

# PROVIDER BULLETIN

A PUBLICATION FOR OUR PROVIDERS FROM CENCAL HEALTH

VOL. 30 NO. 7 • JULY 2020



## IN THIS ISSUE:

### PROVIDER NEWS

- Find Your Claims Payment History Online Today!
- Report Use of Telehealth Services to CenCal Health

### PROVIDER TRAINING

- CenCal Health to Host Webinar on Improving Screenings of STIs and HIV
- Join Our Refresher Course on the CCS Whole Child Model
- Attend Free ACEs Aware Training

### HEALTH PROMOTION UPDATE

- Award Winning HPV Patient Education Program Now Available!

### CLAIMS CORNER

- W-9 Required to Pay Claims as of July 1, 2020

### PHARMACY UPDATE

- CenCal Health to Add TAR Requirements to 23 PADs
- Formulary Updates

## INSIDE INSERT

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

### ADMINISTRATIVE OFFICE

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

### 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

## Find Your Claims Payment History Online Today!

Your Billing Details and Payment History are Now Available on Our Provider Portal

CenCal Health has added a new feature to the Provider Portal that provides payment details for all of our contracted providers. It is an easy-to-use report that has the capability to search a specific payment or group of payments and export the details in an excel file for your individual needs.

**Effective July 2020, the payment cover sheet currently mailed by CenCal Health will be discontinued.** Please visit the Payment History feature in the Provider Portal for details offered in the payment cover sheets.

To get your billing details:

1. Log in to the CenCal Health Provider Portal
  2. Click on the 'Reports' section in the menu bar, and then click on 'Payment History'
- TIP: If you do not have access to the 'Reports' section in the menu bar on the Provider Portal, please contact your Portal Administrator for this screen permission.*

**Want to receive payment faster?** Sign up for Electronic Fund Transfer (EFT) via the CenCal Health Provider Portal. Contracted Providers can also contact the Provider Services department at (805) 562-1676 or [psrgroup@cencalhealth.org](mailto:psrgroup@cencalhealth.org) for assistance with enrollment.

## Report Use of Telehealth Services to CenCal Health

In a recent update from the Department of Health Care Services (DHCS), the State is requiring CenCal Health and alike healthcare plans to collect and report additional details specific to telehealth services.

**CenCal Health requests that all providers email [psrgroup@cencalhealth.org](mailto:psrgroup@cencalhealth.org) to:**

- Confirm intent to continue to provide telehealth services.
- Provide a list of providers currently practicing with your organization that are available to provide telehealth services.

Beginning July 15, 2020, we will be contacting all providers that have billed CenCal Health for telehealth services but have not emailed us, in order to collect the specific details needed for DHCS' reporting requirement.

Please contact your Provider Services Representative or the Provider Services department at (805) 562-1676 for further details.

## CenCal Health to Host Webinar on Improving Screenings of STIs and HIV

We will be hosting a provider training on August 11 from 10 a.m. – 11 a.m. on the prevalence of STIs and HIV on the Central Coast and provide education on improving screenings.

The training will cover:

- STI & HIV screening guidelines.
- Best practices for taking a sexual history.
- Motivational interviewing skills.

This instructor-led course will be taught by Sara Thurman, MSN, FNP-BC, from Planned Parenthood California Central Coast. We cannot wait to collaborate with you, and lower our numbers of STI & HIV in our Santa Barbara and San Luis Obispo counties!

## Join Our Refresher Course on the CCS Whole Child Model

CenCal Health will be providing a refresher course on the California Children's Services (CCS) program, which focuses on the Whole Child Model (WCM) of care for our eligible children and youth, on Thursday, July 30, from 12 p.m. to 1:30 p.m. Our mission is to decrease fragmentation of care, provide health risk assessments, and promote better care coordination.

Topics will include:

- Background and Overview
- Referrals & Authorizations
- Case Management
- Pharmacy Services
- Claims

**Who should attend?** Pediatric PCPs, Specialists, CCS paneled providers, and billing office staff. Please visit the CCS Whole Child Model section of our website for more resources, and to RSVP!

## Attend Free ACEs Aware Training

The ACEs Aware is a free, two-hour training to learn about Adverse Childhood Experiences (ACEs), toxic stress, screening, risk assessment, and evidence-based care to intervene effectively on toxic stress. The training is available to any provider, but it is geared particularly towards primary care clinicians who serve Medi-Cal (California's Medicaid program) beneficiaries.

CenCal Health will reimburse trained and self-attesting providers for the annual ACEs screening tool of members under the age of 21, and once per lifetime for members ages 21 to 65.

**Beginning July 1, 2020, Medi-Cal providers must attest to completing a certified core ACE training on the DHCS website at [medi-cal.ca.gov/TSTA/TSTAattest.aspx](https://www.medi-cal.ca.gov/TSTA/TSTAattest.aspx) to continue receiving payment for ACE screenings. In addition, please email your Provider Services Representative a copy of your certificate of completion to [psrsgroup@cencalhealth.org](mailto:psrsgroup@cencalhealth.org).**

If you are interested in adding this service to your practice, please attend the ACEs Aware training at [acesaware.org](https://www.acesaware.org). You may receive 2.0 Continuing Medical Education (CME) and 2.0 Maintenance of Certification (MOC) credits upon completion.

### CLAIMS CORNER

## W-9 Required to Pay Claims as of July 1, 2020

Effective July 1, 2020, a W-9 will be required to be on file to pay claims submitted to CenCal Health. Claims received without a W-9 on file will pend payment for 30 business days. Claims will be denied for providers that do not submit a signed W-9 after that time. Providers can resubmit claims with the W-9 up to six months of the EOB date. **Please submit a signed W-9 to CenCal Health's Provider Services department via fax at (805) 681-3015 or email at [providerdata@cencalhealth.org](mailto:providerdata@cencalhealth.org).**

## CenCal Health to Add TAR Requirements to 23 PADs

CenCal Health is committed to providing our members with access to high-quality healthcare. To ensure our members receive quality care, we will implement updates to the review and approval processes of certain Physician Administered Drugs (PADs).

Effective July 1, 2020, CenCal Health will be adding treatment authorization request (TAR) requirements to 23 PADs processed on the medical benefit. CenCal Health will review your TAR for the following physician administered drugs.

Completing treatment authorization requests will help expedite claims processing. If you do not obtain approval, your claims may be delayed or denied until we receive the information needed to establish medical necessity. Due to low utilization of the above medications, the impact to the provider network will be low.

If you have questions or need additional information, please contact the Pharmacy department at (805) 562-1080.

HCP CODE	DRUG DESCRIPTION
J0490	INJECTION, BELIMUMAB, 10 MG
J0596	INJECTION, C1 ESTERASE INHIBITOR (RECOMBINANT), RUCONEST, 10 UNITS
J0597	INJECTION, C-1 ESTERASE INHIBITOR (HUMAN), BERINERT, 10 UNITS
J0598	INJECTION, C1 ESTERASE INHIBITOR (HUMAN), 10 UNITS
J0641	INJECTION, LEVOLEUCOVORIN, NOT OTHERWISE SPECIFIED, 0.5 mg
J0642	INJECTION, LEVOLEUCOVORIN (KHAPZORY), 0.5 mg
J1290	INJECTION, ECALLANTIDE, 1 MG
J2323	INJECTION NATALIZUMAB, 1 MG
J2350	INJECTION, OCRELIZUMAB, 1 MG
J2505	INJECTION, PEGFILGRASTIM 6 MG
J2507	INJECTION, PEGLOTICASE, 1 MG
J3357	INJECTION, USTEKINUMAB, FOR SUBCUTANEOUS INJECTION, 1 MG
J9043	INJECTION, CABAZITAXEL, 1 MG
J9047	INJECTION, CARFILZOMIB, 1 MG
J9055	INJECTION, CETUXIMAB, 10MG (ERBITUX)
J9119	INJECTION, CEMIPIMAB-RWLC, 1 MG
J9179	INJECTION, ERIBULIN MESYLATE, 0.1 MG
J9302	INJECTION, OFATUMUMAB, 10 MG
J9303	INJECTION, PANITUMUMAB 10 MG
J9305	INJECTION, PEMETREXED, 10 MG
J9306	INJECTION, PERTUZUMAB, 1 MG
J9355	INJECTION, TRASTUZUMAB, EXCLUDES BIOSIMILAR, 10 mg
J9356	INJECTION, TRASTUZUMAB, 10 MG AND HYALURONIDASE-OYSK

### Pharmacy Updates April-June 2020

Drug	Class	Formulary Status	Restrictions / Limits	Implementation Date
Formulary Additions				
Chloroquine 250mg tablets	Infectious Disease	Formulary: Quantity Limit	Restriction: Quantity limit of 36 tablets per 16 days	4/15/2020
Chloroquine 500mg tablets	Infectious Disease	Formulary: Quantity Limit	Restriction: Quantity limit of 36 tablets per 16 days	4/15/2020
Hydroxychloroquine 200mg tablets	Infectious Disease	Formulary: Quantity Limit	Restriction: Quantity limit of 100 tablets per 30 days	4/15/2020
Farxiga 5mg & 10mg tablets	Diabetes	Formulary: Quantity Limit	Restriction: Quantity limit of 30 tablets per 30 days	6/1/2020
Xigduo XR 10mg-1000mg, 10mg-500mg, 5mg-500mg tablets	Diabetes	Formulary: Quantity Limit	Restriction: Quantity limit of 30 tablets per 30 days	6/1/2020
Xigduo XR 2.5mg-1000mg, 5mg-1000mg tablets	Diabetes	Formulary: Quantity Limit	Restriction: Quantity limit of 60 tablets per 30 days	6/1/2020



**CenCal  
HEALTH®**

Local. Quality. Healthcare

4050 Calle Real  
Santa Barbara, CA 93110

*Monthly  
Provider Bulletin  
July 2020*

#### HEALTH PROMOTION UPDATE

## Award Winning HPV Patient Education Program Now Available!

HPV vaccination prevents cancer, but HPV vaccination rates for CenCal Health patients on the Central Coast remain low. Recently available data shows that only 52.6% of CenCal Health patients have received their HPV vaccination on time. This is much lower than the other two adolescent vaccines, Tdap and Meningococcal, which have a vaccination rate of 85.7%.

In 2019, CenCal Health pilot tested an innovative patient education program called “Know More: HPV” in collaboration with the Santa Barbara Neighborhood Clinics (SBNC). By implementing the program for just nine months, SBNC saw a 131% increase in HPV vaccination.

Because the pilot was so successful, we are now offering the program to all of our network providers to use with their patients. To access our program:

- Contact [qualityimprovement@cencalhealth.org](mailto:qualityimprovement@cencalhealth.org).
- You will need a tablet, headphones, and connection to the internet.

Once you have access to the program and necessary materials, your PSR will walk you through the implementation.

Contact us today to utilize this award-winning program in your practice!

