

Provider Bulletin

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BEHAVIORAL HEALTH AND PRIMARY CARE PROVIDER COLLABORATION

Effective January 1, 2014, Medi-Cal Managed Care Plans became responsible for the delivery of mild to moderate mental health services. CenCal Health contracted with The Holman Group, a behavioral health management group, to support this process. The Holman Group provides screenings, referrals, care coordination, and utilization management of members requiring behavioral health benefits.

CenCal Health actively participates in a Behavioral Health Collaborative Workgroup with The Holman Group and our goal is to facilitate and support a collaborative process for the management of members with behavioral health conditions. This workgroup consist of representatives from CenCal Health, The Holman Group, and Behavioral Health Providers from both the primary care level and specialty care level. A priority of this workgroup is the development and implementation of an effective process for sharing appropriate behavioral and physical health information in a HIPAA compliant manner.

The significant elements identified to be shared are:

- Provider contact information
- Behavioral & Physical Health Diagnosis
- Medications
- Recommendations
- Diagnostic studies requested
- Results of any pertinent diagnostic or monitoring exams.
- Appointment information

A provider's awareness of their patient's current health status, medications, monitoring requirements, and treatment plans are essential in the delivery of quality health care. The behavioral health workgroup has developed a form called, **Behavioral Health and PCP Care Coordination Forms**, with the intent to provide an efficient process for the exchange of pertinent clinical information. The form serves as simple but effective tool in supporting a comprehensive approach to the delivery of quality healthcare. The form can be downloaded at: www.cencalhealth.org/for_providers/forms.html or you may contact your Provider Services Representative for assistance.

There are situations when pertinent clinical information regarding the care of a patient may not be immediately available. The Holman Group can provide specific information regarding the behavioral health services delivered to your patient by contacting them at 1.800.321.2843. To access the status of a patient referral to a Behavioral Health Clinician through the secured Restricted Section of CenCal Health's website: www.cencalhealth.org/for_providers/providers_only/index.html

If you have any additional questions, please contact your Provider Services Representative at 805.562.1676.

REMEMBERING ELIZABETH SMOOT



At CenCal Health, there was a nurse who was an unsung hero. Elizabeth Smoot was with CenCal Health for close to 24 years as the Manager of the Utilization & Case Management nursing teams. Elizabeth was extremely knowledgeable, caring and compassionate. She addressed multiple complex medical issues on a daily basis to provide the medically necessary care that CenCal Health's members needed. Elizabeth gave all of herself to her role and was the best at her job. She embodied the heart and soul of what excellence in nursing should be. Sadly, Elizabeth was taken from us, her family, and her friends many, many years too early after fighting a serious medical condition. During her fight, Elizabeth carried herself with dignity and grace. She will be greatly missed.



Like us on Facebook

WWW.FACEBOOK.COM/PAGES/CENCAL-HEALTH

CONTACTING OUR NEW RADIOLOGY BENEFIT MANAGER & WORKSHOP INFORMATION

CenCal Health has selected a new partner called **Care to Care effective June 1, 2015**. Together we are improving our Radiology Benefit Management (RBM) program for high-tech imaging consultations in the non-emergency outpatient setting. In order to ensure patient safety and improve our continuing efforts to improve customer service there will be no change in the types of imaging studies for which CenCal Health require prior authorizations. Care to Care will continue to authorize the same imaging studies such as HealthHelp did with; MRI, MRA, CT, CTA, PET, PET/CT and Nuclear Cardiology procedures. The complete list of CPT codes will be available on CenCal Health and Care to Care's website portals prior to June 1st.

The options to request a prior authorization for high-tech imaging will also remain the same after the June 1, 2015 transition:

- Phone: 888.318.0276
- Fax: 888.717.9660
- Web: <https://cencal.careportal.com>



CenCal Health will be hosting several trainings on May 12th - 14th to educate providers on this new user friendly RBM vendor, Care to Care, and the authorization process for advanced imaging, nuclear cardiology studies, and much more!

Training details can be found on our website posted on the Educational Trainings & Seminar section of our website www.cencalhealth.org.

Prior to the June 1st transition date, Care to Care will host several web based tutorials to demonstrate their user friendly website and for those staff members that could not attend the May workshops. Watch for specific dates, locations, and times for the web tutorials on our website at www.cencalhealth.org.

If you have any questions regarding this new transition or would like further information regarding Care to Care, please contact the Provider Services Department at 805.562.1676 or email psrgroup@cencalhealth.org.



ASTHMA EDUCATOR TRAINING: LEARN HOW TO MANAGE YOUR PATIENTS WITH ASTHMA

CenCal Health is offering a free Asthma Educator Training to Primary Care Providers and their medical staff on the causes of asthma and how to treat patients with asthma. Our guest speaker, Dr. Henry Wojtczak, is a pediatric pulmonologist from San Diego, California has been in practice for 32 years and is one of 2 doctors at Naval Medical Center San Diego who specialize in Pediatric Pulmonology. Tips will also be given to improve your clinic/providers performance in the CenCal Health Breathe SMART Program for asthma and chronic obstructive pulmonary disease (COPD) and increase payments through this program. This training program is open and free to all clinical staff.

Training Details & Locations: (Lunch provided)

- Tuesday, May 19, 2015 from 12:00pm-5:00pm
CenCal Health (4050 Calle Real, Santa Barbara)
- Wednesday, May 20, 2015 from 12:00pm - 5:00pm
Santa Maria Inn (801 S. Broadway, Santa Maria)

Details for this event are posted on the Educational Trainings & Seminar section of our website: www.cencalhealth.org. You can also contact our Health Promotion Educator at healtheducation@cencalhealth.org or call 1.800.421.2560 ext.1662 for more details.



CLAIMS

OWNER

CONTACTING CENCAL HEALTH CLAIMS REPRESENTATIVE WITH CLAIMS INQUIRIES

CenCal Health's Claims Customer Service Representatives are available to assist with claims inquires and any questions related to claims status. To reach a Claims Customer Service Representative, please contact 1.800.421.2560 extension 1083. For inquiries that may involve multiple claims, utilize the email option and send your request to Cencalclaims@cencalhealth.org. Please remember that any e-mail correspondence must be sent securely or contain only the Claim Control Number (CCN) and no protected health information.

The Provider Bulletin is produced as a timely supplemental information service for provider office staff and is published monthly by the Provider Services Department. Questions and/or suggestions for articles may be made to psrgroup@cencalhealth.org or by calling 805.562.1676. Sign up for the electronic Provider Bulletin at http://www.cencalhealth.org/for_providers/bulletins/index.html

June 8-9 • 2015

2015 ICD-10-CM Code Set Boot Camp

Learn to code for ICD-10-Clinical Modification (ICD-10-CM) and prepare for the ICD-10 Proficiency Assessment. Training is led by a certified AAPC Instructor and is provided onsite in a classroom format. Conducted over two days, attendees will receive 16 hours of intensive general ICD-10 code set training along with hands-on coding exercises.

TRAINING FOCUSES ON:

- ICD-10 format and structure
- Complete in-depth ICD-10 guidelines
- Nuances found in the new coding system with coding tips

PRICING:

- \$399 for CMA/SBCMS/SLOCMA members & staff
- \$499 for CA-MGMA members
- \$599 for non-members

*Comparable AAPC ICD-10 Boot Camp Costs \$799

WHAT'S INCLUDED:

- 16 CEUs
- AAPC ICD-10-CM Code Set Course Manual
- AAPC ICD-10-CM Code Set Draft Book
- AAPC Online ICD-10-CM Proficiency Assessment
(Required for current AAPC CPC's to maintain their credential)
- Access to AAPC's Online ICD-10-CM Assessment Training Course through December 31, 2015

Space
is
Limited!

SANTA BARBARA/SAN LUIS OBISPO COUNTIES DATES & LOCATION: June 8-9

Marian Regional Medical Center • Conference Center • 1400 East Church Street • Santa Maria, CA 93454

8 a.m. - 5 p.m. each day with an hour break from 12 - 1 p.m.

REGISTER: CALL (800) 786-4262 OR VISIT WWW.CMANET.ORG/AAPC-ICD10

INFORMATION: CALL JULI REAVIS AT (916) 551-2046 OR EMAIL JREAVIS@CMANET.ORG

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SBCMS & SLOCMA please visit:
www.sbmed.org and
www.slocma.org