

PROVIDER BULLETIN

A PUBLICATION FOR OUR
PROVIDERS FROM
CENCAL HEALTH

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A Message from Our CEO Marina Owen



I am pleased to join CenCal Health - once again - in support of our mission to improve the health and wellbeing of our communities. After 28 years of service with distinction as CenCal Health's Chief Executive Officer (CEO), Bob Freeman retired in October 2021. Change presents a time to recognize our strengths and identify opportunities to grow. As a result of Bob's leadership, CenCal Health is strong and our opportunities many.

As CenCal Health's next CEO, my commitment to our mission is unwavering and our purpose remains unchanged. As you may be aware, I previously served as CenCal Health's Provider Services Director and the Chief Operating Officer of Central California Alliance for Health. I must say that the past 20 years have been extremely rewarding and I have the greatest respect for our Board of Directors, providers, community partners and dedicated employees at CenCal Health.

As we look ahead, our legacy is strong as we focus on advancing the organization into the future. We have always said that we believe providers are partners and over the course of the past 18 months, you have gone above and beyond to serve those in need.

I renew our commitment to excellence in service to you. I also invite you to continue the important journey and strive towards health equity for all, inspiring others to champion health for the members we serve and—together—leave a legacy of wellness for future generations.

I look forward to achieving this vision and with your continued support and partnership, the future looks bright.

-Marina Owen

Behavioral Health Carve-In Network Announcement

CenCal Health is committed to improve the health and wellbeing of our community. In an effort to focus more closely on whole person care, CenCal Health has elected to transition the Behavioral Health benefit in-house effective January 1, 2022.

Any provider that would like to participate as an in-network Behavioral Health provider should contact Provider Services at psrgroup@cencalhealth.org or (805) 562-1676 to begin contracting with CenCal Health.

More information on the transition of this benefit will be coming soon!

SAVE THE DATE!

Quality Care Incentive Program Redesign Training

CenCal Health is currently developing a new pay for performance program, which will now be called the 'Quality Care Incentive Program.' This will allow our Primary Care Providers to focus their attention on one quality improvement incentive program instead of the many programs CenCal Health currently has in place. The new program will launch in **March 2022**.

We invite you to join us for a free virtual training to learn about basic program components, measures included in the program, and financial incentive details.

All capitated PCPs and their quality improvement staff including but not limited to PCP billing/finance staff should attend this training event on Wednesday, February 17, 2022.

To learn more, or to register for this upcoming event please go to cencalhealth.org/providers/provider-training-resources/

Join your Colleagues— Collaborate with CenCal Health to Increase COVID-19 Vaccine Uptake

As part of CenCal Health's COVID-19 Vaccination Response Plan, we are working with Primary Care Providers to increase COVID-19 vaccination for CenCal Health members through:

- Vaccine clinic days
- Provider toolkits
- Patient Education materials
- Patient outreach support
- Equipment donations

Contact populationhealth@cencalhealth.org if you would like to increase COVID-19 vaccines for patients in your practice.



You can be awarded up to \$10,000 by offering the vaccine in your practice!

The CalVaxGrant application deadline has been extended to Dec. 17, 2021.

For more details, go to phcdocs.org/Programs/CalVaxGrant.

HEALTH PROMOTION

National Diabetes Awareness Month

November is National Diabetes Awareness Month. Take the opportunity to outreach to your patients who have diabetes and encourage them to schedule annually recommended diabetes screenings.

CenCal Health's Diabetes SMART program assists Primary Care Providers with identifying their diabetic population via an interactive tool available on CenCal Health's secure Provider portal. The Diabetes SMART portal screen can be used to identify your patients with diabetes and pinpoint the clinical services they need.

Health education materials for your patients with diabetes can be located on the CenCal Health website at cencalhealth.org/health-and-wellness/.

Provider Trainings

CenCal Health conducts educational Provider Training courses on a variety of subjects for all provider types, which are designed to enhance the quality of care and services for our members receive. Below are upcoming trainings that you and your staff may be interested in attending.



November & December Events:

- **November 11:** Cultural Competency and Health Literacy Webinar,
- **November 16:** Member Eligibility Webinar
- **November 18:** New Behavioral Health Provider Orientation
- **December 7:** CenCal Health & ChildNet Valley Children's Symposium
- **December 14:** Mental Health Provider Clinical Support Training
- **December 15:** ABA Provider Clinical Support Training
- **And More!**

We also have our Training Library that includes micro learning videos on a wide variety of topics. To learn more, or to register for these upcoming events please go to cencalhealth.org/providers/provider-training-resources/

CLAIMS CORNER

NDC Billing Guidelines and PAD Edits:

CenCal Health validates that encounters submitted for Physician Administered Drugs (PADs) contain both a HCPCS code and a National Drug Code (NDC). PAD encounters that do not include both the HCPCS code and a valid NDC will be denied. Additionally, NDCs must coincide with the FDA NDC list for the respective administered drug and be 11 numeric digits.

Physicians' offices, hospital outpatient departments and outpatient clinics who serve patients who are dual-eligible for Medi-Cal and Medicare should include NDCs and corresponding quantity amounts on crossover for PADs.

Provider must bill according to the physician-administered drug policy, which can be found in the Physician-Administered Drugs – NDC section of the Medi-Cal manual.

- **For claims billed on CMS-1500, please see this link for complete instructions:**
<https://files.medi-cal.ca.gov/pubsdoco/publications/masters-mtp/part2/physicianndccms.pdf>
- **For claims billed on UB-04, please see this link for complete instructions:**
<https://files.medi-cal.ca.gov/pubsdoco/publications/masters-mtp/part2/physicianndcub.pdf>
- **Most recent NDC FAQ for your reference:**
https://files.medi-cal.ca.gov/pubsdoco/ndc/ndc_faqs.aspx

Important Tips:

- Valid NDC format is 11-digits
- Billing the correct NDC "Unit of Measure", Qualifier and Quantity is required (see article for instructions)
- PAD codes billed with NDCs that are "inactive" (obsolete) for more than 30 months, will be denied.





CenCal Health's Board of Directors

On January 1, 2022, there will be two (2) vacancies on the Board of Directors of CenCal Health that the public may directly apply for. The positions to be filled are as follows: i) Consumer Classification Community Business and ii) Consumer Classification-Medi-Cal or Medicare Recipient-SLO County. **The term length will be for two (2) years beginning January 1, 2022 through December 31, 2023.**

If you meet the qualifications and are interested in serving, please call or email Paula Bottiani, Clerk of the Board of CenCal Health at (805) 562-1020 or pbottiani@cencalhealth.org. Ms. Bottiani will be happy to discuss your interest, answer any questions you may have, and send you an application form. All appointments to the Board are made by the County Boards of Supervisors. Since these appointments must be made prior to January 1st please contact us as soon as possible.

CenCal Health's Provider Satisfaction Survey

It's time! This survey is conducted annually, and it's a great opportunity for our providers to let us know how we are doing. Subjects include provider trainings, Health Promotion materials, and Claims services.

Complete the survey before December 1st and be entered to win 1 of 3 \$100 Grubhub gift cards for your office.



Go to cencalhealth.org/providers/ to fill out our survey today!

Coming Soon! New Online Portal Claim Forms

We are excited to announce the launch of our new Claim Entry Forms within the Provider Portal Restricted site. The new forms will require member validation for security, and the consolidation of the CMS- 1500, and UB04 online forms into one user friendly platform. The new Claims Entry Module will have one main dashboard within the home screen so staff can view claims status quickly and efficiently.

CenCal Health's Claims Customer Service Team will be creating video tutorials so you know how to utilize this new platform soon! Also, keep an eye out for our Claims Training Webinar scheduled to take place in December. Early registration is available online at cencalhealth.org/providers/provider-training-resources/.

Synagis® Pharmacy Update: Respiratory Syncytial Virus (RSV) Season

CenCal Health would like to assist our members and providers in preparation for the upcoming RSV season. The Synagis® prophylaxis season will begin November 1, 2021 and run through March 31, 2022. CenCal Health's Pharmacy Benefit Manager, MedImpact, will begin accepting Pharmacy Prior Authorizations/Medical Request Forms (MRFs) on October 15, 2021 for initial Synagis® administration on or after November 1, 2021. Synagis® is available from CenCal Health's Specialty Pharmacy vendor, Optum Specialty Pharmacy.

Consistent with the CDPH advisory and the American Academy of Pediatrics recent interim guidance, potential off-season requests will be considered thru CenCal Health's palivizumab (Synagis®) prior authorization process.

Synagis® Enrollment forms and FAQ document are available on the CenCal Health website at: cencalhealth.org/providers/pharmacy/ For any questions, please reach out directly to the CenCal Health Pharmacy Department at (800) 421-2560 ext. 1080.

Monthly Provider Bulletin

November 2021

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



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Medi-Cal Rx Transition — Effective January 1, 2022

Effective January 1, 2022, CenCal Health Pharmacy Benefits will transition to Medi-Cal Rx. Medi-Cal Rx is the transition of all administrative services related to Medi-Cal pharmacy benefits billed on pharmacy claims from the existing intermediaries to the new Medi-Cal Rx vendor, Magellan Medicaid Administration, Inc. (MMA). Medi-Cal Rx will include all pharmacy services billed as a pharmacy claim, including but not limited to:

- Outpatient drugs (prescription and over-the-counter), including Physician-Administered Drugs (PADs)
- Enteral nutrition products
- Medical supplies

Medi-Cal Rx will not include pharmacy services billed as a medical (professional) or institutional claim.

Register for the Medi-Cal Rx Web Portal today!

As a prescribing Medi-Cal provider, registration for the Medi-Cal Rx Web Portal will be required to take training, and have access to the tools and resources available in the Medi-Cal Rx secure portal on **January 1, 2022**.

Ordering, Referring, and Prescribing (ORP) providers who are not yet enrolled, as a Medi-Cal provider in the Department of Health Care Services (DHCS) Provider Application and Validation for Enrollment (PAVE) system are encouraged to enroll. Register for the Medi-Cal Rx Provider Portal by visiting: <https://medi-calrx.dhcs.ca.gov/provider/>

The Department of Health Care Services (DHCS) and MMA continue to update the Medi-Cal Rx website with additional tools, resources, and reference material leading up to the transition date of January 1, 2022. For the latest web portal registration information, bulletins, and news visit: <https://medi-calrx.dhcs.ca.gov/provider/pharmacy-news>

To learn more about this transition, please watch the Medi-Cal Rx & Magellan Health Transition Prescriber Training video online at cencalhealth.org/providers/pharmacy/