

PROVIDER BULLETIN

A PUBLICATION FOR OUR PROVIDERS FROM CENCAL HEALTH

VOL. 30 NO. 10 • OCTOBER 2020



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Member Services (877) 814-1861
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PROVIDER NEWS

Business as Unusual during COVID-19

Thank you to all of our providers and their staff who are working diligently to keep our members and community healthy during this unprecedented time.

For the most up-to-date information and links to credible resources, both local and State, please visit cencalhealth.org/providerservicesfaq.

Report Use of Telemedicine Services to CenCal Health

In a recent update from the Department of Health Care Services (DHCS), the State is requiring CenCal Health and alike healthcare plans to collect and report additional details specific to telemedicine services.

If you have not already contacted CenCal Health with your telemedicine plans, please email psrgroup@cencalhealth.org to:

- Confirm intent to continue to provide telemedicine services.
- Provide a list of providers currently practicing with your organization that are available to provide telemedicine services.

Please contact your Provider Services Representative or the Provider Services department at (805) 562-1676 for further details.



Provider Portal Tip: Designate an Administrator

Get the most out of your Provider Portal experience! Designate an office manager or physician in your office to be the 'Physician/Administrator.' This person will be able to assign individual accounts and manage them through the "User Management" restricted section of the portal. For more details, please reference our Administrative User Guide handbook online at cencalhealth.org/providers/provider-portal/.

PIA Fabricated Optical Lenses Covered by CenCal Health

As a result of the changes made to the Optician benefit by DHCS, that went into effect on January 1, 2020, CenCal Health will only cover optical lenses fabricated by The Prison Industry Authority (PIA). Providers will need to establish an account with CAL PIA. To do so, please visit the link below and select New Provider:

optical.pia.ca.gov/pool/login.aspx.

You may also view a list of CenCal Health contracted Opticians participating in PIA, and accept Rx from other providers to dispense glasses, online at cencalhealth.org/providers/search-provider-network/.

If you have recently enrolled into PIA and would like to be on our contracted provider list, please email your Provider Services Representative at psrgroup@cencalhealth.org.

DHCS Awards Funds for ACEs Aware Initiative

DHCS and the Office of the California Surgeon General has awarded grant funds to the Pediatric Resiliency Collaborative and KIDS Network of Santa Barbara County to participate in the Adverse Childhood Experiences (ACEs) Aware initiative. Funding will be utilized to design and implement training and educational activities for providers and organizations that service CenCal Health beneficiaries.

To learn more about ACEs training and resources, visit the links below:

- acesconnection.com/g/santa-barbara-county-aces-connection
- acesaware.org/
- cottagehealth.org/about/newsroom/2020/pediatric-resiliency-collaborative-community-partner-grants/

View Our Online Provider Training Library

Our online content library includes micro-learning videos on a wide range of topics and materials. These training resources focus on supporting provider staff to enhance the quality of care our members receive. Stay informed about upcoming trainings and view resources from past trainings events within the Training Library at cencalhealth.org/providers/provider-training-resources/.



HEALTH PROMOTION UPDATE

Help Teens Quit Vaping with CenCal Health's Teen-Informed PSA

CenCal Health created a teen-informed PSA, Know More: Vaping, that addresses the common risks associated with vaping. The PSA – developed in both in English and Spanish – is now **available for use by any healthcare provider or community agency!** View it online at bit.ly/CenCalVape (for English) and bit.ly/CenCalVapeo (for Spanish).

The PSA is also being distributed via social media, community partners, paid advertisements, healthcare providers, and more. Feel free to share, post, stream, or utilize Know More: Vaping in any way you like—the goal is to get the message out to as many teens as possible.

For more information about Know More: Vaping, the research process, or resources for teens to quit vaping, contact healthed@cencalhealth.org.

PHARMACY UPDATES

Sign Up for Medi-Cal Rx Program Updates

Effective January 1, 2021, Medi-Cal pharmacy benefits will transition from plans like CenCal Health back to the State. As a result, the State has contracted with Magellan to administer the pharmacy benefit. The State believes this change will save the state \$393 million by 2021.

In preparation, the DHCS has published a high-level provider training schedule and a provider communication schedule on their website. If providers or other stakeholders are interested in receiving program updates, they can enroll directly at <https://mcrxsspages.dhcs.ca.gov/Medi-CalRxDHCSgov-Subscription-Sign-Up>.

Reminder: PAD Encounters Require Both HCPCS Codes and a Valid NDC

Effective retroactively for dates of service on or after July 1, 2019, DHCS validates that a National Drug Code (NDC) accompanies Healthcare Common Procedure Coding System (HCPCS) associated with Physician Administered Drugs (PADs) services/encounters. Encounters reporting PADs are required to include both a HCPCS code and a valid NDC. PAD encounters that do not include both the HCPCS code and a valid NDC will be denied.

If you have any questions, please contact our Claims department at (805) 562-1083.



PHARMACY UPDATES

Are You Ready for RSV Season?

Are you and your patients ready for the upcoming RSV season? In conjunction with DHCS' Children's Medical Services Network, the Synagis® prophylaxis season will begin November 1, 2020, and run through March 31, 2021. CenCal Health is accepting Medical Request Forms (MRFs) beginning October 15, for initial administration beginning November 1. Synagis® is available from CenCal Health's Specialty Pharmacy vendor, Diplomat Specialty Pharmacy. You may obtain order forms through CenCal Health's website or by contacting Diplomat Specialty Pharmacy directly at (877) 319-6337.

Reminder: Screen Your Patients for Depression

October is National Depression and Mental Health Screening Month. This is a great reminder to screen your patients, ages 12 and older, for clinical depression using a standard, age-appropriate tool at least once a year. 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.

For more information about depression screening guidelines, please visit: cencalhealth.org/providers/quality-of-care/clinical-guidelines/

Download Our Family Therapy Quick Reference Guide

Family therapy and preventative family therapy services are now available for CenCal Health members. For a complete list of qualifying conditions, please view and download our Family Therapy Quick Reference Guide at cencalhealth.org/providers/behavioral-health/.

To refer clients for family therapy services contact the Holman Group at 1-800-321-2843.

Family Therapy Quick Reference Guide

Program implementation effective date:

- Benefit available starting 7/1/20.
- Available for CenCal Health Primary Medi-Cal & Medi-Cal Fee-for-Service members.

Who may receive the benefit?

ADULTS with a diagnosed mental health condition resulting in mild to moderate impairment or a mental health diagnosis not covered by County Mental Health.

CHILDREN UNDER THE AGE OF 21 who meet at least one of the following criteria:

- Diagnosed with a mental health condition resulting in mild to moderate impairment or a mental health diagnosis not covered by County Mental Health.
- The child has a history of at least one risk factor or the child's parent/guardian has at least one risk factor.
- Children, referred by a medical provider for an assessment of a suspected mental health condition, can receive up to 5 sessions of family therapy from a contracted provider during the assessment period.

FAMILY OF AN INFANT (UNDER 1 YEAR) admitted to a NICU can receive family therapy related to the infant's admission to the NICU.

Who can provide the services?

Services may be provided by:

- Clinical Psychologists, Marriage and Family Therapists, Clinical Social Workers, or Clinical Counselors contracted with The Holman Group, or
- Mental health providers at a CenCal Health-contracted medical practice.

How are members referred?

- Refer members to The Holman Group at (800) 321-2843 or to a mental health provider at a CenCal Health contracted medical practice.
- Members who are receiving mental health services from County Mental Health are not eligible for these benefits.

Where can the services be provided?

Services may be provided at an office, home, outpatient hospital, community mental health center, comprehensive rehabilitation facility, public health clinic, or rural health clinic.

What is considered a risk factor to qualify for preventative family therapy?

Child has a history of at least one of the following risk factors:

- Separation from a parent/guardian due to incarceration or immigration.
- Death of a parent/guardian.
- Foster home placement.
- CCS-eligible condition.
- Food insecurity/housing instability.
- Exposure to domestic violence or other traumatic events.
- Maltreatment.
- Severe and persistent bullying.
- Experience of discrimination based on race, ethnicity, gender identity, sexual orientation, religion, learning differences, or disability.

Child has a parent/guardian with at least one of the following risk factors:

- Serious illness or disability.
- History of incarceration.
- Mental health disorder.
- Substance abuse disorder.
- History of domestic violence or interpersonal violence.
- Teen parent.



**CenCal
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*Monthly
Provider Bulletin
October 2020*

Beginning 1/1/21: CenCal Health to Prefer Select Biosimilar Products

Effective **January 1, 2021**, CenCal Health will prefer select biosimilar products over their reference products. This determination is consistent with the enabling statute of the Medi-Cal program found in title 22 around the provision of the lowest cost medically necessary service as well as the unanimous adoption by the network physicians and pharmacists at the August 2020 CenCal Health Pharmacy & Therapeutics Committee meeting.

CenCal Health's preferred biosimilars will be for the following physician administered drugs:

Procedure Code	Drug Description
Preferred Biosimilar Q5107 Q5118 Non-Preferred Reference Product J9035	INJECTION, BEVACIZUMAB-AWWB, BIOSIMILAR (MVASI), 10 MG INJECTION, BEVACIZUMAB-BVZR, BIOSIMILAR, (ZIRABEV), 10 MG INJECTION, BEVACIZUMAB, (AVASTIN, IMURON), 10mg
Preferred Biosimilar Q5117 Q5116 Non-Preferred Reference Product J9355	INJECTION, TRASTUZUMAB-ANNS, BIOSIMILAR, (KANJINTI), 10 MG INJECTION, TRASTUZUMAB-QYYP, BIOSIMILAR, (TRAZIMERA), 10 MG INJECTION, TRASTUZUMAB, (HERCEPTIN), 10MG

All affected codes will remain as TAR required, but the preferred biosimilar products must be tried and failed before consideration of coverage of the reference product. The biosimilar products are not interchangeable with the reference product, and will require new orders. Biosimilar products are highly similar, and have no clinically meaningful differences from an existing FDA-approved reference product.

If you have questions or need additional information, please contact CenCal Health Pharmacy department at (805) 562-1080.