

PROVIDER BULLETIN

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PROVIDER NEWS

Meet Our New CMO, Dr. Farid Hassanpour

CenCal Health, the publicly-sponsored health plan for Medi-Cal in Santa Barbara and San Luis Obispo counties, announces the appointment of **Farid Hassanpour**, D.O., M.B.A., F.A.A.P. to its key leadership position of Chief Medical Officer. Dr. Hassanpour will provide medical leadership to the organization by ensuring medical quality and adherence to professional and ethical medical standards by the health plan and its network of providers.

Dr. Hassanpour was most recently the Chief Medical Director at Health Net and California Health & Wellness, both headquartered in Woodland Hills. Prior to this experience, he was Medical Director at Anthem Blue Cross.

Dr. Hassanpour received his undergraduate degree from the University of California, Los Angeles (UCLA), and his medical degree from Des Moines University of Osteopathic Medicine and Health Sciences. His internship and residency training were accomplished at the University of California, Irvine (UCI). He also holds an MBA degree with a concentration in Healthcare Management from the Graduate School of Management at UCI.

In addition to the CMO appointment, CenCal Health announced that **Dr. Karen Hord** has accepted the position of Deputy Chief Medical Officer. Dr. Hord had most recently served as Interim Chief Medical Officer at CenCal Health. "I'm confident that with this new clinical leadership team now in place, the health plan is poised to make great strides in 2020," said Bob Freeman, CenCal Health CEO.



2019 Community Report Available Now!

CenCal Health is proud to announce our second ever entirely digital Community Report, complete with videos, photos, audio testimonials, and animation. Physicians and other providers feature prominently in the report again this year. **The online format allows content to be shared and revised annually, and can be viewed on a computer, phone, or tablet.** It is available now!

cencal2019.org

Breathe Easy: Asthma Education Materials

CenCal Health has developed tools to help patients with asthma manage their illness. These tools are based on the latest accepted clinical recommendations, and include an Asthma Action Plan, Asthma Diary, Asthma Educational Cards, and an asthma-friendly DIY household cleaner recipe.



They are all available in both English and Spanish.
To request samples, email: healthed@cencalhealth.org

Get Electronic Payments Weekly

CenCal Health offers Electronic Funds Transfer (EFT) weekly payments for all providers! This free service automatically credits any payments due, for healthcare services performed, directly to your bank account of choice.

Enrolling into EFT will replace receiving paper checks and will expedite the payment receipt.

Contracted Provider Enrollment: Providers must enroll via the Provider Portal at cencalhealth.org/providers/provider-portal/

Non-Contracted Provider Enrollment: Sign up using the CenCal Health EFT Enrollment Form and e-mail it to eft@cencalhealth.org

Visit the CenCal Health website at cencalhealth.org/providers/claims/ and reference the 'EFT' tab for more details. Contracted Providers can also contact the Provider Services department at (805) 562-1676 or psrgroup@cencalhealth.org for assistance with enrollment.

How to Report Fraud, Waste, and Abuse

To report suspected fraud, waste, or abuse committed by providers, members, or employees, please call CenCal Health's Toll-Free 24-Hour Compliance Hotline at 1-866-775-3944.

Please provide the following information when reporting a suspected event:

- The name of the person(s), facility, vendor, etc., suspected of fraud, waste, or abuse.
- Identifying information, such as the member/provider involved, facility name, address, or telephone number.
- A description and details of the suspected fraud, waste, or abuse: who, what, where, and the date and time of the incident(s).
- Any documentation related to the report.
- Person filing the report: name and telephone number if you do not wish to remain anonymous.

To file a written complaint by mail, please follow the instructions as provided on our website at:

cencalhealth.org/providers/suspect-fraud/

Please, only use the telephone hotline number for suspected fraud, waste, and abuse reporting. Direct all other issues, questions, or concerns to your Provider Services Representative at (805) 562-1676 or psrgroup@cencalhealth.org.

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



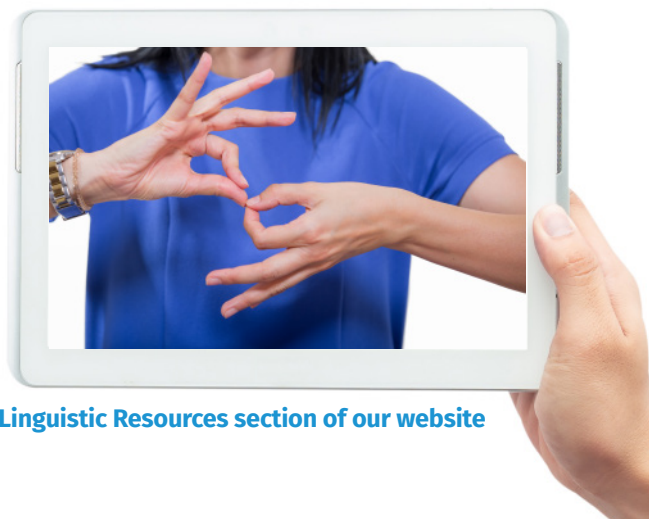
Interested in switching to an e-mail version? Contact PSRGroup@cencalhealth.org

Video Remote Interpreting Services Available Now!

CenCal Health recognizes the importance of providing services in multiple languages to our membership. Clear communication is important to have with patients, and we are committed to assisting our providers through telephonic and our new video remote interpreting service options with our Certified Language Interpreter (CLI) operator.

You can learn more about this new interpreter option, and how to access it, at our upcoming webinar on March 17. To learn more, or to RSVP to this webinar, go to our [Provider Training & Resources page online](http://cencalhealth.org/providers/provider-training-resources/)

cencalhealth.org/providers/provider-training-resources/ or go to our [Cultural & Linguistic Resources section of our website](http://cencalhealth.org/providers/cultural-linguistic-resources/)



PROVIDER LEARNING & DEVELOPMENT OPPORTUNITIES



Improving Blood Pressure Screening & Treatment

CenCal Health has collaborated with the American Heart Association to provide an informative web based training series regarding blood pressure monitoring. This training program will cover a practical, evidence-based approach to improving blood pressure control for your patients by focusing equally on three critical areas: Measuring Accurately, Acting Rapidly, and Partnering with Patients, also known as MAP. CenCal Health will be hosting three webinars with the first one scheduled to take place on Tuesday, March 24, from 10:30am - 11:30am and will cover the “Measuring Accurately” piece of the training series.

To RSVP for any of these upcoming events, go to the Provider Training & Resources page online now and reserve your seat! cencalhealth.org/providers/provider-training-resources/



Provider Basic Training

This webinar is designed to enhance your staff's knowledge of processes when seeing our CenCal Health members! The information provided, is perfect for all new providers and/or new office staff that would benefit from an overview of CenCal Health's history, learning more about eligibility, who manages authorizations, and much more. Join us for this webinar on April 9 from 10:30am – 11:30am.

CenCal Health Authorization Training

It is important for providers to understand the difference between Referral Authorization Forms (RAF), Treatment Authorization Requests (TAR), and other types of authorizations that may be required. During this webinar, we will provide you with information on how to manage these authorizations and how to obtain each one so that your claims are paid. Join us for this webinar on April 28 from 10:30am – 11:30am.



**CenCal
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Local. Quality. Healthcare

4050 Calle Real
Santa Barbara, CA 93110

*Monthly
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Tobacco Cessation and Kick Butts Day

Friday, March 18, is national Kick Butts Day – a day to raise awareness about the problematic tobacco use in our community. This is a wonderful opportunity to talk to your patients about living healthy, tobacco-free lives.

Tobacco use, primarily the use of e-cigarettes or vapes, is a growing problem in the United States, especially amongst our youth. Tobacco users who receive clinician-delivered brief interventions have enhanced motivation to avoid or quit tobacco use. They also have an increased likelihood of future quit attempts (US DHHS). Smoking is one of strongest and most deadly addictions, and we know quitting is a process. It starts with a plan, often takes time, and requires a lot of support.

Additional information, including ICD-10 and CPT codes for tobacco use and counseling, referral resources, tobacco cessation medications, and more are included in the Steps to Take for Tobacco Cessation section in the Provider Manual on CenCal Health's website.

Authorized Generic Insulin Update

As of February 4, 2020, there are three authorized generic insulins available on the market. An authorized generic is a brand name drug that is marketed without the brand name on its label. The authorized generic is the exact same product as the reference brand product, and therefore is therapeutically equivalent. Authorized generics can be substituted for the brand name by a pharmacy without a new prescription.

Insulin Type	Authorized Generic Product	Reference Brand Product
Rapid acting	Insulin Lispro 100 units/mL (Eli Lilly & Co.)	Humalog 100 units/mL (Eli Lilly & Co.)
Rapid acting	Insulin Aspart Protamine 100 units/mL (Novo Nordisk)	Novolog 100 units/mL (Novo Nordisk)
Intermediate acting & Rapid acting mix	Insulin Aspart Protamine – Insulin Aspart Mix 70-30 units/mL (Novo Nordisk)	Novolog Mix 70-30 units/mL (Novo Nordisk)

CenCal Health's Benefit Design mandates generic substitution when a generic product is available. Below is a reference table of the available Authorized Generic Product and its correlating Reference Brand Product. All three authorized generics are Formulary on the CenCal Health Formulary.

For a complete list of CenCal Health formulary medications, please visit: cencalhealth.org/providers/pharmacy/formulary/

For any inquiries, please contact the Pharmacy department at (805) 562-1080.

Formulary Updates

Drug	Class	Formulary Status	Restrictions / Limits	Implementation Date
Formulary Additions				
Cequa 0.09% Dropperette	Eye- General Disorders	Formulary		1/1/2020
Ziextenzo 6mg/0.6ml Syringe	Hematological Disorders	Formulary		1/1/2020
Solu-Cortef 100mg, 100mg/2ml Vial	Inflammatory Disease	Formulary		1/2/2020
Sodium Chloride 7% Nebulizer Vial	General Inhalation Agents	Formulary: Quantity Limit	Restriction: Quantity limit of 240ml/30 days	1/3/2020
Zomig 2.5mg Nasal Spray	Pain Management- Analgesics	Formulary: Quantity Limit & Step Therapy	Restriction: Quantity limit of 12 units per 30 days and Step Therapy for a 20 day trial of sumatriptan and rizatriptan in the last 120 days	2/1/2020
Sumatriptan 6mg/0.5ml Syringe	Pain Management- Analgesics	Formulary: Quantity Limit	Restriction: Quantity limit of 6 units per 30 days	2/1/2020

