

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



Business as Unusual During COVID-19

Thank you to our providers and their staffs 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.

PROVIDER NEWS

Announcing CenCal Health's 2019 PCP Incentive Program Award Winners

Providing high quality healthcare and service to our members is a priority for CenCal Health. With our Primary Care Provider (PCP) Incentive Program, we want to recognize PCPs for providing this level of service to our members and encourage others to do the same. Join us in congratulating the following providers for their outstanding performance in last year's program.

Top Pediatric Performer

Jeffery S. Kaplan, M.D.

Top Internal Medicine Performer

Eric Levy, M.D.

Top Family Practice Performer

Community Health Centers of the Central Coast Del Valle

Top FQHC Performer

Community Health Centers of the Central Coast

To learn more about CenCal Health's incentive programs, please contact the Provider Services department at (805) 562-1676 or psrgroup@cencalhealth.org.





PROVIDER NEWS

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 December 3, 2020, for a LIVE webinar and receive tips and resources on how to interact with patients with Cultural Competency, Health Literacy, and to Seniors and Persons with Disabilities.

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

HEALTH PROMOTION UPDATE

CenCal Health Collaborates with Jackson Medical Group to Pilot Test Know More: STIs Program

Rates of Sexually Transmitted Infections (STIs) have been steadily increasing across California for the last several years – and Santa Barbara and San Luis Obispo counties' rates are no exception. CenCal Health has started several strategies to address these increasing STI rates.

One significant strategy to address STI rates is the development of a patient health education program called "Know More: STIs." This is the latest in CenCal Health's educational "Know More" program series. The program aims to increase awareness of STIs, educate on how STIs spread, and discuss the importance of testing. The program will be pilot tested with Jackson Medical Group in Santa Barbara County for three months.

To evaluate program effectiveness, CenCal Health will monitor STI and STI testing rates in the target population. Once program evaluation is complete, Know More: STIs will be distributed for use in other healthcare practices.

Check out CenCal Health's Health Education Library

CenCal Health provides a comprehensive health education library for members and providers. This library has decision-making tools, videos, and thousands of health education articles about:

- Medical conditions
- Symptoms
- Tests
- Treatments

The Healthwise educational content is user-tested, evidence-based, and clinically accurate. It's also patient-friendly: Written in plain language and available in both English and Spanish. Check out the library at cencalhealth.org/health-and-wellness/.

Watch Know More: STIs

Prepare for your upcoming doctor's appointment. Watch this four minute video to learn about STI testing and if you should get tested.

For adults ages 19-50

Here's what to do:

- 1 Find a quiet, private area to watch (or use headphones).
- 2 Open the video with the QR code.
- 3 Watch the video.
- 4 Take the survey.

How to open the video:

1. **Open** the camera on your phone.
2. **Point** the camera at the QR code.
3. **Tap** on the pop-up and watch.

or go to this website: bit.ly/CenCalSTIs

SCAN ME



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

Effective retroactively for dates of service on or after July 1, 2019, DHCS 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 a HCPCS code and a valid NDC. PAD encounters that do not include both the HCPCS code and a valid NDC will be denied.



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

NEW: Mixteco COVID-19 Hotline

In October 2020, Herencia Indigena launched a Mixteco COVID-19 hotline to serve the Central Coast's indigenous community. The hotline will answer questions regarding COVID-19 symptoms, quarantine requirements, and resources in Mixteco.

Indigenous community members can call the hotline at (805) 363-0888, Monday through Friday from 2 p.m. to 8 p.m., as well as Saturday and Sunday from 3 p.m. to 8 p.m.



Submitting Authorizations? Here's What You Need To Do

Don't forget to add diagnoses and CPT codes in the notes section of **ALL** authorizations! In an effort to decrease pending authorizations, CenCal Health's Medical Management department needs to be aware of the medical referral and service when reviewing requests. To learn more about authorizations, please reference our Authorization Training video and material online. cencalhealth.org/providers/authorizations/

Do You Have Diabetic Patients? Use CenCal Health's Diabetes SMART Program

November is National Diabetes Awareness Month. This is a great time reach out to your diabetic patients and encourage them to schedule their recommended annual diabetes screenings.

CenCal Health's provider incentive program, Diabetes SMART, helps PCPs identify their diabetic population via an interactive tool available on our secure Provider Portal. The Diabetes SMART portal screen can also pinpoint the clinical services patients need.

For more information about this program, please visit cencalhealth.org/providers/quality-of-care/provider-incentives/ and click on the "Diabetes SMART" tab.

Health education materials for your patients can be located on our website at cencalhealth.org/health-and-wellness/.

If you have questions about the Diabetes SMART Program and diabetes health promotion, please contact our Population Health team at populationhealth@cencalhealth.org.

Talk to Your Patients about Their Heart Health Today

According to the American Heart Association (AHA), cardiovascular disease is the leading cause of death in the United States. And with the mortality rate proven to be higher during the colder winter months, now is a perfect time to talk to your patients about their cardiovascular health.

Here are a few simple steps your patients can take to help lower their risk of cardiovascular disease:

- Know the risk factors
- Eat a heart healthy diet
- Physical activity
- Weight management

It's also important that adults with heart disease are taking care of their heart health during the COVID-19 pandemic. Individuals with heart disease are not only at higher risk of contracting COVID-19, but also experiencing complications as a result.

For more information and resources on a heart healthy lifestyle for your patients, visit cencalhealth.org/health-and-wellness/ and search "Heart Healthy Lifestyle."



**CenCal
HEALTH®**

Local. Quality. Healthcare

4050 Calle Real
Santa Barbara, CA 93110

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**URGENT:
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Transition
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PROVIDER NEWS

How to Get the Most Out of Your Provider Portal Experience

Get the most out of your Provider Portal experience! Cut this article out and place it by your computer screen to keep these tips handy.

1

Use
Google
Chrome.



2

If an expected
function does
not appear on
your screen, try
pressing “Ctrl +
Shift + R” for a
hard refresh.

3

Clear your browser
history:

- Open the Chrome browser.
- Press “Ctrl + Shift + Del” to open the “Clear browsing data” window.
- Click “Clear data.”

4

If you forget
your password,
click the “Forgot
your password?”
function directly
on the login
page to reset it.

For security purposes, please do not save passwords in the internet browser. Please enter your username and password for each log in. For more tips, check out our Provider Portal Resource Guide at cencalhealth.org/providers/provider-portal/ or call our Provider Services department at (805) 562-1676.