

PROVIDER BULLETIN

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PROVIDERS FROM
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IN THIS ISSUE:

PROVIDER NEWS

- Adult & Pediatric Utilization Management Reminders

HEALTH PROMOTION UPDATE

- Tobacco Cessation: Help Your Patients Quit

PROVIDER TRAINING

- Pediatric Lead Screening
- Mental Health Provider Clinical Support Training

CLINICAL CORNER

- Developmental Screening for Pediatric Patients

PHARMACY UPDATE

- Provider Drug Information

INSERT

Behavioral & Mental Health Updates

Utilization Management Reminders — Adult

Prevent Delays to your 18-1 Treatment Authorization Request (TAR)

Providers must submit the 18-1 TAR inpatient authorizations including Acute, LTAC, Rehab, or Retrospective reviews to determine the medical necessity of an acute care stay and to facilitate a transfer or transition of care. Once an authorization has been provided, a concurrent review will need to occur for continued stays and continued authorizations.



Helpful Tips:

- The authorization request can be submitted by either the admitting hospital or the LTAC facility
- For urgent and routine requests, notify CenCal Health within 24 hours of admission to let CenCal Health's the Utilization Management (UM) Department know there is a need for an inpatient authorization review and notify the treating provider/facility
- When a member is discharged, please send an updated discharge summary to CenCal Health's UM Department to prevent delays in the review process
- To avoid delays, upload documentation to CenCal Health's provider portal immediately after submitting the authorization request

If CenCal Health contacts you to obtain additional information or additional documentation, please provide the needed information right away to avoid delays in making the determination for the request. Additional resources can be found here: cencalhealth.org/providers/authorizations/treatment-authorization/.



Our 2021 Community Report is live!
cencal2021.org



Authorization Updates

What is the purpose of a Referral Authorization Request (RAF)?

RAFs should always be obtained by a member's assigned PCP. This process allows the member's PCP to be active in the member's care at all times. If a member is new to CenCal Health, they are considered Special Class and the RAF requirement is waived so the member can continue to seek care with our contracted specialists for the 1st month of eligibility. Once a member is assigned to a PCP, it is the PCP's responsibility to submit the request for additional services with a contracted specialist.

Please note that tertiary facility services require a RAF, even for those members who are new to CenCal Health in their 1st month of eligibility.

If a specialist is referring the member to a different specialist, it is the member's responsibility to obtain another RAF from their assigned PCP so they are aware of their member's care coordination.

What is an Administrative RAF?

Administrative RAFs are entered by CenCal Health only when the member has not established with their new PCP and the specialist wants to ensure care for the member for an immediate upcoming appointment.

An Administrative RAF is a courtesy to our members and our provider network, and can be done for those emergent/urgent cases during a PCP transition for the member. Otherwise, specialists need to work with the PCP to secure referrals.

For additional resources, reference cencalhealth.org/providers/authorizations/referrals/

Retro-authorization Requests

CenCal Health recognizes that there may be times that a retro authorization is required. Retro authorization requests are allowed up to 6 months from the date of service. Anything after the 6 month time period will be rejected and not processed. Once received, the review, determination, and notification of the retro authorization request will occur within 30 days of receipt.

Utilization Management Reminders — Pediatrics



Primary Care Providers

Occupational Therapy (OT) and Speech Therapy (ST) services do not require Prior Authorization for an initial assessment. Please provide your member with a prescription with the required information (for details please see Provider Manual Section E2.19-E2.21 at cencalhealth.org/providers/forms-manuals-policies/provider-manual/).

Occupational Therapy (OT) and Speech Therapy (ST) Providers

After receiving a prescription from a PCP, OT and ST providers may complete an initial assessment with a member. Continued treatment of the member requires OT and ST providers to submit a TAR 50-1 with a treatment plan to CenCal Health's UM Pediatric Department, which will process Pediatric Therapies. Pediatric Therapies will be processed by CenCal Health.

Effective January 1, 2022, please send all OT and ST authorization requests directly to CenCal Health.

Please include the following when requesting ongoing Speech and Occupational Therapy:

- Member Info (CIN)
- Referring and Referral Provider Information (Name, NPI, & Phone)
- Order for therapy (must be signed by MD)
- Medical documentation (evaluation, IEPs)
- Anticipated duration of services (Start & End date)
- HCPCS & Quantity

CenCal Health's Pediatric Utilization Management Department:
(805) 364-4950 • fax: (805) 692-5140

Secure File Drop: <https://gateway.cencalhealth.org/form/hs>

Developmental Screening for Pediatric Patients

The Centers for Disease Control and Prevention (CDC) reported that 1 in 6 children in the United States, between 3 and 17 years old, have one or more developmental or behavioral disabilities. Despite evidence for the importance of early screening, many children are not being diagnosed as early as possible. Less than one third of children living with developmental disabilities are diagnosed before they enter school. Routine developmental screening will help you identify patients at risk of cognitive, motor, communication, or social-emotional delays.

The American Academy of Pediatrics (AAP) recommends that healthcare providers monitor a child's development during regular well-child visits. Providers are encouraged to periodically screen children to identify any areas of concern that may require further examination or evaluation using validated tools at the following recommended ages:

- 9 months
- 18 months
- 30 months

In addition, AAP recommends that all children be screened specifically for autism spectrum disorder (ASD) during regular well-child visits at:

- 18 months
- 24 months

You can bill CenCal Health for Developmental Screenings using the CPT code 96110.

For more information regarding recommended Developmental Screening, you can go to:

<https://www.cdc.gov/ncbddd/childdevelopment/screening.html>



PROVIDER TRAINING

Pediatric Lead Screening Provider Training

All CenCal Health members must be tested for blood lead at both 12 and 24 months. Attend this training to learn about lead screening requirements, clinical guidelines, and best practices. We will also cover lead screening resources that CenCal Health can provide to your practice. **Join us on March 16th, 2022 for this LIVE webinar and receive CME credits!**

Mental Health Provider Clinical Support Training

During this webinar we will provide information regarding mental health provider responsibilities when seeing our CenCal Health members, train on the required Level of Care Screening Tools, provide information on mild to moderate benefits, Care Coordination, and support available from the CenCal Behavioral Health Department. **Join us on Tuesday, March 22nd**

You can RSVP to these upcoming events, and our Training Library

for micro learning videos on a wide variety of topics at

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



Tobacco Cessation: Help your Patients Quit

ASK

every patient/client if they use tobacco (smoke, vape, or chew).

ADVISE

tobacco users to quit, even if they've tried before and failed. Every attempt is important.

REFER

tobacco users to Kick It California to get a free, personal quit plan from trained quit coaches.

Kick It California provides free tobacco cessation education, training, and technical assistance. They also offer options for you to securely refer your patients to their 'Quit Services' program.

To learn more visit:

<https://kickitca.org/health-professionals>



March 2022 Provider Bulletin



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Santa Barbara, Ca 93110

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Pharmacy Drug Information Update

CenCal Health provides US Food and Drug Administration and DHSC drug utilization review (DUR) educational articles as they are released. For a full list of the articles, please visit the CenCal Health Pharmacy webpage cencalhealth.org/providers/pharmacy/

Drug Utilization Review (DUR) Educational Articles

- **February Article:** Improving the Quality of Care: Legislative Impact on the Use of Naloxone

Learning Objectives:

- Identify risk factors for opioid-induced respiratory depression
- Review California legislation regarding naloxone
- Summarize best practices for responsible prescribing and furnishing of naloxone for the complete or partial reversal of opioid-induced respiratory depression.

To access the full version of the above DUR educational article, please visit the below link: cencalhealth.org/providers/pharmacy/drug-utilization-review/

Do you have questions regarding drug information? Medi-Cal Rx? Physician-Administered-Drugs? Visit the CenCal Health Pharmacy Webpage or call our Pharmacy Team at (805) 562-1080.

