

PROVIDER BULLETIN

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PROVIDERS FROM
CENCAL HEALTH

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Reminder: Schedule Well Child Visits



Regular checkups for your pediatric patients are an important way to keep track of their health and development. Well child visits are also a time for parents to discuss their child's development, challenges in daily routines, and are a platform to educate parents about the best ways to help their child grow.

Schedule your patient's well-child visit today! Don't forget to make sure they're up to date with vaccinations including for COVID-19. All CenCal Health members age 5 and over are eligible for a \$50 gift card for getting their first COVID-19 vaccine while supplies last. Reports of your patients who are due for a well-child visit or an immunization including COVID-19 are available to you on the Provider Portal located in the "Coordination of Care" and "Downloads" sections.

To view the American Academy of Pediatrics Bright Futures Periodicity Schedule visit: https://downloads.aap.org/AAP/PDF/periodicity_schedule.pdf

Attention Primary Care Physicians:

NEW Facility Site Review & Medical Record Review Regulatory Requirement Standards delayed to March 1, 2022

The Department of Healthcare Services (DHCS) has made updates to the site review process, which includes Facility Site Review (FSR) and Medical Record Review (MRR) policies. DHCS has updated the FSR and MRR standards and criteria to reflect current guidelines of professional organizations by expanding certain criteria, re-organizing the criteria groups to help better identify deficiencies, and adjusting the scoring methods to better generalize the scores.

Watch the **FSR Provider Training** online at www.youtube.com/watch?v=SXeqdSOmrpg or download the presentation and all link references at https://drive.google.com/file/d/1yq1r2ZNIDwHry2hnO_wY2taM1QINZHIB/view.

The MRR Provider Training video will be available soon.

Please refer to the DHCS website below to access the APL 20-006 referred to in this communication <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2020/APL20-006.pdf>

For more questions or concerns, please contact CenCal Health's Facility Site Review Representative via email at myoung@cencalhealth.org

**CenCal Health will be closed on
Monday, February 21, 2022 in
observance of Presidents' Day.**

How to Report a Compliance Concern

CenCal Health promotes the prevention, detection, and resolution of fraud, waste, and abuse (FWA) and other unlawful activities in and around healthcare. If you are aware of actual or suspected illegal activity, unethical business practice or other suspicious activity about CenCal Health, providers, vendors, or members, please report it as soon as possible by using the following methods:

- **Call the CenCal Health Compliance Hotline:** (866) 775-3944 (option to be anonymous)
- **By E-mail:** compliance@cencalhealth.org
- **By Mail:** CenCal Health
Attn: Compliance Investigator
4050 Calle Real
Santa Barbara, CA 93110
- **The Compliance Alert Line:** cencalhealth.alertline.com/gcs/overview
- **The CenCal Health website:** <https://www.cencalhealth.org/providers/suspect-fraud/>
- **Medi-Cal Fraud Hotline:** 1-800-822-6222

Please provide the following information when reporting actual or suspected FWA and unlawful activities:

- Identifying information, such as the member/provider involved, facility name, address, or telephone number.
- A description and details of the actual or suspected FWA and unlawful activities.
- Any documentation related to the report.
- You don't need to give us your name or contact information. But if you do, we'll keep it confidential.

Value Based Payment (VBP) Program Monies Distributed

The Department of Health Care Services (DHCS) established a Value Based Payment Program (VBP) utilizing funding from Proposition 56. The Value Based Payment (VBP) program provides supplemental payments to eligible contracted providers for meeting specific measures aimed at improving care for some of the most vulnerable members in our community. As of December 2021, CenCal Health has distributed nearly \$4.1 million in supplemental incentive payments and will continue to distribute funds at least monthly, in amounts dependent upon the volume of services rendered consistent with well-established, evidence-based, clinical practice recommendations.

To learn more, please watch our training video located under the Proposition 56 section of our website. Once there, click on the Value Based Payments (VBP) drop down. cencalhealth.org/providers/proposition-56/

As a reminder, per guidance outlined in the DHCS All-Plan Letter (APL) 20-014, **payments must be made to the rendering provider**. CenCal Health contracts a select number of providers that are associated to a group; therefore payment will sometimes be made at the group-level. When this does occur, CenCal Health requires that the incentive payments be passed through to the rendering providers. Supplementary reports are provided for each incentive payment, and can be accessed via the provider portal.

Federally Qualified Health Centers, Rural Health Clinics, American Indian Health Clinics, and Cost Based Reimbursement Clinics are excluded from VBP program eligibility.

PROVIDER TRAINING

New CenCal Health Behavioral Health (ABA) & Mental Health Provider Orientation

Our goal is to help you give our members the highest quality, safest and most cost-efficient care. CenCal Health has the experience to understand your needs and offer resources to reduce administrative burden for you and your staff. This training will provide information on our benefits and services, as well as important processes and procedures necessary to conduct business with CenCal Health. You will learn how to check a member's monthly eligibility, learn about our Provider Portal for authorization & claims billing, in addition to training on Cultural Competency, Health Literacy & Communicating with Seniors or Persons with Disabilities (SPD). **Join us to learn more on February 23rd from 10am - 11:30am.**

We will also be hosting Mental Health & ABA Provider Clinical Support Trainings in March

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Behavioral Health Treatment Providers (ABA) & Mental Health Provider Updates

Behavioral Health Treatment Providers (ABA): Friendly reminder to include the Behavioral Health Treatment (ABA) & Mental Health Authorization Form when submitting authorization requests by fax.

You can find this form located at: [cencalhealth.org/providers/authorization](https://www.cencalhealth.org/providers/authorization)

- Please also ensure that all BHT-ABA requests are on the CenCal Health Templates located here: <https://www.cencalhealth.org/providers/behavioral-health/>. BHT-ABA providers are required to include a signed ABA Service Log (Electronic signatures are accepted) with every authorization request.
- Look out for the Monthly BHT-ABA Provider Refresher Training. This refresher will be scheduled monthly for 45 minutes to answer all questions and review ABA provider standards.



Mental Health Providers: If you are accepting new patients, please promptly update your availability with Provider Services or you can call the Behavioral Health Department directly at (805) 562-1600 to do so.

Just a reminder, Mental Health providers are not required to submit any assessments to the Behavioral Health Department. Please ensure that you complete a Level of Care Screening with all members, the Adult and Pediatric template is located here for your download: [cencalhealth.org/providers/behavioral-health/](https://www.cencalhealth.org/providers/behavioral-health/)

PROVIDER TRAINING

Quality Care Incentive Program Redesign Training

CenCal Health is currently developing a new pay for performance program which will now be called the 'Quality Care Incentive Program.' This will allow our Primary Care Providers to focus their attention on one quality improvement incentive program instead of the many programs CenCal Health currently has in place.

We invite you to join us for a free virtual training to learn about basic program components, measures included in the program, and financial incentive details.

All capitated PCPs and their quality improvement staff including but not limited to PCP billing/finance staff should attend this training event on February 17th, 2022.

The new program will launch in March 2022.



Join us on March 1st

Member Eligibility Overview

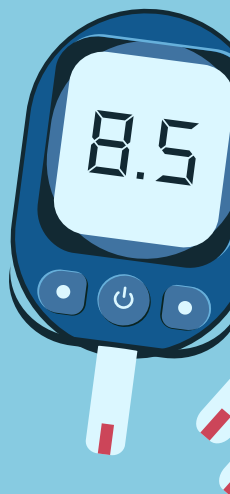
During this webinar, your staff will learn how to manage a CenCal Health Member's monthly eligibility and learn the many different resources you can utilize when checking eligibility through our CenCal Health Provider Portal. This training is great for new staff joining your practice, and front office receptionists that need to learn about our many different eligibility types.

Pediatric Lead Screening Provider Training

All CenCal Health members must be tested for blood lead at both 12 and 24 months. Attend this training to learn about lead screening requirements, clinical guidelines, and best practices. We will also cover resources that CenCal Health can provide to your practice. Join us for this LIVE webinar and receive CME credits!

LIVE webinar: March 16th

Prescription Update: Continuous Glucose Monitors now under Medi-Cal Rx



Effective, January 1, 2022: New or expired TAR requests for Therapeutic CGM (DexCom or Libre) are now the responsibility of Medi-Cal Rx and ordering providers should no longer submit TAR requests for K0553 or K0554 to CenCal Health. Please submit Prior Authorization (PA) for the therapeutic CGM product directly to Medi-Cal Rx.

In an effort to minimize member and provider disruption, existing, active TAR requests for K0553 and K0554 will be honored by CenCal Health through June 30, 2022. After June 30, 2022, a new Prior Authorization (PA) submission to Medi-Cal Rx will be required for coverage consideration.

For inquiries regarding an existing CGM CenCal Health TAR, please contact CenCal Health Medical Management at (805) 562-1082.

For inquiries regarding Medi-Cal Rx Prior Authorization process and/or CGM criteria, please contact Medi-Cal Rx at (800) 977-2273 or visit <https://medi-calrx.dhcs.ca.gov/home/>

CenCal Health Pharmacy Department is also available to assist with any Medi-Cal Rx inquiries at: (805) 562-1080.

HEALTH PROMOTION

Asthma Patient Education

CenCal Health sent all members diagnosed with persistent asthma an educational mailing in January. The materials aim to help members self-manage their asthma and encourages them to call their PCP and complete their annual Asthma Action Plan.

As a reminder, providers should complete an Asthma Action Plan with each of their asthmatic patients every year. **This service is reimbursable at \$75 per Action Plan per member per year, using billing code 99402.**

PROVIDER TRAINING

You can RSVP to these upcoming events or view our 2022 webinars, and our Training Library for micro learning videos on a wide variety of topics at cencalhealth.org/providers/provider-training-resources/

January 2022 Provider Bulletin

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
Behavioral Health (805) 562-1600



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