

PROVIDER BULLETIN

A PUBLICATION FOR OUR PROVIDERS FROM CENCAL HEALTH

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DHCS Survey: Are You Meeting the Wait Time Standards?

The California Department of Health Care Services (DHCS) requires that its Medi-Cal managed care health plans (MCPs) ensure that 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 4th quarter of 2019, DHCS will be surveying a random sample of providers: general surgeons, hematologists, HIV/AIDS specialists/infectious disease specialists, nephrologists, oncologists, ophthalmologists, orthopedic surgeons, otolaryngologists/ENT specialists, and physical medicine/rehabilitation specialists. The providers who are contacted 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.

CenCal Health appreciates your support in participating in the DHCS survey if contacted.



Wait Time from Date of Request for Appointment

Health plan members 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

ADMINISTRATIVE OFFICES

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

1035 Peach St. Ste. 201
San Luis Obispo, CA 93401
(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
cencalhealth.org/providers

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



Look for New CenCal Health ID Cards

Effective October 2019, all new members going forward will receive updated CenCal Health ID cards. The change is a result of CenCal Health's updated branding; existing members will still be using the previous version. Providers will find all pertinent, variable information in the same locations as before.



National Diabetes Awareness Month: Schedule Screenings Now

November is National Diabetes Awareness Month. This is a great time to remind your CenCal Health patients with diabetes to schedule their annual diabetes screening.

CenCal Health's Diabetes SMART program is a disease management program that provides PCPs with case management lists for their diabetic population. These lists are provided to aid in identifying members with diabetes and the clinical services they need.

CenCal Health's Quality Improvement (QI) team is available to answer your questions regarding the Diabetes SMART program and diabetes health promotion. Please contact the QI team at qualityimprovement@cencalhealth.org or (805) 617-1997.

For more information about the Diabetes SMART program please reference: cencalhealth.org/providers/disease-management-programs in the Diabetes SMART section.

Health education materials for your patients can be located on the CenCal Health website. cencalhealth.org/providers/patient-education-materials

CLINICAL CORNER

CenCal Health Members with Proven Risk Factors are Now Eligible for Prenatal and Post-Pregnancy Counseling

Perinatal mood and anxiety disorders, during pregnancy and after childbirth, are the most common complications affecting women and their partners. Left untreated, these conditions can lead to negative health outcomes for the mother and her partner, and can negatively affect the child's long-term physical, emotional, and developmental health.

Effective July 1, 2019, CenCal Health members who have a negative depression screening, but present with one or more proven risk factors to developing a perinatal mood or anxiety disorder, are eligible for up to 20 individual and/or group counseling sessions. These services are available to CenCal Health members any time during the prenatal period and 12 months following the delivery.

Providers of prenatal and postpartum care must screen members at least once during their pregnancy *and* postpartum period, using either the PHQ9 or Edinburgh Postnatal Depression Scale. Providers of well-child care are also encouraged to screen mothers. Members with a positive screening must be treated by the screening provider or referred to a suitable treatment provider within 30 days. Members who present with psychosis related to perinatal mood or anxiety disorders must be referred immediately for an urgent psychiatric evaluation. Providers must submit claims for these screenings per previous guidelines provided by CenCal Health.

Providers that require support related to prescribing psychiatric medications to members who are pregnant or breast-feeding can consult with the following resources:

- Dignity Perinatal Psychiatry Consultation
Services: 1-833-205-7141, Monday – Friday, 1 p.m. to 5 p.m.
- Postpartum Support International:
1-800-944-4773 x4, 24/7 and a HelpLine volunteer will return your call as soon as possible.

Members can be referred to a mental health provider at a FQHC or to the Holman Group at (800) 321-2843 for mental health services.

Support lines for members or partners experiencing perinatal mood or anxiety disorders during or after pregnancy:

- PEP Warm-Line (Santa Barbara County):
(805) 564-3888 or (805) 852-1595
- PMADSLO (San Luis Obispo County):
(805) 994-0873
- Postpartum Support International:
1-800-944-4773 x4

If you have any additional questions regarding this benefit, please call Provider Services at (805) 562-1676.



CLAIMS CORNER

Reminder: Human Leukocyte Antigen Typing Diagnosis Restrictions

The CenCal Health Claims department would like to remind providers performing human leukocyte antigen typing (CPT codes 81370-81380, 81382, and 81383) that there are diagnosis restrictions; typing is only reimbursable with an ICD-10-CM diagnosis in the range of Z94.0-Z94.9. Additionally, CPT code 81381 (which includes HLA Class 1 typing, high resolution, and one allele or allele group) is only reimbursable with an ICD-10-CM diagnosis of B20, F31.0-F31.9, G40.001-G40.919, G50.0, R75, Z01.812, Z21, and Z94.0-Z94.9.

For questions, please contact the Claims department at (805) 562-1083.

HEALTH PROMOTION UPDATE

Taking Action: CenCal Health Develops Tools to Help Members Manage Chronic Diseases

CenCal Health has developed tools to help patients with chronic diseases manage their illnesses. These tools, called Action Plans, are based on the latest accepted clinical recommendations, and they target asthma, diabetes, and congestive heart failure. They are available in both English and Spanish.

Want samples? Contact healthed@cencalhealth.org

Heart Failure Action Plan

Living with heart failure may not be easy. But there are things you can do to feel better, stay healthy longer, and avoid the hospital.

Here are some important things to do EVERY DAY.

- **Weigh yourself at the same time each day.** Keep a calendar by the scale, and write your weight on it every day.
- **Pay attention to symptoms** such as shortness of breath or swelling in your feet, ankles or legs.
- **Take your medicines as prescribed.** Try to take them at the same time every day.
- **Limit sodium.** Your doctor may want you to eat less than 2,300 mg of sodium each day.
- **Be active.** Watch for signs that your heart is being stressed, and know when to stop and rest.

DOCTOR NAME: _____ DOCTOR PHONE: _____

GREEN ZONE | YOU ARE DOING WELL!

- Your weight is stable. This means it is not going up or down.
- You breathe easily.
- You are sleeping well.
- You are able to lie flat without shortness of breath.
- You can do your usual activities.

YELLOW ZONE | CALL YOUR DOCTOR

- You have new or increased shortness of breath.
- You are dizzy or lightheaded, or you feel like you may faint.
- You have sudden weight gain. Such as more than 2 lb (0.9 kg) to 3 lb (1.4 kg) in a day or 5 lb (2.3 kg) in a week.
- You have increased swelling in your legs, ankles, or feet.
- You are so tired that you cannot do your usual activities.
- You are not sleeping well. Shortness of breath wakes you up at night and/or you need extra pillows.

RED ZONE | CALL 911

- You have symptoms of sudden heart failure, such as:
 - Severe trouble breathing
 - Coughing up pink, frothy mucus
 - A new irregular or fast heartbeat
- You have symptoms of a heart attack. These may include:
 - Sweating
 - Nausea or vomiting
 - Light headed or sudden weakness
 - Chest pain or pressure
 - A strange feeling in the chest, back, neck, jaw, or upper belly or in one or both shoulders or arms

TALK WITH YOUR DOCTOR ABOUT YOUR HEART FAILURE ACTION PLAN

DIABETES ACTION PLAN

Name: _____ Date: _____

Doctor: _____ Phone: _____

CHECK YOUR BLOOD GLUCOSE AT HOME

Keeping your blood glucose in your target range can help prevent damage to your body. It also helps you prevent low blood sugar by letting you know when you need extra carbohydrates. **Remember to write your results in your blood glucose log.** Work with your doctor to fill in your blood glucose goals below.

TIME OF DAY	TARGET RANGE	YOUR GOAL
After waking and before eating	80-130 mg/dL	_____ mg/dL
2 hours after a meal	Less than 180 mg/dL	_____ mg/dL

Call your doctor if your blood glucose is below _____ mg/dL or above _____ mg/dL.

CIRCLE THE THINGS YOU WILL DO TO MANAGE YOUR DIABETES

- Test your glucose regularly and keep a blood glucose log
- Be more active
- Check your feet daily
- Eat healthy foods
- Get all the exams your doctor recommends
- Stop smoking

BRING THESE TO EVERY APPOINTMENT WITH YOUR DOCTOR OR DIABETES EDUCATOR

- Blood glucose log
- Glucose meter
- Your questions
- Current medicines, vitamins, supplements & herbal remedies

Asthma Action Plan

Complete this with your doctor.

Name: _____ Today's Date: _____

Doctor's Name: _____ Phone Number for Doctor or Clinic: _____

My best peak flow is: _____ Notes: _____

Green Zone Going Well	Controller Medicines - take these every day.		
Peak flow more than:	Which Medicines?	How much do I take?	When do I take it?
• Breathing well			
• No coughing			
• No wheezing			
• Can play or work			

Yellow Zone Use Caution	Rescue Medicines - take these when you have a flare-up. (Continue to take Controller Medicines, as shown above.)		
Peak flow more than:	Which Medicines?	How much do I take?	When do I take it?
• Breathing is worse			
• Coughing			
• Wheezing			
• Hard to play or work			

Red Zone Emergency	Medical Alert - Take these medicines and call your doctor or 911!		
Peak flow more than:	Which Medicines?	How much do I take?	When do I take it?
• Rescue medicine is not helping			
• Very short of breath			
• Hard to talk or walk			

To learn more about asthma, visit cencalhealth.org/asthma

PHARMACY UPDATE

How to Order Synagis® for the Upcoming RSV Season

CenCal Health would like to assist our members and providers in preparation for the upcoming RSV season. In conjunction with the Department of Health Care Services' Children's Medical Services Network, the Synagis® prophylaxis season will begin November 1, 2019, and run through March 31, 2020. Medical Request Forms (MRFs) will be accepted beginning October 1st, with initial administration beginning November 1st to ensure that the infant/child's weight is current.

Synagis® is required to be ordered through our specialty pharmacy vendor Diplomat Specialty Pharmacy. Order forms can be obtained through the CenCal Health website at cencalhealth.org/providers/pharmacy/forms-downloads-fax or by contacting Diplomat Specialty Pharmacy directly at (877) 319-6337. Please contact CenCal Health Pharmacy Services department at (805) 562-1080 if you have any questions or need any assistance.

Proposition 56 Supplemental Payment

The California Healthcare, Research and Prevention Tobacco Tax Act (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 proposed supplemental payments for physician services, in both the Medi-Cal fee-for-service (FFS) and Medi-Cal managed care delivery systems, be applied to qualifying services provided from July 1, 2019 through June 30, 2020. CenCal Health's requirement is to reimburse applicable providers, which now include Federally Qualified Health Care Centers (FQHCs). The procedure codes listed below are inclusive of the supplemental payment to CenCal Health eligible members, including members with other health care coverage and excluding members with Medicare primary.



What to expect to see in future CenCal Health claims payments:

- 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 effective October 25th, 2019, and payment will appear on the November 1st, 2019, EOP payment 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, 2019, through June 30, 2020, to CenCal Health eligible members, including members with other health care coverage and excluding members with Medicare primary.

CPT Code	Supplemental Payment	CPT Code	Supplemental Payment
90863	\$5.00	99203	\$43.00
99201	\$18.00	99204, 99384	\$83.00
99211	\$10.00	99214	\$62.00
99202, 90791, 90792	\$35.00	99215	\$76.00
99212	\$23.00	99205	\$107.00
99213	\$44.00	99393, 99394	\$72.00
99391	\$75.00	99392	\$79.00
99381, 99383	\$77.00	99382	\$80.00
99385*	\$30.00	99395*	\$27.00

**Indicates New Prop 56 reimbursable service.*

To learn more about these payment updates, please visit the DHCS Medi-Cal website or cencalhealth.org/providers/claims/claims-corner

More Questions?

Contact the Provider Services department at psrgroup@cencalhealth.org or call (805) 562-1676.