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cencalhealth.org/providers

PROVIDER NEWS
Welcome to CenCal Health's New Provider Service's Director!

Please welcome Terri Howell, who joined CenCal Health in March, 2019 as the Director of Provider Services. Terri brings more than 30 years of managed care experience. Terri holds a Bachelor of Science degree in Business Management and Marketing.

Prior to joining CenCal Health, Terri worked at Health Net, Inc. and Foundation Health for 25 years with a primary focus on the Medi-Cal product. Terri has served as a Customer Contact Center Manager, a Provider Relations Manager, and was the Director of State Health Programs (SHP) Sales. Most recently, Terri served as Health Net's Director of Provider Relations, overseeing the development and operations of the statewide department. She looks forward to building relationships with our providers within the two counties. Please welcome Terri Howell to CenCal Health!

Santa Barbara Neighborhood Clinics Receives 2019 Supporting the Safety Net Award in Washington D.C.

The Association for Community Affiliated Plans (ACAP) presented its fourteenth annual Supporting the Safety Net Award to Santa Barbara Neighborhood Clinics (SBNC). The organization was nominated for the award by ACAP member plan CenCal Health.

At its multiple clinics throughout Santa Barbara County, SBNC is a critical health safety net for the community and provides care to over 22,000 patients a year - nearly 30% of which are children.

The Supporting the Safety Net award recognizes a community-based organization or individual that exceeds expectations for care by implementing programs to meet the health needs of underserved populations. SBNC provides primary care to 26% of CenCal Health's membership within SBNC's service areas.

ACAP, the award presenter, is a national trade association.

"We are proud to have put forth SBNC for this prestigious national award," said CenCal Health CEO Bob Freeman. "SBNC's innovative and often unique programs and initiatives have well-served local residents, including our members. We are grateful that a national organization recognized this vital healthcare provider in our community."

Pictured (left to right) is Paul Jaconette, CenCal Health's Chief Operating Officer, and Charles C. Fenzi, MD, Chief Executive Officer/Chief Medical Officer for SBNC.

Technology Update: CenCal Health Provider Portal

CenCal Health recognized a need to accommodate growth and adapt to business changes. This summer, the Provider Portal on www.cencalhealth.org will feature a new and improved Coordination of Care, Member & Batch Eligibility, Diabetes SMART site, Share of Cost, and a security uplift. We hope that these new features simplify your day-to-day processes when seeing a CenCal Health member.

Training webinars and online videos will be scheduled for Summer of 2019. Office staff will have access to RSVP for these events on the Provider Training & Resources. For questions, please contact the Provider Services Department at (805) 562-1676.

cencalhealth.org/providers/provider-training-resources/

Ready, Set, Enroll into EFT!

CenCal Health offers weekly EFT payments! For organizations/providers not enrolled to receive EFT payments, effective July 5, 2019, your organization will return back to our biweekly payment cycle, which will be paid on the first and third Friday of every month.

We highly recommend enrolling into the electronic funds transfer process. Enrollment is easy and once enrolled, payments will be made weekly! If you are the CenCal Health provider portal administrator for your organizations, you can enroll via the portal.

If you are not the administrator or need assistance with enrollment, please contact the Provider Services Department at (805) 562-1676 or psrgroup@cencalhealth.org.

Join Our Network!

CenCal Health has a quality of care program designed to improve the health plan and the delivery of health care to our members. As part of this program, we credential providers practicing as individuals or belonging to groups contracted with CenCal Health. Concurrent with our contracting process, most providers will also be required to complete a credentialing packet. CenCal Health is now credentialing mental health providers offering services to CenCal Health members at a Federally Qualified Healthcare Center (FQHC). Please reference our new Credentialing packet requirements online here.

cencalhealth.org/providers/join-our-network/credentialing-applications-and-forms/

Our Provider Services Representatives are available to answer questions and guide prospective providers through this onboarding process and will notify you of your effective date with CenCal Health. Please contact us at (805) 562-1676 or psrgroup@cencalhealth.org to get started!

Accurate and Up-to-Date Provider Information

Ensuring that CenCal Health has the most up-to-date provider information is imperative for efficient payment of claims, and ensuring that we are able to provide an accurate Provider Directory for our members.

By providing your updates to CenCal Health with practice changes, you are not only complying with your Provider Agreement, but you ensure that CenCal Health is in compliance with the Department of Health Care Services provider data regulations.

Take a look at our 'Provider Profile & Changes' website page for ways to provide your updates. For questions, please contact your Provider Services Representatives or contact the Provider Service main line at (805) 562-1676.
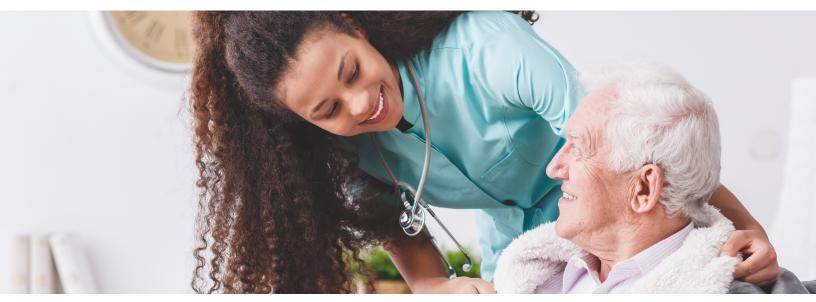
cencalhealth.org/providers/provider-profile-and-practice-changes/

Updated Preventive Health Guidelines

CenCal Health must cover and ensure all preventive and medically necessary diagnostic and treatment services for adult and pediatric members as recommended by:

- U.S. Preventive Services Task Force (USPSTF)
- American Academy of Pediatrics (AAP)
- Centers for Disease Control (CDC)
- Child Health and Disability Prevention Program (CHDP)

The recommendations from these professional organizations are summarized in CenCal Health's 'Preventive Health Guidelines' member handout, which is included annually in the member newsletter and distributed to all new health plan members. A copy of the 2019 Preventive Health Guidelines can be found at: cencalhealth.org/providers/quality-of-care/preventive-health-guidelines/ Hardcopies are also available upon request at healthed@cencalhealth.org

CLINICAL CORNER

DHCS Announces New Medi-Cal Managed Care Quality Performance Metrics

The California Department of Healthcare Services (DHCS) recently announced new statewide requirements to measure and improve clinical quality of care. All California Medi-Cal Managed Care plans will be required to annually report on a subset of the Centers for Medicare & Medicaid Services quality measures for children and adults, reflecting care provided during calendar year 2019. This change expands upon HEDIS® measures previously reported by CenCal Health. New measures that DHCS and CenCal Health will evaluate include:

- Well-Child Visits in the First 15 Months of Life
- Developmental Screening in the First 3 Years of Life
- BMI Assessment for Children, Adolescents and Adults
- Adolescent Well-Care Visits
- Screening for Depression and Follow-Up Plan, age 12 and older
- Antidepressant Medication Management

- Follow-Up Care for Children Prescribed Attention-Deficit/ Hyperactivity Disorder Medications
- Concurrent Use of Opioids and Benzodiazepines
- Use of Opioids at High Dosage in Persons Without Cancer
- HIV Viral Load Suppression
- Chlamydia Screening in Women, age 16-24
- Contraceptive Care for Women

CenCal Health's goal is to meet or exceed the Medicaid 90th percentile, with performance among the nation's best 10% of Medicaid health plans. For most aspects of care, DHCS will hold plans accountable to at least achieve the Medicaid 50th percentile. CenCal Health's Quality Department staff are available to discuss claim reporting requirements and strategies to maximize performance. Please contact qualityimprovement@cencalhealth.org to request support, or call CenCal Health's Clinical Practice Management nurses at 805-562-1637 for further information.

Opioid and Benzodiazepine Concomitant Use Safety Edit

With the approval of CenCal Health's Pharmacy and Therapeutics Committee and in coordination with its Pharmacy Benefits manager (MedImpact), CenCal Health continues to implement a multiphase plan to deter overutilization of opioids, and update utilization management measures.

Effective 9/1/19, CenCal Health will implement an opioid and benzodiazepine concomitant use safety edit. The safety edit is a point of sale (POS) intervention that will identify and deny concurrent use of opioids and benzodiazepines when there is any overlap in the day supply. Interventions will work bi-directionally and stop claims when there is an opioid-benzodiazepine claim overlap or vice versa.

In order to override these rejections, the pharmacist may conduct a Drug Utilization Review (DUR) and submit the applicable override that outlines the specific actions taken by the pharmacist. The dispensing pharmacist can bypass the soft edit by using the following overrides:

4C (Hospice)	1A (Filled As Is, False Positive)
4B (Palliative Care)	1B (Filled As Is, Not Relevant)
4D (Cancer)	4A (Prescribed with Acknowledgements)
1G (Prescriber Approval)	3G (Drug Therapy Unchanged)

Further details on the opioid and benzodiazepine concomitant use safety edit will be available in the August provider bulletin, and through the CenCal Health Pharmacy webpage.

Formulary Updates

Formulary Updates	July 2019

CenCal Health has made serveral changes to our Formulary based on clinical review, provider interest, cost and utilization analysis. All of the changes represented development and growth of our current Formulary thus giving more choices to the prescribing physicians. The Changes are represented in summary on the chart below.

Drug	Class	Formulary Status	Additional Information	Implementation Date
Formulary Additions/Deletions				
Mavyret	Infectious Disease-Viral	Non-Formulary	Removed from Formulary, preferred Hepatitis C agent, Epclusa	7/1/2019
Vosevi	Infectious Disease-Viral	Non-Formulary	Removed from Formulary, preferred Hepatitis C agent, Epclusa	7/1/2019
Epclusa	Infectious Disease-Viral	Formulary	Formulary PA Required, preferred agent for Hepatitis C treatment	7/1/2019

For an updated Hepatitis C MRF form, please visit the CenCal Health Pharmacy webpage.

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

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