

Business during COVID-19 (Updated): Q&A for Our Providers

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.



This document was last updated on July 2020. Information in this document may have changed since it was published and may not be up-to-date. Please visit cencalhealth.org/providerservicesfaq for the most up-to-date information.

Reopening with Different Office Hours?

By providing your updates to CenCal Health with practice changes, you are not only complying with your Provider Agreement, but more importantly, you are providing accurate information for our Provider Directory so CenCal Health members can continue to seek healthcare services. Take a look at our 'Provider Profile/Changes' section of the CenCal Health website for ways to provide your updates. For questions, please contact your Provider Services Representative at psrgroup@cencalhealth.org or call (805) 562-1676. cencalhealth.org/providers/provider-profile-and-practice-changes/



Welcome Your Patients Back to Care

Provider Office Checklist Included Inside

CenCal Health wants to help you welcome your patients back to care. Included in this bulletin is a checklist of things you can do to continue caring for your patients during this unusual time. You can also access the checklist online at cencalhealth.org/providers/provider-portal/.

For additional resources, please contact CenCal Health's Population Health team at qualityimprovement@cencalhealth.org.

COVID-19 Antibody Testing

As the COVID-19 crisis continues to evolve, CenCal Health remains dedicated to monitoring and assessing appropriate guidance to ensure the safety of members, providers, and our community. While CenCal Health covers both COVID-19 viral and antibody tests, antibody testing is only indicated in a few settings. Recently, DHCS released recommended antibody testing guidelines.

They are as follows:

When to test:

- For studies to determine prevalence in the community.

Possible times to test:

- To identify potential convalescent plasma donors.
- To identify false negative COVID-19 viral RNA results.
- To evaluate patients with prior COVID-19 symptoms who were not tested at that time.

Do not test:

- To diagnose COVID-19.
- To screen asymptomatic patients.
- To determine COVID-19 immunity.
- To determine infection control measures or safety of social gatherings.
- To make decisions about employment status.

For more information you can go to:

dc.gov/coronavirus/2019-ncov/lab/resources/antibody-tests.html

Perinatal Care during COVID-19

Due to the COVID-19 crisis, pregnant and postpartum visit utilization is declining at an alarming rate. All pregnant women, including those with confirmed or suspected COVID-19 infections, should continue to receive high quality care before, during, and after child-birth, including mental health care. DHCS highly recommends continuation of perinatal care visits during this pandemic period.

It is also crucial for providers to remind their prenatal and postpartum patients to continue attending their routine appointments in efforts to ensure a healthy pregnancy and delivery for both mother and child. Maintaining routine prenatal appointments is vital for blood pressure monitoring, flu and Tdap immunizations, fetal heart rate monitoring, counseling, and education on ways to prevent illness during pregnancy amid COVID-19. Additionally, routine postpartum appointments should continue to include postpartum checks for blood pressure, depression screenings to decrease the prevalence of “baby blues,” reproductive life planning, and education on services available via virtual platforms such as lactation classes. Providers can perform these services via telehealth, curbside visits, use of doulas and community health workers, WIC programs, and the distribution of informational fliers.

If you would like more information about perinatal care guidelines during COVID-19, you can visit the following websites:

- ACOG: acog.org/topics/covid-19
- FAQ for Providers: acog.org/clinical-information/physician-faqs/covid-19-faqs-for-ob-gyns-obstetrics

You can also contact CenCal Health’s Population Health team with any questions at qualityimprovement@cencalhealth.org.

Where can I get current information on COVID-19 news?

Check credible sources for information, especially public health agencies.

For general information on COVID-19, please visit the California COVID-19 Response web page at covid19.ca.gov/ and the California Department of Public Health’s COVID-19 web page at cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx For Medi-Cal information, please reference the DHCS COVID-19 Response web page at medi-cal.ca.gov.

For local information on COVID-19, please visit:

- Santa Barbara County Public Health: countyofsb.org/phd/ 1-833-688-5551
- San Luis Obispo County Public Health: slocounty.ca.gov 1-805-781-5500