

# PROVIDER BULLETIN

A PUBLICATION FOR OUR PROVIDERS FROM CENCAL HEALTH

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## IN THIS ISSUE:

### PROVIDER NEWS

- National Health Center Week
- Provider Satisfaction & Needs Assessment Survey
- PCP Incentive Program - 2018 Top Performers
- Funds Available for Loan Repayments

### PROVIDER TRAINING EVENTS

- Clinical Performance & P4P Readiness Webinar
- Enhancement to CenCal Health Provider Portal

### HEALTH PROMOTION UPDATE

- New Resource Available to Educate Patients about Vaccines

### PHARMACY UPDATE

- Opioid and Benzodiazepine Concomitant Use Safety Edit

### CLAIMS CORNER

- New NDC and PAD Edits

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[cencalhealth.org/providers](http://cencalhealth.org/providers)

## PROVIDER NEWS

### Celebrate National Health Center Week

The goal of National Health Center week (August 4th – 10th) is to 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 would like to take this opportunity to thank our health center providers for your dedication and commitment to improving the health of the communities you serve.**

### Provider Satisfaction & Needs Assessment Survey

CenCal Health strives to meet the needs and satisfaction of our provider network. In order to gain feedback for improvement, please complete the Provider Satisfaction and Needs Assessment Survey, available on CenCal Health's website beginning August 1st through December 1st. **For practices that complete the survey, your office will be entered into a raffle for a prize!** For questions, please contact the Provider Services Department at (805) 562-1676.

### PCP Incentive Program - 2018 Top Performers

CenCal Health's PCP Incentive Program rewards Primary Care Providers (PCPs) for providing high quality healthcare and controlling utilization costs of their assigned membership. We would like to congratulate the following providers for their outstanding performance in last year's program. Their high performance scores are indicative of succeeding in both aspects of the program and ensuring our membership receives high quality healthcare services. Please join us in congratulating them!

#### Top Pediatric Peer Pool Performers

Jeffery S. Kaplan M.D.  
Himat Tank M.D.  
Pediatric Medical Group of Santa Maria

#### Top Internal Medicine Peer Pool Performers

Eric Levy M.D.  
Jackson Medical Group- Pacific Oaks  
Jackson Medical Group- Santa Barbara

#### Top Family Practice Peer Pool Performers

Valley Medical Group of Lompoc  
Central Coast Medical Group  
Buellton Medical Center

#### Top FQHC Performers by Organization

Community Health Centers of the  
Central Coast  
Santa Barbara Neighborhood Clinic  
Santa Barbara County Public Health

If you are a PCP and would like to learn more about CenCal Health's Incentive Programs, please contact the Provider Services Department at (805) 562-1676 or [psrgroup@cencalhealth.org](mailto:psrgroup@cencalhealth.org).



## 2019/2020 California Department of Health Care Services Quality Priorities for Medi-Cal Managed Care – A CenCal Health Webinar to Support Clinical Performance & P4P Readiness

A recent DHCS 2018 audit concluded “Millions of Children in Medi-Cal Are Not Receiving Preventive Health Services”. As a result, Governor Gavin Newsom issued an urgent mandate to increase the availability of preventative services and to improve utilization statewide. CenCal Health, therefore, has prepared a webinar to inform providers of the latest statewide priorities, and to assure its providers have the information needed to sustain their historically high standing in service to Medi-Cal members in our community.

**Training Description:** Learn more about the newest aspects of care that are statewide priorities, which clinical guidelines are relevant to the latest priorities, and how to assure claims reporting will fully reflect the quality of care provided. Patty Auchard, M.D., CenCal Health’s Medical Director, will review the clinical recommendations that are vital to assure quality of care, and that will maximize providers’ pay-for-performance readiness. This webinar is targeted toward Primary Care, Obstetrics/Gynecology, FQHC practitioners, and other leadership that champion clinical quality within their provider sites.



## New Provider Portal Eligibility Screen Webinar

CenCal Health has made some enhancements to the Coordination of Care, Member & Batch Eligibility, Diabetes SMART site, Share of Cost, and a security uplift section of the provider portal. Learn more about these new screens, and how they can simplify processes for your office at our upcoming webinars! RSVP at [www.cencalhealth.org/providers/provider-training-resources/](http://www.cencalhealth.org/providers/provider-training-resources/)

**Training Description:** During this webinar our speaker will provide you and/or your Office Staff a tutorial on how to manage our CenCal Health member eligibility through the new portal screen enhancements! This training course is intended for all office staff that check CenCal Health member eligibility via our online provider portal.

## New Primary Care Physician (PCP) Member Portal Coordination Webinar

**Training Description:** During this webinar we will provide our contracted Primary Care Physicians (PCP) and PCP Office Staff a tutorial on how to manage our new screen enhancements which include Member Eligibility, Coordination of Care, and Diabetes SMART. For questions please contact Provider Services Department at (805) 562-1676 or email your Provider Services Representative at [psrgroup@cencalhealth.org](mailto:psrgroup@cencalhealth.org).

# CalHealth Cares

Application Webinars Aug. 5 & 7

**CalHealthCares awards \$58M in loan repayments for physicians serving Medi-Cal patients; more money available in 2020!**

CalHealthCares, a program of Physicians for a Healthy California, recently awarded \$58 million in physician loan repayments to 247 physicians and dentists. They will hold a 2020 cycle of awards, and CalHealthCares is holding two webinars on common application errors and what applicants can do to improve their application for next year. Register for either the Aug. 5 or Aug. 7 webinars at their website, [calhealthcares.org](http://calhealthcares.org).

The loan repayment program offers physicians and dentists the opportunity to repay their educational loan debt up to \$300,000 in exchange for a five-year service obligation in which their direct patient care caseload is a minimum of 30% Medi-Cal beneficiaries. Applicants must have completed their physician residency or graduated from a dental school, residency and/or fellowship within the last five years. Eligible professions include allopathic or osteopathic physicians specializing in any primary, specialty or sub-specialty care. [For more info, visit calhealthcares.org](http://calhealthcares.org).



The cover of each fotonovela tells the patient that it's a gift from their doctor and their health plan, CenCal Health. A video version of the fotonovela is also available to view on CenCal Health's website at [cencalhealth.org/vaccines](http://cencalhealth.org/vaccines).

## HEALTH PROMOTION UPDATE

### New Resource Available to Educate Patients about Vaccines

Patients and providers are being inundated with messages about the need to vaccinate. Yet, we still see vaccination rates decreasing, and outbreaks of vaccine-preventable diseases increasing.

To help bridge the gap between vaccine recommendation and vaccine uptake, CenCal Health is now offering providers an innovative, engaging, and entertaining patient health education resource about vaccination called *Infectious Rumors! / Rumores Infecciosos!*. This tool is a fotonovela-style health education material aimed at dispelling myths around vaccination risks in a culturally appropriate way. A fotonovela is an attention-grabbing bilingual story-telling method, using a series of captioned photographs. The fotonovela also includes CDC recommended vaccine schedules for both children and adults, as well as information on CenCal Health and how to apply for Medi-Cal locally.

We are encouraging primary care providers to distribute these booklets to CenCal Health patients with children under age 18.

**If your office would like to receive a supply of these fotonovelas for your CenCal Health members, please contact [healthed@cencalhealth.org](mailto:healthed@cencalhealth.org). Supplies are limited, so don't wait!**



## Opioid and Benzodiazepine Concomitant Use Safety Edit

With the approval of CenCal Health's Pharmacy and Therapeutics Committee and in coordination with its Pharmacy Benefits manager (MedImpact), CenCal Health continues to implement a multiphase plan to deter overutilization of opioids, and update utilization management measures.

Effective 9/1/19, CenCal Health will implement an opioid and benzodiazepine concomitant use safety edit. The safety edit is a point of sale (POS) intervention that will identify and deny concurrent use of opioids and benzodiazepines when there is any overlap in the day supply. Interventions will work bi-directionally and stop claims when there is an opioid-benzodiazepine claim overlap or vice versa.

In order to override these rejections, the pharmacist may conduct a Drug Utilization Review (DUR) and submit the applicable override that outlines the specific actions taken by the pharmacist. The dispensing pharmacist can bypass the soft edit by using the following overrides:

4C (Hospice)	1A (Filled As Is, False Positive)
4B (Palliative Care)	1B (Filled As Is, Not Relevant)
4D (Cancer)	4A (Prescribed with Acknowledgements)
1G (Prescriber Approval)	3G (Drug Therapy Unchanged)

During the month of August, benzodiazepine prescribers who hit the edit described above will receive an outreach letter. The letter will provide the prescriber with a list of their CenCal Health members who are currently taking an opioid and benzodiazepine. Resources around the use of benzodiazepines will be provided in the letter, including the option for a personalized consultation to discuss custom tapering recommendations or alternative treatment choices. Additional pain management resources are also available through CenCal Health at [www.cencalhealth.org/providers/pharmacy/pain-management-resources/](http://www.cencalhealth.org/providers/pharmacy/pain-management-resources/). If you have questions or need additional information, please contact CenCal Health Pharmacy Department at (805) 562-1080.



### CLAIMS CORNER

## NDC and PAD Edits

Effective July 1, 2019, DHCS will validate that HCPCS associated with Physician Administered Drug (PAD) services/encounters are accompanied by a National Drug Code (NDC).

Encounters reporting PADs are required to include both a HCPCS code 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 and be 11 numeric digits. Encounters submitted with all zeroes will be denied. **If you have any questions please contact our Claims Department at (805) 562-1083.**