

PROVIDER BULLETIN

A PUBLICATION FOR OUR PROVIDERS FROM CENCAL HEALTH

VOL. 29 NO. 10 • OCTOBER 2019



IN THIS ISSUE:

PROVIDER NEWS

- Upcoming DHCS Audit – PCP Site Visits Expected
- Enhanced Provider Portal Coming this Month!
- Sign Up to Receive the Provider Bulletin in Your In-Box
- Look for New CenCal Health ID Cards

HEALTH PROMOTION UPDATE

- Healthwise: An Easy Way to Connect Patients to Health Education Information

CLAIMS CORNER

- Crossover Claims Update

CLINICAL CORNER

- Depression Screenings: Important and Reimbursable
- CenCal Health Physicians Secure High HEDIS® Results Again!

PHARMACY UPDATE

- Prepare Your Patients for Flu Season
- How to Order Synagis® for the Upcoming RSV Season
- Formulary Updates

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

Upcoming Department of Health Care Services (DHCS) Audit — PCP Site Visits Expected



PCPs may be contacted by the DHCS to schedule an onsite visit in November. The DHCS will conduct a routine medical audit of CenCal Health from November 4, 2019, through November 15, 2019. The audit will evaluate CenCal Health's compliance with the DHCS contract and state regulations. The state regulations that will be evaluated include utilization management, continuity of care, availability and accessibility, member rights, quality management, and administrative and organizational capacity. In addition, site visits of selected PCP offices in the CenCal Health provider network will be conducted to review medical records for specific members. DHCS nurse evaluators will collect copies of the medical records and conduct brief interviews with providers and/or staff regarding the coordination of care.

Please be aware that the DHCS, as a health oversight agency conducting activities necessary for appropriate oversight of government benefit programs, has the authority to review confidential information concerning CenCal Health members. See Title 45, Code of Federal Regulations, Subpart E, Sections 164.512, 164.506, and 164.512(d). We have been advised that the DHCS audit team has signed confidentiality agreements and may conduct record reviews and staff interviews in accordance with HIPAA rules and regulations.

For questions, please contact Sheila Thompson, Provider Services Quality and Credentialing Manager, at (805) 562-1676 or sthompson@cencalhealth.org.

WEBSITE NEWS

Enhanced Provider Portal Coming This Month!

On Monday, October 14, 2019, CenCal Health will publish the new updates to the Provider Portal. The updated pages include the Coordination of Care, Member Eligibility & Batch Eligibility, Diabetes SMART entry site, Share of Cost, and Security. Please reference the Provider Training & Resources site, and view our past webinars demonstrating these new screens! cencalhealth.org/providers/provider-training-resources

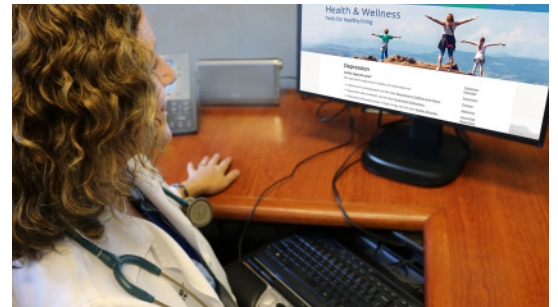
If your office needs additional training, please contact the Provider Services Department at (805) 562-1676.

HEALTH PROMOTION UPDATE

Healthwise: An Easy Way to Connect Patients to Health Education Information

Healthwise is a comprehensive and interactive health education library and toolset available to members, providers, and the community directly on the CenCal Health website. This library has decision-making tools, videos, and thousands of health education articles about:

- Managing Chronic Medical Conditions
- Healthy Lifestyle Habits
- Symptom Checkers
- Treatment Guidance



The Healthwise educational content is user-tested, evidence-based, and clinically accurate. It's also patient-friendly; written in plain language and available in both English and Spanish. Check out the library on CenCal Health's Health & Wellness page. cencalhealth.org/health-and-wellness

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

CLAIMS CORNER

Crossover Claims Update

CenCal Health began processing crossover claims directly received from the Benefits Coordination & Recovery Center (BCRC), the contracted partner with the Centers for Medicare & Medicaid Services (CMS), on August 22, 2019. To eliminate the various duplicate crossover claims that CenCal Health is receiving, effective January 1, 2020, any crossover claims received via paper and claims submitted by clearing houses will be rejected by CenCal Health. Please work with your billing departments and clearing houses to discontinue sending crossover claims to CenCal Health in an effort to avoid rejected claims.

For more information, please visit the Claims section of the CenCal Health website or contact the Claims Department at (805) 562-1083. cencalhealth.org/providers/claims

CLINICAL CORNER

CenCal Health Physicians Secure High HEDIS®¹ Results Again!

CenCal Health would like to thank providers for their support during the HEDIS® 2019 Quality of Care Compliance Audit™², which evaluated effectiveness of care, access and availability, and other important aspects of care and service.



Overall, CenCal Health's provider network rated among the best 5% of Medicaid plans nationally for seven aspects of care, and in the top 10% for an additional seven. This year's results mark another great performance by providers, who work diligently to ensure members receive vitally important preventive and clinical services.

Findings:

- Both Santa Barbara and San Luis Obispo surpassed high performance levels for:
 - o A1c Poor Control (>9.0%), A1c Control (<8.0%), Retinal Eye Exams, Counseling for Nutrition and Physical Activity for Children and Adolescents, and Timeliness of Prenatal Care
- In Santa Barbara County, high performance levels were also achieved for:
 - o Adolescent Immunizations (Tdap, HPV, Meningococcal) and Timeliness of Postpartum Care
- The following measure was below the minimum performance level:
 - o Annual Monitoring for Patients on Persistent Medications

Detailed practice-specific HEDIS® 2019 results can be requested by calling Lauren Geeb, MBA, Quality Measurement Manager, at (805) 562-1623, and additional CenCal Health results are available at cencalhealth.org/providers/quality-of-care/hedis

Depression Screenings: Important and Reimbursable

October is National Depression and Mental Health Screening Month. It is a great reminder to screen your patients, ages 12 and older, for clinical depression at least once a year using a standard, age-appropriate tool. Those who have a positive screening should also receive follow-up care within 30 days. CenCal Health promotes the use of the PHQ-2 and/or PHQ-9, as well as the Edinburgh Postnatal Depression Scale.

Did you know CenCal Health reimburses for depression screening? For pregnant or post-partum women with a negative screening, you can bill us using G8510 with modifier HD, and for a positive screening, you can use G8431 with modifier HD – include a documented follow-up plan. For all other members, you can bill us using 96127 for a negative screen, or G0444 with modifier KX for a positive screen with a documented follow-up plan.

For more information about depression screening guidelines you can go to:
cencalhealth.org/providers/quality-of-care/clinical-guidelines

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.

¹ HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA). HEDIS is a set of standardized performance measures designed to ensure that purchasers and consumers have the information they need to reliably compare health care quality.

² NCQA HEDIS Compliance Audit™ is a trademark of the National Committee for Quality Assurance (NCQA).



Prepare Your Patients for Flu Season

The flu season is upon us. The Pharmacy Flu Program can help your patients stay healthy this flu season. As part of the pharmacy benefits provided by CenCal Health and MedImpact, our members are eligible to receive the flu vaccine directly from a participating pharmacy in our network. CenCal Health members may choose from a variety of participating pharmacy locations including drug stores, supermarkets, retailers, and independent pharmacies. Members may contact their local pharmacy for vaccination hours and appointment requirements. If providers choose to administer the flu vaccine in their office, they can bill CenCal Health.

If you have questions regarding the Pharmacy Flu Program, please contact the CenCal Health Pharmacy Services Department at (805) 562-1080.

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.

Formulary Updates

CenCal Health has made several changes to our Formulary based on clinical review, provider interest, cost, and utilization analysis. All of the changes represent development and growth of our current Formulary thus giving more choices to the prescribing physician. The changes are represented in summary on the chart below.

Drug	Class	Formulary Status	Additional Information	Drug
Formulary Additions/Deletions				
Levocetirizine 5mg Tablet (Generic Xyzal)	Antihistamines - 2nd Generation	Formulary		8/1/2019
Pregabalin 25mg, 50mg, 75mg, 100mg, 150mg, 200mg, 225mg, and 300mg Capsules (Generic Lyrica)	Seizure Disorder	Formulary: Quantity Limit	Restriction: Removed Step Therapy	9/1/2019
Lidocaine 5% Patches (Generic Lidoderm)	Antipruritics and Local Anesthetics	Formulary: Quantity Limit	Restriction: Quantity limit of #30 patches for a 30 -day supply	9/1/2019
Hyoscyamine 0.125mg Tablet	Upper Gastrointestinal Disorders - Spastic Disease	Formulary: Step Therapy	Restriction: Step Therapy through Dicyclomine 10mg or 20mg capsule	9/1/2019