

PROVIDER BULLETIN

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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
cencalhealth.org/providers

PROVIDER NEWS

Business as Unusual during COVID-19

Thank you to all of 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.



8 Tips to Keep Your Practice HIPAA Compliant

The Health Insurance Portability & Accountability Act (HIPAA) requires health care providers and organizations to develop and follow procedures that ensure the confidentiality and security of protected health information (PHI) when it is transferred, received, handled, or shared. All forms of PHI, including paper, oral, and electronic, must be protected at all times. Here are eight tips to help your practice protect PHI:

- Position workstation monitors facing away from public view.
- Allow for a private space when talking with patients about their health information.
- Do not share PHI loudly or in public spaces, such as the lobby.
- Do not leave materials containing PHI unattended or unsecured.
- If you need to fax confidential information, verify the fax number and the patient's information; include a Fax Cover Sheet and do not include PHI on the cover sheet.
- Ensure emails that contain PHI are encrypted and verify the recipients are correct.
- Do not dispose of documents containing PHI in a regular trash receptacle; use secure shredding for disposing documents containing PHI.
- Promote a culture of compliance and educate staff on reporting any violations or suspected violations immediately to CenCal Health's Privacy Office.

For questions, contact our Privacy Office at compliance@cencalhealth.org or (805) 681-8279.



Check Out Our Provider Training Library!

CenCal Health hosts a wide variety of training courses throughout the year. We have created a training library for our providers that are unable to attend these live training events.

Stay informed about upcoming trainings and view resources from past trainings at cencalhealth.org/providers/provider-training-resources/.

Improve Communications with Our Cultural Competency and Health Literacy Tools

Enhanced communication between providers, staff, and patients is essential to effectively provide quality care in a culturally sensitive manner. Cultural Competency and Health Literacy Tools promote appropriate care for our members regardless of how they may identify. Here are some approaches that can help you build cross-cultural communication skills:

- Understand and recognize communication styles, both verbal and nonverbal;
- Gain awareness of language differences, for example different expressions or idioms;
- Improve cultural and linguistic appropriateness;
- Ask your patients questions and encourage them to ask you follow-up questions;
- Avoid jargon. Instead explain terms and concepts using plain language.

Want to improve cultural and linguistic communications? CenCal Health provides Cultural Competency and Health Literacy tools on our website at cencalhealth.org/providers/cultural-linguistic-resources/cultural-competency-and-health-literacy/.

Recognizing the Critical Role of Health Center Providers

National Health Center Week is August 9 to 15. The goal of this week is to recognize and celebrate the critical role of safety net providers in our community, as well as to raise awareness about the mission and accomplishments of America's health centers. CenCal Health is grateful to all of our health center providers for their dedication and commitment to improving the health of our communities, especially during the COVID-19 pandemic. We will be highlighting these clinics in our social media posts..



Behavioral Health Providers Now Listed in CenCal Health's Provider Directory

Behavioral health providers who are contracted with CenCal Health and The Holman Group are now listed in our Provider Directory. Members can search for behavioral health providers by specialty cencalhealth.org/members/provider-directory-for-members/.

Psychotherapy or counseling services with a Marriage & Family Therapist (MFT), Licensed Social Worker (LCSW), Licensed Professional Clinical Counsellor (LPCC) or Clinical Psychologist do not require a pre-service approval. Members can call a contracted provider listed in the directory directly **OR** call The Holman Group at 1-800-321-2843 for assistance to be linked to a provider.

All other Behavioral Health services, such as Medication Support Services, Psychological or Neuropsychological Testing, and ABA services require pre-service authorization by The Holman Group. The Holman Group can be contacted at 1-800-321-2843 or a referral can be faxed. cencalhealth.org/~media/holman-referral-form

CenCal Health Rates High among Medicaid Plans in HEDIS® 2020 Audit

Thank you to all providers who supported us during the Quality of Care HEDIS Compliance Audit™, which evaluated effectiveness of care, access and availability, and other important aspects of care and service.

Overall, CenCal Health's provider network rated among the best 5% of Medicaid plans nationally for six aspects of care, and in the top 10% for an additional five. This year's reported results mark another great performance by providers, assuring members receive vitally important preventive and clinical services.

PROCEDURE CODE	SANTA BARBARA COUNTY	SAN LUIS OBISPO COUNTY
Medicaid 95th Percentile (top 5% of plans nationally)		
• Timeliness of Prenatal Care	•	•
• Timeliness of Postpartum Care	•	•
• Immunizations for Adolescents	•	
• Low Rates of Poor Glucose Control for Persons with Diabetes (A1c>9%)	•	
Medicaid 90th Percentile		
• Childhood Immunization Timeliness & Completeness, age 2 years	•	•
• Pediatric BMI% Monitoring for Children	•	•
• Pediatric Preventive Health Assessments for Children ages 2-6	•	

Member engagement and provider partnerships are essential to achieve improved health outcomes. Detailed practice-specific HEDIS 2020 results can be requested by contacting Lauren Geeb, MBA, Quality Manager, at (805) 562-1623, and additional CenCal Health results are available at cencalhealth.org/providers/quality-of-care.

¹ HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

² NCQA HEDIS Compliance Audit™ is a trademark of the National Committee for Quality Assurance (NCQA).

PHARMACY UPDATES

CenCal Health to Add TAR Requirements to Eight PADs

CenCal Health is committed to providing our members with access to high-quality health care. To ensure our members receive quality care, we will implement updates to the review and approval processes of certain Physician Administered Drugs (PADs).

Effective **October 1, 2020**, CenCal Health will be add the following 8 PADs to the TAR list as part of our members' medical benefits:

Completing treatment authorization requests will help expedite claims processing. If you do not obtain approval, your claims may be delayed or denied until we receive the information needed to establish medical necessity. Due to low utilization of the above medications, the impact to the provider network will be low.

If you have questions or need additional information, please contact CenCal Health Pharmacy department at (805) 562-1080.

PROCEDURE CODE	DRUG DESCRIPTION
J9035	INJECTION, BEVACIZUMAB, (AVASTIN, IMURON) 10 MG
Q5107	INJECTION, BEVACIZUMAB-AWWB, BIOSIMILAR (MVASI), 10 MG
Q5118	INJECTION, BEVACIZUMAB-BVZR, BIOSIMILAR, (ZIRABEV), 10 MG
Q5117	INJECTION, TRASTUZUMAB-ANNS, BIOSIMILAR, (KANJINTI), 10 MG
Q5116	INJECTION, TRASTUZUMAB-QYYP, BIOSIMILAR, (TRAZIMERA), 10 MG
Q5113	INJECTION, TRASTUZUMAB-PKRB, BIOSIMILAR, (HERZUMA), 10 MG
Q5112	INJECTION, TRASTUZUMAB-DTTB, BIOSIMILAR, (ONTRUZANT), 10 MG
Q5114	INJECTION, TRASTUZUMAB-DKST, BIOSIMILAR, (OGIVRI), 10 MG



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HEALTH PROMOTION UPDATE

CenCal Health Develops Action Plan Based on 2020 PNA Results

Every year, CenCal Health conducts a **Health Education** and **Cultural and Linguistic (C&L)** Population Needs Assessment (PNA).

The goal of the PNA is to improve health outcomes for members and ensure that CenCal Health is meeting their needs by:

- Identifying member health needs and health disparities;
- Evaluating health education, C&L, and quality improvement (QI) activities and available resources to address identified concerns;
- Using targeted strategies for health education, C&L, and QI programs and services.

Based on the findings of the 2020 PNA report, CenCal Health has developed an Action Plan that will address the identified gaps in services and education. Some of these strategies may involve provider education or partnership. Action Plan objectives include:

- Increase the percentage of members who complete clinically recommended cervical cancer screening.
- Increase access to and utilization of behavioral health services for Spanish speaking members.
- Increase the rate of childhood lead testing in San Luis Obispo County.
- Increase the rate of clinically recommended breast cancer screening for English speaking women.

If you would like more information about the PNA results, including CenCal Health's specific Action Plan objectives strategies, please contact our Sr. Health Promotion Educator at (805) 562-1662 or at healthed@cencalhealth.org.