

# PROVIDER BULLETIN

A PUBLICATION FOR OUR  
PROVIDERS FROM  
CENCAL HEALTH

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## New Year Message from our CEO

**CenCal Health wishes to acknowledge our providers crucial role in making Santa Barbara and San Luis Obispo counties healthier communities. We know it has been a challenging time with the pandemic testing us all and yet local providers stepped up to serve those in need with incredible bravery and courage.**



If the past two years have taught us anything, it is a lesson in resilience and vulnerability. We certainly celebrate how far we have come while recognizing, sometimes painfully, how far we must go to achieve health equity in every neighborhood.

Our mission here at CenCal Health is to improve the health and well-being of our community by providing access to high quality health services. It is more important than ever. This declaration is the reason we exist and is, of course, what draws us all together. "Health" speaks to the physical and emotional aspects along the entire health continuum. "Well-being" signals our ongoing dedication to help members with the social determinants of health towards wellness. "Providing access to high quality services" is how we fulfill our purpose and affirms our two key priorities: access and quality. It also conveys a critical third priority, which is partnership. At CenCal Health, we believe our providers are our most important partners.

We'll need that partnership in the years ahead. California has been pursuing an ambitious multi-year plan to advance health equity, called California's Advancing and Innovating Medi-Cal (CalAIM) initiative. For example, CenCal Health will expand services through an Enhanced Case Management benefit in July 2022 as part of the CalAIM initiative and will be partnering with safety net clinics and other providers to deliver needed services to the most vulnerable. In addition to providing additional services to meet systemic needs, in time we will be asked to serve new populations as well. As we look towards the future, the long-term vision for the health plan is one that will celebrate a pursuit of a more equitable health outcome for all members in the communities we serve.

Next year, CenCal Health will celebrate 40 years in service to Santa Barbara County – the first Medi-Cal Managed Care Plan in the nation – and 15 years in service to San Luis Obispo County. Today, as we turn the page from 2021 into 2022, we wish to thank our providers for their partnership and celebrate your care for our members and commitment to improve their quality of life. Together, we will continue building a brighter future of health care for our members and communities.

Marina Owen  
Chief Executive Officer

## Look for New CenCal Health ID Cards Effective January 1, 2022

The Pharmacy Benefit will shift away from CenCal Health to fee-for-service through Medi-Cal Rx, run by Magellan. Due to this change, all CenCal Health members will get new ID cards with the Medi-Cal Rx (Magellan) pharmacy customer service phone number on it. As part of the re-design of our Member Services phone (877-814-1861) menu, we will also include an option to transfer directly to Medi-Cal Rx by pressing a number in the menu.



## Annual Check-Up Reminder

With the beginning of the New Year, it is important to get your patients in for their annual wellness checks and screenings. Due to the COVID-19 pandemic, many people have been forgoing their annual check-ups. Patients with chronic conditions are at higher risk of experiencing complications if they contract COVID-19 so it is more important than ever to make sure that your patients receive their annual wellness check to help mitigate potential health problems.

Below are a few of the recommended health screenings that should be completed at least once a year:



- Children – ACEs screening, depression screening, immunizations, and other lab tests as recommended (e.g. lead & TB)
- Adults – depression screening, cancer screenings, flu vaccine, and injury prevention for seniors
- Patients with diabetes – HbA1c test, retinal eye exam, nephropathy screening, and hypertension monitoring
- Patients with asthma – asthma action plan and flu vaccine
- Patients with hypertension – blood pressure check

For more information regarding recommended annual screenings, visit: [cencalhealth.org/providers/quality-of-care/clinical-guidelines](https://www.cencalhealth.org/providers/quality-of-care/clinical-guidelines).

## Are you missing out on COVID-19 vaccine incentive funds?

In order to support our Primary Care Providers' efforts to get their patients vaccinated against COVID-19, CenCal Health is now paying **PCPs \$50 per assigned member who receive their first COVID-19 vaccine after October 31st, 2021**. This limited-time incentive is available to our PCPs who are currently offering the vaccine.

**The first payment for the incentive program went out in December to 55 PCP locations for a total of over \$76,000.**

### Want to receive this incentive?

If you'd like to participate in the incentive program, let CenCal Health know you are offering the vaccine in your office. Once CenCal is notified, PCPs offering the vaccine in their office are automatically enrolled in the incentive program. No reports from you are required! First-shot records are gathered by CenCal Health and compared to state-reported data. The program will last as long as funds are available.

For more information, contact [populationhealth@cencalhealth.org](mailto:populationhealth@cencalhealth.org).



# CenCal Health now managing Behavioral Health Benefits

**CenCal Health would like to welcome all of our newly contracted ABA and Mental Health Treatment Providers. In an effort to focus more closely on whole person care, CenCal Health has elected to transition the Behavioral Health benefit in-house effective January 1, 2022.**

Please visit our new website for providers to learn more about our Mental Health Level of Care Screening Tools, ABA Functional Behavioral Assessment resources, FAQs, in addition to PCP screening tools at [www.cencalhealth.org/providers/behavioral-health/](http://www.cencalhealth.org/providers/behavioral-health/)

**Any provider who would like to participate as an in-network behavioral health provider should contact Provider Services at [psrgroup@cencalhealth.org](mailto:psrgroup@cencalhealth.org) or call 805-562-1676 to begin contracting with CenCal Health.**

## Mental Health Services

Psychotherapy and psychiatry services do not require a CenCal authorization. Members not currently receiving mental health services with County Mental Health can access these services in one of the following ways:

- Members can contact a contracted CenCal provider to schedule an initial appointment. (contracted providers are listed on the CenCal website)
- Members can also call the BH Care Coordination Center at (877) 814-1861

**Members who are stepping down from Specialty Mental Health Services must be referred by the provider to the CenCal BH Department by calling the Behavioral Health Provider Line (805) 562-1600 or faxing a referral to (805) 681-3070.**

**Psychological Testing** requires a referral from the member's assigned PCP to CenCal Health for authorization.

## ABA Services

ABA services are available for children under the age of 21. A referral must be submitted to CenCal Health by the assigned Primary Care provider through the CenCal Health Portal or by TCRC by fax.

**Member BH Care Coordination Line:** (877) 814-1861

**BH Provider Line:** (805) 562-1600

**BH Fax:** (805) 681-3070

Please submit all claims for date of service (DOS) on or after 1/1/2022 to CenCal Health. For more details visit [www.cencalhealth.org/providers/claims/](http://www.cencalhealth.org/providers/claims/)



## A MESSAGE TO OUR PCPS:

**Members can now schedule directly with a mental health provider for psychotherapy or medication management.**

Referrals and authorizations are no longer required through The Holman Group, because CenCal Health is now managing these benefits.

Please continue to submit referrals to the Behavioral Health Department for members who would benefit from Care Coordination for Mental Health or Substance User Services.

Look out for new Case Manager Referral forms that will have updated referral categories as well as a new PCP Referral form for Behavioral Health Treatment (ABA) services for eligible members.

## LIVE TRAINING AVAILABLE:

**Join our Behavioral Health Team on January 20th at 2 p.m. for our PCP Behavioral Health Carve-In Transition Webinar.**

During this training, we will review how PCPs can refer their assigned members for mental health services; how members may access services; the referral process and forms for Behavioral Health Treatment (ABA) services; referrals for Care Coordination; and PCP responsibilities in care coordination for members who are receiving or eligible to receive ABA services.

Register for this important training today at [www.cencalhealth.org/providers/provider-training-resources/](http://www.cencalhealth.org/providers/provider-training-resources/)

**SAVE THE DATE!**

## 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. The new program will launch in **February 2022**.

**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 Wednesday, February 17th, 2022

To learn more, or to register for this upcoming event please go to [cencalhealth.org/providers/provider-training-resources/](https://cencalhealth.org/providers/provider-training-resources/)

## Monthly Provider Bulletin

January 2022

### 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

### CENCAL HEALTH Office Closure

CenCal Health will be closed on Monday, January 17, 2022 in observance of Martin Luther King, Jr. Day.



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### HEALTH PROMOTION

## CenCal Health's member newsletter hits homes this month

The Winter issue of CenCal Health's member newsletter, "Health Matters/Temas de Salud" will be mailed to about **86,000 member households** in January.

Articles in this issue include information about:

- \$50 COVID vaccine member incentive
- Behavioral Health Integration
- Adolescent Depression and Colorectal cancer screening
- Invitation to join CenCal Health's Community Advisory Board
- Preventing falls at home
- Medi-Cal Rx transition
- Well Child visits



## Provider Training

View Upcoming Events and our Training Library for micro learning videos on a wide variety of topics.

To learn more, go to [cencalhealth.org/providers/provider-training-resources/](https://cencalhealth.org/providers/provider-training-resources/)

