

## IN THIS ISSUE:

- **Recuperative Care Program (RCP)**
- **2019 HEDIS® Season is Here**
- **On The Horizon: Asthma Lunch and Learn Seminar**
- **Tobacco Cessation and Kick Butts Day**
- **Digital Community Report**
- **Utilization Management Program**
- **New Diabetes Disease Management Program**
- **Inserts:**
  - Pharmacy Update
  - Proposition 56

### ADMINISTRATIVE OFFICES

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

1288 Morro St., Suite 100  
San Luis Obispo, CA 93401

Toll Free (800) 421-2560

### 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



[www.CenCalHEALTH.org](http://www.CenCalHEALTH.org)

## Recuperative Care Program (RCP)



CenCal Health is delighted to introduce a collaborative new program that provides safe recuperative care to local homeless members who are not sick enough to be hospitalized, but are too frail to recover from their illness or injury on the streets.

In 2017, CenCal Health, along with Community Action Partnership of San Luis Obispo (CAPSLO), successfully completed a RCP pilot in San Luis Obispo County, which included supervised shelter, meals, showers, patient education and transportation to medical appointments among other supportive services. The positive outcome of the year-long pilot resulted in the continuation and expansion of that program into northern Santa Barbara County, and helped inspire the recent launch of a similar program in southern Santa Barbara County.

### The goals of the **Recuperative Care Program (RCP):**

- To address where and how the homeless recover after hospitalizations in order to improve health outcomes
- To break the costly cycle of emergency room as first-line medical care
- To improve the lives of the most vulnerable in the health plan's service area of Santa Barbara and San Luis Obispo Counties. RCPs launched in other communities have shown that the program reduces Emergency Department utilization and hospital readmission rates of homeless residents

To learn more about CenCal Health's Recuperative Care Program, please contact our Provider Services Department at (805) 562-1676 or go to [vimeo.com/312012314](http://vimeo.com/312012314).

## 2019 HEDIS® Season is Here

The annual Healthcare Effectiveness Data and Information Set (HEDIS®) project is underway! In February, staff began the medical record retrieval process of the project, and will proceed through early May. Records provided will help validate the quality of care provided to CenCal Health's membership. Results will be used to identify quality initiatives and create educational programs for providers and members.

Twenty-four aspects of care will be reviewed this year, including 8 that require medical record review to supplement information reported through provider claims and other administrative sources. Those 8 aspects of care include: childhood and adolescent immunizations, well child exams, cervical cancer screenings, maternity care, hypertension control, diabetes care, and counseling for nutrition and physical activity for children and adolescents.

To learn more about HEDIS®, please contact the Quality Department at (805) 617-1997 or go to [www.cencalhealth.org/providers](http://www.cencalhealth.org/providers), Quality of Care, HEDIS page.

## On The Horizon: Asthma Lunch and Learn Seminar

CenCal Health is offering a free lunch and learn training for Primary Care Providers' and Allergy Specialists' back office medical staff on the causes and treatment of asthma. We will have a guest speaker talk about best practices and the importance of health education resources. CenCal Health will also provide tips on how to improve your clinic/providers performance in the Breathe SMART Program.

You can RSVP online at [www.cencalhealth.org/providers](http://www.cencalhealth.org/providers), Provider Training and Resources page or contact our Provider Services department at (805) 562-1676.



## Tobacco Cessation and Kick Butts Day

Friday, March 20<sup>th</sup> is national [Kick Butts Day](#) – a day to raise awareness about the problem of tobacco use in our community. This is a wonderful opportunity to talk to your patients about living healthy, tobacco-free lives.

Tobacco use, primarily 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](#)). We know that smoking is one of strongest and most deadly addictions and quitting is a process. It starts with a plan, often takes time and requires a lot of support.

Further 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.

## Utilization Management Program

CenCal Health's Utilization Management (UM) program ensures that members have access to quality health care. The program utilizes a team of health care professionals to evaluate the medical necessity of the services by using nationally-recognized, evidence-based clinical guidelines and community standards. Decisions are based on the appropriateness of care and services available to members within their contracted benefits.

### **CenCal Health affirms the following Utilization Management program practices:**

- UM decision making is based only on appropriateness of care and service and existence of coverage.
- CenCal Health does not specifically reward practitioners or other individuals for issuing denials of coverage.
- Financial incentives for UM decision makers do not encourage decisions that result in underutilization.

To learn more, please contact the Health Services Department at (805) 562-1082.

## New Diabetes Disease Management Program

CenCal Health is pleased to announce an additional Disease Management (DM) program specific for members diagnosed with diabetes. Similar to the Heart DM program, the DM program is free to eligible members.

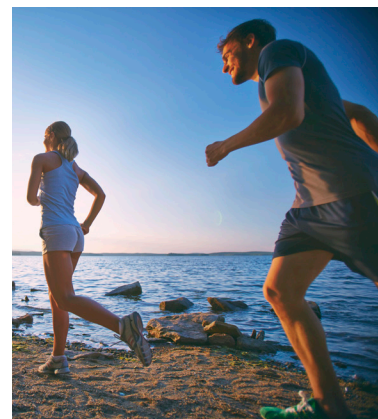
The DM program incorporates currently available community and hospital-based diabetes education/classes to provide members with the necessary tools and support, to help them understand their disease condition and sustain a healthy lifestyle. The main objective of the DM program is to improve the overall health of our members with diabetes. Key goals for members who participate in the DM program include:

- Completion of a community or hospital-based educational training and classes by the member
- Greater understanding of the importance of medication and treatment adherence
- Empowering the member with knowledge and self-managing skills to manage their condition, and to reduce symptom exacerbations and secondary complications
- Overall improved wellness

Members who have had a diabetes related hospitalization or ED visit in the past 60 days are eligible for enrollment into the DM program. To refer a member, please complete a Case Management Referral Form located on the CenCal Health website at [www.cencalhealth.org/providers](http://www.cencalhealth.org/providers), Case Management page.

To learn more about CenCal Health's Diabetes DM Program or Heart DM Program, please contact the Health Services Department at (805) 562-1082, option 3 and ask to speak to a Disease Management Program clinician.

**Please note** - the Diabetes DM Program is a separate program from the Diabetes SMART program. For more information about the Diabetes SMART program, contact the Quality Department at [qualityimprovement@cencalhealth.org](mailto:qualityimprovement@cencalhealth.org) or (805) 617-1997.



## Pharmacy Update

### Opioid Naïve – Acute Pain Day Supply Limit

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 **4/1/19**, CenCal Health will implement an opioid naïve edit that will limit initial opioid prescriptions to a 7-day supply. Patients will be identified as opioid naïve by looking back into the member's claim history for an opioid prescription fill in the past 60 days. The program employs a hard denial at point of sale (POS) that will limit initial opioid prescriptions for opioid naïve patients.

Denial Messaging	DUR Messaging
OPIOID NAIVE MEMBER REQUIRES PA FOR INITIAL OPIOID RX FILL > 7 DAYS.	FOR KNOWN EXEMPTIONS, USE ACCEPTED DUR CODES; I.E. RESULT OF SERVICE 4B,4C,4D,4J

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. Exemptions to this program include members who are in hospice care or receiving palliative or end-of-life care, or being treated for active cancer-related pain. There is one more exemption that is only applicable for this specific program, and that is for members who are not opioid naïve. Members who do not fall under the listed exemptions require the submission of a prior authorization with medical justification for a greater than 7 day supply.

For a list of CenCal Health opioid formulary options and quantity limits, please visit the CenCal Health website at [www.cencalhealth.org/providers](http://www.cencalhealth.org/providers), Pharmacy, Pain Management Resources page. For additional information, please contact CenCal Health Pharmacy Department at (805) 562-1080.



Improving the health and well being of people on the Central Coast

# Proposition 56 Supplemental Payment

The California Healthcare, Research and Prevention Tobacco Tax Act of 2016 (Proposition 56) increased the excise tax on cigarettes and tobacco products for purposes of funding specified expenditures, including programs administered by the Department of Health Care Services (DHCS).

DHCS has indicated that supplemental payments for physician services in both the Medi-Cal fee-for-service (FFS) and Medi-Cal managed care delivery systems for the 2018-2019 fiscal year will be made available to the managed care plans in April of 2019. CenCal Health's requirement is to reimburse applicable providers (*FQHC, RHC and non-contracted providers are excluded from the eligible providers list*), the procedure codes listed below inclusive of the supplemental payment rate for dates of service **July 1, 2018 through June 30, 2019** to CenCal Health eligible members, *excluding members with Other Health Care coverage or Medicare primary*.

CPT Code	Supplemental Payment Amount	CPT Code	Supplemental Payment Amount
90863	\$5.00	99214	\$62.00
99211	\$10.00	99393, 99394	\$72.00
99201	\$18.00	99391	\$75.00
99212	\$23.00	99215	\$76.00
99395	\$27.00	99381, 99383	\$77.00
99385	\$30.00	99392	\$79.00
99202	\$35.00	99382	\$80.00
99203	\$43.00	99204, 99384	\$83.00
99213	\$44.00	99205	\$107.00

## What can you expect to see on your claims paid in March of 2019 and on?

- CenCal Health will begin making supplemental payments on applicable claims beginning March 1, 2018
- Explain code **G9** (*Payment has been increased due to Prop 56 Supplemental Payment Methodology*) will be applied to current claims due for supplemental payment
- Explain code **H3** (*Additional payment made due to Prop 56 Supplement Payment Methodology*) will be applied starting in March, for all retroactive dates of service claims due for supplemental payment
- Late filing reductions and share of cost (SOC) will not apply to these supplemental payments; full supplemental amount will be paid for dates of service July 1, 2018 through June 30, 2019 to CenCal Health eligible members, *excluding members with Other Health Care coverage or Medicare primary*

Please visit the DHCS Medi-cal website to learn more about this payment or contact the Provider Services Department with any questions at (805) 562-1676 or email [psrgroup@cencalhealth.org](mailto:psrgroup@cencalhealth.org).



Improving the health and well being of people on the Central Coast