

PROVIDER BULLETIN

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ADMINISTRATIVE OFFICES

4050 Calle Real
Santa Barbara, CA 93110
(805) 685-9525

1035 Peach St. Ste. 201
San Luis Obispo, CA 93401
(800) 421-2560

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
cencalhealth.org/providers

PROVIDER NEWS

CenCal Health 2019 Community Report Now Available

CenCal Health, the publicly-sponsored health plan for Medi-Cal in Santa Barbara and San Luis Obispo counties, announced the release of its 2019 Community Report. The entirely digital format communicates the local health plan's mission and vision, programs and projects, achievements, leadership and financial information through multimedia. New this year: the full report is translated in Spanish. CenCal Health serves more than 175,000 Medi-Cal beneficiaries in its two-county service area on the Central Coast.

The online community report with video, audio testimonials, and animation allows content to be easily shared and repurposed. Most importantly, the report displays key data that allows a viewer to either skim or learn more by linking to longer stories or videos. By increasing the community report's viewership, CenCal Health hopes to dispel unflattering stereotypes of Medi-Cal beneficiaries, tens of thousands of whom gained coverage as a result of the Affordable Care Act.



"The 2019 Community Report emphasizes our health plan's motto of Local. Quality. Healthcare," said **Bob Freeman**, CenCal Health CEO. "We have three separate sections that each delve into what local, quality healthcare looked like last year for our members and our provider partners. It also shows what sets local health plans like CenCal Health apart from other large commercial health plans."

The report's content options include a video message from Freeman, automated photo galleries of providers, audio testimonials, and more. Topics highlighted include CenCal Health's quality scores, its partnerships with other community-based organizations, how it improves access to care, and how it is addressing high-profile health concerns such as vaping and vaccine-hesitancy.

For 2019, the organization reports that it was one of five health plans in the United States selected to participate with the National Committee for Quality Assurance (NCQA) in a two-year learning collaborative to improve health outcomes for adolescents with depression. In addition, the report details how the plan's Health Services department developed an HPV vaccination pilot that won the 2019 DHCS Innovation Award, as well as the local health plan's No. 2 ranking out of 23 Medi-Cal plans for children's preventive care rates.

CenCal Health's 2019 Community Report is available from its website cencalhealth.org or directly at cencal2019.org

Health Matters: CenCal Health's New and Improved Member Newsletter

CenCal Health has renamed and redesigned its Member Newsletter! With a company-wide competition, Health Matters/Temas de Salud was submitted and selected as the winning title! The improved newsletter features an updated layout to be more accessible and engaging to members.

The Spring Issue of the Member Newsletter will mail out to about 63,000 member households in mid-April. Articles in this issue include information about:

- LGBTQ Healthcare
- Alcohol Misuse
- Transportation Benefits
- Redetermination/Retention
- STI Prevention
- Parenting
- Protected Health Information
- Coronavirus Guidance



Alcohol Awareness Month

April is Alcohol Awareness Month. Founded by the National Council on Alcoholism and Drug Dependence, the organization aims to reduce alcoholism and drug addiction-associated stigma, while increasing education about alcoholism, drug addiction, and recovery. According to the U.S. Department of Health and Human Services, alcohol is the most commonly used and abused drug amongst the young population in the United States.

Start the conversation with your patients by using the Department of Health Care Services' Staying Healthy Assessments (SHA) alcohol-screening questions located online. chcs.ca.gov/formsandpubs/forms/pages/stayinghealthyassessmentquestionnaires.aspx

If the patient answers "yes" to the alcohol screening questions on the SHA, PCPs should expand screening to obtain additional information about the 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:

- San Luis Obispo: Phone 1-800-838-1381 or fax 805-781-1171
- Santa Barbara: 1-888-868-1649

For additional training materials and resources on alcohol misuse screening, visit cencalhealth.org/providers/provider-training-resources/ and click on the Physician Toolkits and CE Training Resources tab.

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

CLAIMS CORNER

Reminder: PAD Encounters Require Both HCPCS Codes and a Valid NDC

As a reminder, CenCal Health validates that a National Drug Code (NDC) accompanies Healthcare Common Procedure Coding System (HCPCS) associated with Physician-Administered Drugs (PADs) services/encounters. Encounters reporting PADs are required to include both HCPCS codes and a valid NDC. PAD encounters that do not include both the HCPCS code and a valid NDC will be denied. Additionally, NDCs must coincide with the FDA NDC list for the respective administered drug (PAD) and be 11 numeric digits.

Please reference the Medi-Cal website for instructions on how to bill for PADs on a CMS-1500 and UB-04 form.

If you have any questions please contact our Claims department at (805) 562-1083.

PROVIDER NEWS

Look for New CenCal Health ID Cards

Effective October 2019, all new members going forward will receive updated CenCal Health ID cards. The change is a result of CenCal Health's updated branding; existing members will still be using the previous version. Providers will find all pertinent, variable information in the same locations as before.



Formulary Updates

Drug	Class	Formulary Status	Restrictions / Limits	Implementation Date
Formulary Additions				
Cequa 0.09% Dropperette	Eye- General Disorders	Formulary		1/1/2020
Ziextenzo 6mg/0.6ml Syringe	Hematological Disorders	Formulary		1/1/2020
Solu-Cortef 100mg, 100mg/2ml Vial	Inflammatory Disease	Formulary		1/2/2020
Sodium Chloride 7% Nebulizer Vial	General Inhalation Agents	Formulary: Quantity Limit	Restriction: Quantity limit of 240ml/30 days	1/3/2020
Zomig 2.5mg Nasal Spray	Pain Management- Analgesics	Formulary: Quantity Limit & Step Therapy	Restriction: Quantity limit of 12 units per 30 days and Step Therapy for a 20 day trial of sumatriptan and rizatriptan in the last 120 days	2/1/2020
Sumatriptan 6mg/0.5ml Syringe	Pain Management- Analgesics	Formulary: Quantity Limit	Restriction: Quantity limit of 6 units per 30 days	2/1/2020

Sign Up to Receive the Provider Bulletin in Your In-Box

Did you know that you can receive your monthly Provider Bulletin via e-mail? CenCal Health offers digital copies through e-mail and on our website. cencalhealth.org/providers/provider-bulletin.

Interested in switching to an e-mail version? Contact PSRGroup@cencalhealth.org





**CenCal
HEALTH®**

Local. Quality. Healthcare

4050 Calle Real
Santa Barbara, CA 93110

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PROVIDER NEWS

Update: Optional Benefit Optician Services Reinstated

CenCal Health notified its provider network of the changes made to the Optician benefit by the Department of Health Care Services (DHCS) that went into effect on January 1, 2020. A decision, by CenCal Health, to extend the reimbursement until the end of April 2020 was communicated to providers with the intent to allow providers time to enroll with the Prison Industry Authority (PIA) for manufacturing of optical lenses and to assess the change between DHCS, CenCal Health, and the provider network in more detail.

CenCal Health continues its efforts to further discuss and assess the changes made by DHCS, and has therefore decided **to continue to defer the reimbursement of lenses until June 30, 2020.**

CenCal Health will continue to pay claims for orders placed through June 30, 2020. CenCal Health will continue to communicate additional details of the benefit changes when made available. Providers are encouraged to sign up with PIA and create an online account to submit their optical orders at:

optical.pia.ca.gov/pool/login.aspx

For further questions regarding this benefit, please contact your Provider Services Representative at psrgroup@cencalhealth.org.