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www.CenCalHEALTH.org

CenCal Health Doctors in the News

Doctors Jeffrey Kaplan, M.D., and Himat Tank, M.D., recently recognized by CenCal Health as their Primary Care Provider Top Performers, each received coverage of their awards in the “Out and About” section of the Santa Barbara News Press. They were also featured in a news story on KTAS TV Telemundo.



Accurate and Up-to-Date Provider Rosters

Ensuring that CenCal Health has the most up-to-date provider information is imperative for efficient payment of claims and ensuring that we are able to provide an accurate Provider Directory for our members. By updating CenCal Health with any practice changes, you are not only complying with your Provider Agreement, but you ensure that CenCal Health is in compliance with the Department of Health Care Services provider data regulations.

As a Managed Care Plan, CenCal Health is required to submit a comprehensive roster, which includes all contracted providers, on a monthly basis to the State of California. As a result, we are asking for you to partner with us to ensure accurate reporting to the State. Please submit any changes related to your practice, or the providers within your practice, via an updated roster. This roster should clearly indicate any providers who have been added to or have recently left your practice.

Rosters can be emailed to psrgroup@cencalhealth.org. Providers may also submit an updated Provider Information Form (PIF), located at www.cencalhealth.org/providers, Update Your Provider Profile page.

For questions, please contact your Provider Services Representatives or contact the Provider Service main line at (805) 562-1676.

Member Newsletter – “Your Health” Spring Issue

The spring issue of our Your Health/Su Salud member newsletter will be mailed to more than 70,000 member households in mid-April. The newsletter is written in both English and Spanish, and is available to view on our website; visit www.cencalhealth.org and select the ‘Members’ option.

Articles in this issue include information about:

- CenCal Health’s new online health education library
- Healthcare Fraud
- Interpreter Services
- HIV testing
- Mindfulness
- UTI symptoms
- Vaping/Cigarettes
- Utilization Management brief



2019 STD Clinical Update

The Santa Barbara County Public Health is hosting a Sexually Transmitted Disease (STD) Clinical Update course that will strengthen provider delivery of STD care and prevention. Topics will include local STD epidemiology, sexual history taking, Syphilis, Gonorrhea, Chlamydia, and HIV/PrEP.

Dates and Locations (12pm - 2pm lunch provided):

Monday, May 13, 2019

Community Health Centers of the Central Coast
2050 Blosser Road - Conference Room A
Santa Maria, CA 93458

Tuesday, May 14, 2019

Lompoc Public Health Department
301 N. R Street
Lompoc, CA 93436

Thursday, May 16, 2019

Santa Barbara County Public Health Department
300 N. San Antonio Road
Santa Barbara, CA 93110

Medical Providers and Nurses can register for this course by emailing: aalmagu@sbcphd.org. Please include your name, title and the location you would like to attending.

For questions, please contact HIV/AIDS and Immunization Programs Coordinator, Adriana Almaguer at (805) 346-8433.

Alcohol Awareness Month

April is Alcohol Awareness Month, sponsored by the National Council on Alcoholism and Drug Dependence, which helps reduce alcoholism and drug addiction-associated stigma and increase 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 among young people in the United States.

Start the conversation with your patients by using the Staying Healthy Assessments (SHA) alcohol screening questions starting at age 9. If the patient answers "yes" to the alcohol screening questions on the SHA, PCPs should expand screening to obtain additional information. 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 or fax (805) 781-1171
- Santa Barbara: (888) 868-1649

For additional training materials and resources on alcohol misuse screening, visit www.cencalhealth.org/providers, Provider Training and Resources page, 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.

Transportation Benefit: Non-Emergency Medical Transportation

As a reminder, Non-Emergency Medical Transportation (NEMT) is a covered service for CenCal Health members. NEMT can be in the form of an ambulance, litter van, wheelchair or in rare instances, air transport. Unlike Non-Medical Transportation (NMT), NEMT is available to members who cannot physically or medically get to their medical appointment by car, bus, train, or taxi.

When transportation is necessary for our members, CenCal Health (CCH) allows the lowest cost mode of transport.

If a CenCal Health member is requesting NEMT services, please follow the steps below:

1. SUBMIT a prior authorization request (TAR) for NEMT services via Provider Portal or fax to Health Services at (805) 681-3071
2. COMPLETE a Physician Certification Statement (PCS) form to the authorization request (TAR). To download the PCS form, please visit www.cencalhealth.org/providers, Authorizations page.
3. FAX the completed PCS form to the Health Services Central fax line at (805) 681-3071
4. Upon CCH's approval of NEMT services, CCH will notify Ventura Transit System to schedule and coordinate the member's transportation.

Please note that prior authorization for NEMT is required. Timely submission of your request for NEMT services is essential. After submitting an authorization request and the completed PCS form to CenCal Health, please allow a minimum of five (5) business days to process your request.

For questions, please contact the Health Services Department at (805) 562-1082.