

# PROVIDER BULLETIN

A PUBLICATION FOR OUR PROVIDERS FROM CENCAL HEALTH

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### ADMINISTRATIVE OFFICES

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

1035 Peach St. Ste. 201  
San Luis Obispo, CA 93401  
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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

### Welcome to Tomorrow: A Message from our CEO Bob Freeman

2020 is now upon us all and like all new years, it brings with it the usual feelings of renewal, motivation, and determination – be it in relation to diet, exercise, financial management, or in CenCal Health's case: health care.

2019 was a period of evolution for CenCal Health. Not only in the sense of new programs and initiatives (although we had those, too), but also in the sense of a generational transition. As with most organizations of some size, CenCal Health has individuals come and go. People move away, change jobs, and have changes in life status (marriage, children), what have you. For CenCal Health, we had a number of senior level retirements in 2019.

A number of the people, who were responsible for getting us from where we were to where we are now, chose to head off into the sunset, so-to-speak. And though that was great for them, it did present the organization with the challenge of replacing these individuals with the same caliber of new contributors - all the while not impacting our day-to-day operations or our mission-driven culture.

So while 2019 did present me with a few moments of pause due to the loss of so much talent in such a short period of time, as 2020 dawns, I've never felt more comfortable and confident in the people we now have to take us from where we are today to where we want and need to be tomorrow.

New leaders in Provider Services, Member Services, Information Technology, and Health Services, among other areas, have provided both me, individually, and the organization as a whole with an excited sense of renewal, motivation, and determination.

As we move forward in 2020 and beyond, you may see some new faces, or familiar faces in new roles. But what you won't see is any difference in our mission-driven culture, our drive for sustained excellence, or our commitment to the community. If anything, you may see some new energy, new ideas, and new approaches. It will be because these new ideas and efforts are being driven by people that are thankful for the opportunity to show what they can do to take the CenCal Health organization and mission to where it wants and needs to be in the future. **Welcome to tomorrow.**



## With the New Year Comes Annual Wellness Checks and Screenings for Patients with Chronic Diseases

With the beginning of the New Year, it is important to get your patients in for their annual wellness checks and screenings. These checks can help mitigate potential health problems due to chronic diseases. Below are a few of the more common recommended health screenings for specific populations that should be completed at least once a year.

- **Patients with diabetes:**

- HBA1c test
- Retinal eye exam
- Nephropathy screening
- Hypertension

- **Patients on an ACE/ARB or diuretic:**

- Renal panel

- **Patients with asthma:**

- Asthma Action Plan
- Flu vaccine
- Adolescents
- Depression screening
- HPV/meningococcal/Tdap vaccinations

- **Adults**

- Colorectal cancer screening
- Breast cancer screening
- Cervical cancer screening
- Flu vaccine
- Fall prevention

For more comprehensive information regarding recommended annual screenings and clinical guidelines, you can visit CenCal Health's Quality of Care web page.

[cencalhealth.org/providers/quality-of-care](http://cencalhealth.org/providers/quality-of-care)



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)

## Reminder: How to Get Urgent Care After-Hours

We have improved the ways that we educate our members about how to access care after-hours and on weekends. As a reminder, these are the key ways for members to access urgent care after hours:

- Members are able to visit participating “After-Hours PCPs” after hours and on weekends, even if the member is assigned to a different PCP.
- Members can call the Nurse Advice Line and speak to a nurse 24-hours a day, 7 days a week. The nurse will triage the member and discuss various care options, including after-hours care availability.
- Emergency department care is always available to members. However, non-emergent issues should be addressed in primary or urgent care setting whenever possible.

### NEED CARE AFTER HOURS?

How to get urgent care after 5pm or on weekends!

Call a Registered Nurse 24/7 for help!

Sometimes, you feel sick or get hurt when your doctor's office is closed. Here are two ways you can get care.

#### Call the CenCal Health 24-hour Nurse Advice Line

If you need medical advice and your doctor is not available, you can talk to a nurse any time, day or night.

#### 1-800-524-5222 - Call day or night

A nurse can answer your health questions, help you treat symptoms at home, or tell you if you need to see a doctor.

The nurse can also find an after-hours doctor to see you weekdays after 5pm or on weekends.

This service has no cost to CenCal Health members.

#### Visit a CenCal Health after-hours doctor

You can get care from doctors offering extra hours—weekdays after 5:00 p.m. and on weekends:

1. First, Call your doctor's office to see if they offer evening or weekend hours. If they do, you can see them to get the care you need.
2. If your doctor does not offer weekend or evening hours, call or go to one of the doctors listed in this brochure.

You can go to an After Hours doctor for care even if you are not their assigned patient. You do not need a referral from your doctor.

**When to call 911 or go to the nearest Emergency Room:**  
A broken bone, trouble breathing, loss of consciousness, or other conditions that feel like an emergency.

### AFTER-HOURS CARE RESOURCES:

- Created a new, **streamlined brochure**.
- Added a **prominent call-out** on the homepage of the CenCal Health website.
- Included **language about accessing the Nurse Advice Line**/After-Hours Care in the CenCal Health office after-hours voice message.
- Created a new, short URL to house the After-Hours PCP list. [cencalhealth.org/afterhours](http://cencalhealth.org/afterhours)

To **order a supply** of After-Hours Care brochures for your office, contact [healthed@cencalhealth.org](mailto:healthed@cencalhealth.org)

To **participate** in CenCal Health's After-Hours incentive program, contact Provider Services at 805-562-1676

### PHARMACY UPDATE

## Print or Digitally Search CenCal Health's Formulary

The CenCal Health formulary is available on the Pharmacy Services web page as a printable PDF and as an enhanced web searchable version. The web searchable version includes additional features that allow users to search by brand or generic drug names, and for all DHCS carve-out medications. There are interactive icons with detailed information on Step Therapy Restrictions, Age Limits, Code 1 Restrictions, Quantity Limits, Specialty Drugs, and Prior Authorizations.

Please visit [cencalhealth.org/providers/pharmacy](http://cencalhealth.org/providers/pharmacy) to access the printable and web searchable versions of the CenCal Health formulary.



**CenCal  
HEALTH®**

Local. Quality. Healthcare

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## **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.

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## **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](https://cencalhealth.org/providers/provider-bulletin)

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