

# PROVIDER BULLETIN

A PUBLICATION FOR OUR PROVIDERS FROM CENCAL HEALTH

VOL. 29 NO. 12 • DECEMBER 2019



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### ADMINISTRATIVE OFFICES

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

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

## PROVIDER NEWS

### New Year, New Look: Provider Bulletin Becomes Self-Mailer

In honor of the New Year, CenCal Health is giving the Provider Bulletin a new look! We're excited to announce that, moving forward, the Provider Bulletin will be a self-mailer, and will no longer require an envelope. The change supports CenCal Health's Go Green initiative to reduce paper usage for 2020.



## CLAIMS CORNER

### Deadline: Coordination of Benefits Agreement (COBA) Cross Over Claims

The Centers for Medicare & Medicaid Services (CMS) developed a model national contract, called the Coordination of Benefits Agreement (COBA). COBA standardizes the way that eligibility and Medicare claims payment information, within a claims crossover context, is exchanged, and allows for greater efficiency and simplification of crossover claims. CMS has contracted with the Benefits Coordination & Recovery Center (BCRC), a unit of Celerian Group, to provide the crossover claim files to CenCal Health.

BCRC will submit claims directly to CenCal Health, therefore no further crossover claims billed directly to CenCal Health will be processed and paid beginning **January 1, 2020**. This includes paper claims and claims submitted by clearing houses.

For further assistance on this change, please contact CenCal Health's Claims department at [cencalclaims@cencalhealth.org](mailto:cencalclaims@cencalhealth.org) or call (805) 562-1083.

Thank you for your continued commitment to our members and our communities. If you would like to update your billing information, contact your Provider Services Representative or visit our website. [cencalhealth.org/providers/provider-profile-and-practice-changes](http://cencalhealth.org/providers/provider-profile-and-practice-changes)



#### HEALTH PROMOTION UPDATE

## CenCal Health Holds Focus Groups in Response to Teen Vaping Epidemic

In recent years, e-cigarette use among high school teens has skyrocketed by more than 75%, and by nearly 50% for middle school-age children. The dramatic increase in “vaping” (a term to describe using e-cigarettes) is poised to reverse a two-decade decline in youth smoking.

Many teens don’t realize that e-cigarettes are harmful and contain nicotine. Yet, the most commonly sold e-cigarette contains about as much nicotine as a pack of cigarettes. Manufacturers work hard to convince the public that vaping is a healthier alternative to smoking—while also denying they’re targeting kids with flavors like cotton candy and marshmallow.

This past November, CenCal Health held both teen and parent focus groups, in English and Spanish, to gain understanding of local beliefs and uses of e-cigarettes. The feedback will help CenCal Health create and disseminate effective messaging and tools that resonate with teens, and stem the tide on this new and dangerous epidemic.

We encourage providers to utilize appropriate screening guidelines for all youth and adults. For more information, see our Provider Manual, section E.12 “Steps to Take for Tobacco Cessation.” [cencalhealth.org/providers/forms-manuals-policies/provider-manual](https://cencalhealth.org/providers/forms-manuals-policies/provider-manual)



#### CLINICAL CORNER

## We Heart the New Year: Ask Your Patients about Their Cardiovascular Health Today!

According to the American College of Cardiology, cardiovascular disease is the leading cause of death in the United States.<sup>1</sup> With 2020 right around the corner, now is the perfect time to talk to your patients about their cardiovascular health. A few simple steps your patients can take to help lower their risk of cardiovascular disease include: knowing their risk factors, eating a heart healthy diet, increasing physical activity, and managing their weight.<sup>2</sup> For more information on a heart healthy lifestyle, visit [cencalhealth.org/health-and-wellness](https://cencalhealth.org/health-and-wellness) and search “Heart Healthy Lifestyle.”

1. AHA 2019 Heart Disease and Stroke Statistics. (n.d.). Retrieved from <https://www.acc.org/latest-in-cardiology/ten-points-to-remember/2019/02/15/14/39/aha-2019-heart-disease-and-stroke-statistics>.  
2. 8 Things You Can Do to Prevent Heart Disease and Stroke. (n.d.). Retrieved from <https://www.heart.org/en/healthy-living/healthy-lifestyle/prevent-heart-disease-and-stroke>.

## PHARMACY UPDATE

# CenCal Health's Pharmacy Department Prescribes Education to Improve Prescribing Practices for Medi-Cal Recipients

To improve the quality and cost-effectiveness of prescribing and dispensing practices for Medi-Cal recipients, CenCal Health's Pharmacy department is providing all current DUR educational articles on their web page. The educational interventions include ongoing dissemination of information through the Medi-Cal bulletin process about clinically important, drug specific therapy problems.

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



## 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? In an effort to make it easier for your office to read the Provider Bulletin, CenCal Health offers digital copies through e-mail and on our website.

[cencalhealth.org/providers/provider-bulletin](http://cencalhealth.org/providers/provider-bulletin)

Interested in switching to an e-mail version?  
Contact [PSRGroup@cencalhealth.org](mailto:PSRGroup@cencalhealth.org)

## CLINICAL CORNER

# CenCal Health Partners to Form the Community C. Difficile Reduction Coalition (CCDRC)

Santa Barbara County may be experiencing a significant surge in Clostridium Difficile Infections (CDI). Recent estimates by the Center for Disease Control have shown that CDI infects approximately half a million Americans each year, causing 29,000 deaths. Studies have shown that about 41% of CDI are community acquired infections, and antibiotic use remains the leading risk factor. Other risk factors involved in the causation of CDI include advanced age, chemotherapy, chronic renal disease, chronic liver disease, and malnutrition.

Cottage Health recently reported a 300% increase in community acquired CDI admissions over the past 5 years. As a result, CenCal Health Cottage Health, Santa Barbara County Department of Public Health, and Sansum Clinic have partnered to form the Community C. Difficile Reduction Coalition (CCDRC) to investigate the incidence, prevalence, and causation of this concerning health problem.

CenCal Health's role in the CCDRC will be to assist with statistical analysis and correlation, the creation of educational campaigns to encourage effective antibiotic stewardship, and information sharing with providers to combat the prevalence of infections within the community.

For more information on recommendations intended to improve the diagnosis and management of CDI in adults and children, please visit Infectious Diseases Society of America's website. [idsociety.org/practice-guideline/clostridium-difficile](https://idsociety.org/practice-guideline/clostridium-difficile)

For more information about CenCal Health's partnership with CCDRC, please contact Carlos Hernandez, CenCal Health's Director of Quality Measurement, at (805) 685-9525, extension 1620.





# CenCal HEALTH®

Local. Quality. Healthcare

4050 Calle Real  
Santa Barbara, CA 93110

*Happy Holidays!  
From our office to yours,  
we wish you the happiest  
of holidays.*

CenCal Health will be closed  
on Wednesday, December 25th,  
and Wednesday, January 1st, in  
observance of Christmas and  
New Year's Day.



## 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.



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

#### Group

110 SB HEALTH INITIATIVE

#### Member Name

JENNY JACKOB

#### Member ID Number

9000000000000F

#### Primary Care Provider (PCP)

Dr. Jones  
(805) 867-5309

#### 24/7 Nurse Advice Line

1  
GROUP: CEN

BIN: 003585

PCN: ASPROD1

GROUP: ASPROD1

Member Services / Servicios para Miembros 1-877-814-1861

# Proposition 56 Supplemental Payment



The California Healthcare, Research and Prevention Tobacco Tax Act (Proposition 56) increased the excise tax on cigarettes and tobacco products for purposes of funding specified expenditures, including programs administered by the Department of Health Care Services (DHCS).

DHCS has proposed supplemental payments for physician services in both the Medi-Cal fee-for-service (FFS) and Medi-Cal managed care delivery systems be applied for qualifying services provided on July 1, 2019 through June 30, 2020. CenCal Health's requirement is to reimburse applicable providers, which **excludes** Federally Qualified Health Care Centers (FQHCs). The procedure codes listed below are inclusive of the supplemental payment to CenCal Health eligible members, including members with other health care coverage and excluding members with Medicare primary.

## What to expect to see in future CenCal Health claims payments:

- Explain code **G9** (payment has been increased due to Prop 56 Supplemental Payment Methodology) will be applied to current claims due for supplemental payment.
- Explain code **H3** (additional payment made due to Prop 56 Supplement Payment Methodology) will be applied effective October 25th, 2019 and payment will be appear on the November 1st, 2019, EOP payment for all retroactive dates of service claims due for supplemental payment.
- Late filing reductions and share of cost (SOC) will not apply to these supplemental payments; full supplemental amount will be paid for dates of service July 1, 2019, through June 30, 2020, to CenCal Health eligible members, including members with other health care coverage and excluding members with Medicare primary.

CPT Code	Supplemental Payment	CPT Code	Supplemental Payment
90863	\$5.00	99203	\$43.00
99201	\$18.00	99204, 99384	\$83.00
99211	\$10.00	99214	\$62.00
99202, 90791, 90792	\$35.00	99215	\$76.00
99212	\$23.00	99205	\$107.00
99213	\$44.00	99393, 99394	\$72.00
99391	\$75.00	99392	\$79.00
99381, 99383	\$77.00	99382	\$80.00
99385*	\$30.00	99395*	\$27.00

To learn more about these payment updates, please visit the DHCS Medi-Cal website or [cencalhealth.org/providers/claims/claims-corner](https://cencalhealth.org/providers/claims/claims-corner)

### More Questions?

Contact the Provider Services department at [psrgroup@cencalhealth.org](mailto:psrgroup@cencalhealth.org) or call (805) 562-1676.

\*Indicates New Prop 56 reimbursable service.

## PHARMACY UPDATE Formulary Updates

Drug	Drug	Formulary Status	Restrictions / Limits	Implementation Date
Formulary Additions				
Bromsite 0.075% drops	Eye- General Disorders	Formulary: Code 1	Restriction: Code 1 of "Must be written by an Ophthalmologist"	10/1/19
Lotemax SM 0.38% gel drops	Eye- General Disorders	Formulary: Code 1	Restriction: Code 1 of "Must be written by an Ophthalmologist"	10/1/19
Midodrine 2.5mg, 5mg, 10mg tablets	Cardiovascular Disease- Miscellaneous Agents	Formulary		11/1/19
Rybelsus 3mg, 7mg, 14mg tablets	Diabetes	Formulary: Quantity Limit	Restriction: Quantity limit os #30/30DS	11/1/19
Ciclopirox 0.77% cream	Dermatology-Anti-Infective	Formulary		11/1/19