

PROVIDER BULLETIN

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PROVIDER NEWS

Message from Our CEO

To say we're currently living in a challenging time seems unnecessary and almost trite. COVID-19 has turned everything on its head and every single individual in Santa Barbara and San Luis Obispo counties has been impacted. CenCal Health is fully aware of how COVID-19 has impacted our provider community on a number of levels.

On the public health level, as expected, the provider community stepped up to be the first line of defense and treatment by caring for those afflicted with the virus; as well as testing those who may have it. Providers are putting their own health on the line in order to treat the infected.

On the economic level, providers have also been severely impacted by the loss of business due to stay at home restrictions and people's reluctance to obtain non-emergent health care. Provider staff are being laid-off and some smaller practices may soon find themselves in real economic peril.

I am stating the obvious to underscore our concern for our providers and let you know how CenCal Health is being supportive in the ways that we can. **We are in the process of distributing 100,000 masks, 20,000 gowns, and 100,000 gloves to providers.** We came across a supplier and took advantage of the opportunity.

We are encouraging all of our providers to utilize telemedicine as often as possible.

Recent federal guidance has provided greater flexibility in the manner and billing of telemedicine services for Medi-Cal. A 2018 study by Deloitte found that Medicaid beneficiaries own smartphones at the same rates as the general adult US population.

We are encouraging our pediatricians to accommodate for the continued safe delivery of vaccinations for newborns, infants, and adolescents. COVID-19 does not diminish the presence of the other diseases that are still out there. Parents may be fearful and unaware of safety precautions most physicians have implemented.

We are encouraging our providers to check our website often for both general and specific informational updates. Further, while our Provider Services Representatives are working remotely, they remain on top of things and are still able to assist as needed.

On the horizon, we are seeing an increase in enrollment in response to the tremendous job loss being experienced throughout our counties (and everywhere else, for that matter), and accompanying loss of health coverage. We are working to outreach to those needing coverage. Many of the expected newly eligible may have never heard of Medi-Cal, or never thought they would qualify. Covered California has opened eligibility and seen over 50,000 new applications statewide in just three weeks. Guidance for the uninsured on how to apply for Medi-Cal is available on our website at cencalhealth.org/howtoapply/.

Finally, we are here to help in any way we can. Contact our Provider Services department with any issues or problems you are having and we can talk.

This too shall pass. However, in the meantime, we are all going to do our jobs and manage our way to better times ahead.

Bob Freeman, CEO



CLINICAL CORNER

Helpful Tips when Caring for Pediatric Patients

Caring for your patients who are well during this time may not be feasible due to COVID-19 community transmission, staffing, and parental concerns. However, the American Academy of Pediatrics (AAP) and the Centers for Disease Control and Prevention (CDC) are recommending prioritizing childhood and young adult immunizations during this pandemic period.

Below are some tips that Primary Care Providers (PCPs) can use in their practice:

- Prioritize newborn care/vaccinations of children 24 months and younger when possible.
- Hold vaccination-only clinics for your patients who are due for one or more vaccine.
- Schedule well visits in the morning and sick visits in the afternoon.
- If you have multiple locations, use one location for well visits and another for sick visits.

If you would like more information about vaccination guidelines during COVID-19, you can visit the following websites:

- AAP: services.aap.org/en/pages/covid-19-clinical-guidance-q-a/
- CDC: cdc.gov/coronavirus/2019-ncov/healthcare-facilities/index.html

PCPs can also access our new 'Downloads' section of the CenCal Health Portal and pull your individual Explanation of Payments, Gaps in Care Reports, Hospital Readmissions Initiative (HRI) Payment Reports, and Initial Health Assessment (IHA) Payment Reports. You can also contact CenCal Health's Population Health team at qualityimprovement@cencalhealth.org for information regarding the HRI and IHA reports available on the 'Downloads' section of the CenCal Health Portal.

HEALTH PROMOTION UPDATE

Outreach Efforts to Members in High Gear

We are working hard to provide up-to-date information to members during the pandemic. We are using various outreach methods to inform members about the virus and how to stay healthy, as well as how to utilize member benefits during the stay at home order.



Outreach methods include:

- Mailing to all member households
- Creation of a webpage with member information: cencalhealth.org/coronavirus
- Daily social media posts on Facebook and Instagram
- Robocall campaign to at-risk members

Topics addressed include:

- Where to go if feeling sick
- How to obtain medication refills
- Available mental health services
- How to contact Member Services

PROVIDER NEWS

DHCS Updates Facility Site, Medical Record Review Policies

The Department of Healthcare Services (DHCS) has made updates to the site review process, which includes Facility Site Review (FSR) and Medical Record Review (MRR) policies. DHCS has updated the FSR and MRR standards and criteria to reflect current guidelines of professional organizations by expanding certain criteria, re-organizing the criteria groups to help better identify deficiencies, and adjusting the scoring methods to better generalize the scores.

DHCS has released a new All Plan Letter (APL) 20-006 to reflect these updates. This APL includes changes made to the criteria and scoring of DHCS' FSR and MRR tools and standards. This APL supersedes Policy Letters (PL) 14-004, PL 03-002, and APL 03-007. DHCS recognizes the extent and impact of these changes. Providers and staff should remain informed of and begin training on the updates to FSR and MRR criteria and standards.

CenCal Health will continue collaborating with other healthcare plans in providing training and resources to our Primary Care Physicians (PCPs), and additional resources will be available online at cencalhealth.org/providers/facility-site-review/. We appreciate your support and look forward to partnering with providers as we work to integrate these new DHCS updates.

Should you have any questions or concerns, please contact CenCal Health's Facility Site Review Nurse at myoung@cencalhealth.org or refer to the DHCS website dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2020/APL20-006.pdf to access the updated APL 20-006.

PROVIDER NEWS

DHCS Q2 Surveying to Target Endocrinologists, Gastroenterologists

DHCS requires that its Medi-Cal managed care health plans (MCPs) ensure their participating providers offer appointments that meet the wait time standards. DHCS has elected to conduct a focused study to evaluate the extent to which MCPs are meeting the wait time standards.

Please be aware in the second quarter of 2020, DHCS will be surveying a random sample of providers: Endocrinologists and Gastroenterologists.

Contacted providers can expect survey questions that pertain to the provider or group's contract status with CenCal Health, confirmation of specialty, languages spoken by the individual provider, and the group the provider is affiliated with.



PROVIDER NEWS

Join Our Asthma Management Webinar!

People with asthma are at a higher risk of complications from COVID-19, such as pneumonia and Acute Respiratory Disease Syndrome. Join CenCal Health and learn more during our Asthma Management webinar.

Well-known allergy and immunologist, Myron Liebhaber, M.D., will be speaking on best practices and the importance of health education resources for your patients with asthma during this unprecedented time. In addition, our Clinical Pharmacist, Dr. Adam Horn, will show you how to use the many different inhaler applications on the market.

Webinar date: Wednesday, May 27, 2020

Time: 10:00 a.m. – 11:00 a.m.

Register online:

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

Visit the CDC website:

cdc.gov/coronavirus/2019-ncov/need-extra-precautions/asthma for more information on Recommendations on Asthma Management during COVID-19.

Wait Times from Date of Request for Appointment

Health Plan member have the right to appointments within the following time frames:

Urgent Appointments	Wait Time
for services that do not need prior approval	48 hours
for services that do need prior approval	96 hours

Non-Urgent Appointments	Wait Time
Primary care appointment	10 business days
Specialist appointment	15 business days
Appointment with a mental health care provider (who is not a physician)	10 business days
Appointment for other services to diagnose or treat a health condition	15 business days



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CLINICAL CORNER

Skin Cancer Awareness Month

May is Skin Cancer Awareness Month and even though many of us are staying inside due to the coronavirus pandemic, it is still important to remind your patients about skin cancer prevention.

Did you know that the sun can damage the skin in as little as 15 minutes? According to the Centers for Disease Control and Prevention (CDC), skin cancer is the most common cancer in the U.S. caused by overexposure to ultraviolet (UV) light.

Everyone is at risk for getting skin cancer, which is why it is important to start the conversation with your patients today about how to protect against UV radiation all year.

The CDC recommends easy options for protection from UV radiation:

- Stay in the shade, especially during midday hours (9 a.m. – 4 p.m.).
- Wear clothing that covers your arms and legs.
- Wear a hat with a wide brim to shade your face, head, ears, and neck.
- Wear sunglasses that wrap around and block both UVA and UVB rays.
- Use sunscreen with a SPF of 15 or higher, and both UVA and UVB protection.
- Avoid indoor tanning.

For additional resources and information on skin cancer, please visit the CDC website at [cdc.gov/cancer/skin/basic_info/](https://www.cdc.gov/cancer/skin/basic_info/).