increase the number of providers who participate in Medi-Cal, which provides health care to nearly one-third of Californians, including half of the state's children.

Today's announcement is the third of at least five rounds of funding. In total, $340 million has been allocated to the CalHealthCares program from voter-approved (Proposition 56) tobacco tax revenue.

For more information, visit **https://www.phcdocs.org/Programs/CalHealthCares**

DHCS CalHealthCares

COVID + Flu - Don't Spread 2!

Although we are still facing the COVID-19 public health crisis, flu season is quickly approaching. Getting your patients vaccinated against the flu as well as COVID-19 is more important than ever. Healthcare providers should use every opportunity during flu season to administer flu and COVID-19 vaccines to all eligible patients.

The CDC recommends that all people 6 months and older get an annual flu vaccine and that all people 12 years and older get the COVID-19 vaccine. Some of the symptoms of the flu and COVID-19 are similar, making it hard to tell the difference between the two based on symptoms alone. Diagnostic testing can help determine if your patients are sick with the flu or COVID-19, but vaccination is key to preventing these illnesses.

Get your patients vaccinated today!

Reports listing all of your assigned members who are not vaccinated against COVID-19 are available to you on the Provider Portal in the "downloads section."

For more information you can go to:

- **www.cdc.gov/flu/season/faq-flu-season-2020-2021.htm**
- **www.cdc.gov/vaccines/covid-19/index.html**

You can also visit:

- **https://www.cencalhealth.org/health-and-wellness**
- **https://www.cencalhealth.org/coronavirus/covid-vaccine/**

If you have any questions, you can contact populationhealth@cencalhealth.org

Pharmacy Updates

Respiratory Syncytial Virus (RSV) Season

CenCal Health would like to assist our members and providers in preparation for the upcoming RSV season. The Synagis® prophylaxis season will begin, November 1, 2021 and run through March 31, 2022. CenCal Health's Pharmacy Benefit Manager, MedImpact, will begin accepting Pharmacy Prior Authorizations/Medical Request Forms (MRFs) on October 15, 2021 for initial Synagis® administration on or after November 1, 2021. Synagis® is available from CenCal Health's Specialty Pharmacy vendor, Optum Specialty Pharmacy.

Synagis® Order forms will soon be available on the CenCal Health website at: **www.cencalhealth.org/providers/pharmacy/**. Additional information regarding Synagis® fulfillment and RSV Season will be available in the October Provider Bulletin.

For any questions, please reach out directly to the CenCal Health Pharmacy Department at (800) 421-2560 ext. 1080.

Pharmacy Updates

Prepare for Flu Season 2021-2022

The Flu Season is now upon us. The Pharmacy Flu Program can help your patients stay healthy this flu season. As part of the pharmacy benefits provided by CenCal Health and MedImpact, our members are eligible to receive the flu vaccine directly from a participating pharmacy in our network.

CenCal Health members may choose from a variety of participating pharmacy locations including drug stores, supermarkets, retailers and independent pharmacies. Members may contact their local pharmacy for vaccination hours and appointment requirements. If providers choose to administer the flu vaccine in their office, they can bill CenCal Heath's medical benefit.

If you have questions regarding the Pharmacy Flu Program, please contact the CenCal Health Pharmacy Services Department at (800) 421-2560 ext. 1080.

Monthly Provider Bulletin

September 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

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Dental Resources for Partners & Providers

As you know, CenCal Health does not manage dental benefits, however the Medi-Cal Dental Program has created a Primary Care Physician Toolkit site that provides materials for you to help promote Smile, CALIFORINIA. This Toolkit makes available new and additional oral health resources for primary care physicians delivering the care or coordination of services to Medi-Cal members.

The Toolkit provides physicians with access to:

- A Medical Dental Education Pad for patient dental care reminders
- Dental training for physicians and medical staff, continuing education credit opportunities, and other important information
- Websites with oral health guidelines

For a complete list of helpful links and materials, please visit the Smile, California website at **https://smilecalifornia.org/partners-and-providers/#Physician_toolkit** or Medi-Cal Dental website at **https://www.dental.dhcs.ca.gov/Dental_Providers/Medi-Cal_Dental/Physicians_Information/**.

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