

Provider Portal Coordination of Care

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INTRODUCTION

Welcome to the CenCal Health Website www.cencalhealth.org . The Website contains many interactive capabilities such as checking member eligibility, request pre-authorizations, claims billing and report capabilities.

This document contains step-by-step instructions on how to access CenCal Health's interactive portal for Providers, Administrators and Staff. Websites are not static documents they are updated and changed constantly to meet the needs of users, to improve functionality, and to meet nationally recognized standards and regulations in healthcare.

MEMBER ELIGIBILITY & IDENTIFICATION

CenCal Health does NOT determine eligibility and a member's eligibility with CenCal Health can change. Medi-Cal members receive a permanent plastic identification card called a Benefits Identification Card or "BIC" and a CenCal Health Insurance card.



GROUP PLAN IDENTIFICATION KEY

110 Santa Barbara Health Initiative (SBHI) Medi-Cal
 1120 San Luis Obispo Health Initiative (SLOHI) Medi-Cal

These card must be used for identification purposes but does not provide proof of eligibility. These cards are issued only once and reissued only when information on the card has changed.

FOR PROVIDERS

There are many ways to access our Provider Portal once you select 'Providers' icon.



POVIDER PORTAL (RESTRICTED)

New User Account Access

This area is "restricted" to authorized users only. New In-Network contracted providers will receive a username and password after they have contacted CenCal Health. For questions on this portal or account access, contact the Web Master at webmaster@cencalhealth.org.

Please appoint a 'Physician/Administrator' for your office as this staff member will manage all user access to the portal and will be responsible for setting your office staff accounts through this portal.

CenCal Health encourages all individual user accounts to be secure and not used by multiple users. CenCal Health will not be held responsible for any erroneous use of a provider user account.

User Account Information Requirements:

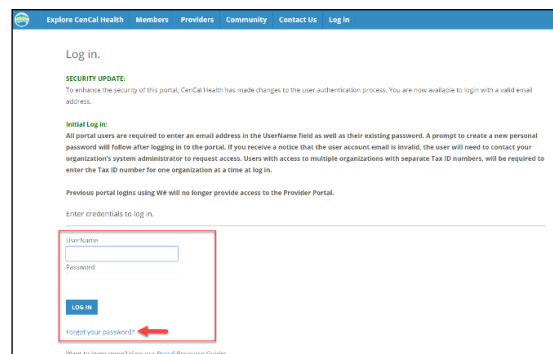
- Provider/Organizations Name
- Tax Identification Number
- National Provider Identifier (NPI)
- Physician/Administrator E-mail address (preferred, organizational email address)
- Point of Contact

Portal Log In

Once you click on the  icon, you will see the following screen:

First Time Login:

All individual accounts are created by your 'Physician/Administrator' User within your practice. After your account is created, the individual User will login with their email address as their Username, and a temporary password will be provided. The system will prompt the user to create their own individual password.



Password Change Policy:

The system will prompt each User to change their password after 180 days of entry.

Password Entry Error or Password Assistance:

If you enter your information after (3) three invalid attempts, the system will lock your account. Your 'Physician/Administrator' can also 'Unlock' your account or provide assistance on creating new accounts.

Forgot your Password?

All Users can reset their password through the 'Forgot your password?' function and the system auto assign a temporary password for access.

Automatic Deactivation Policy:

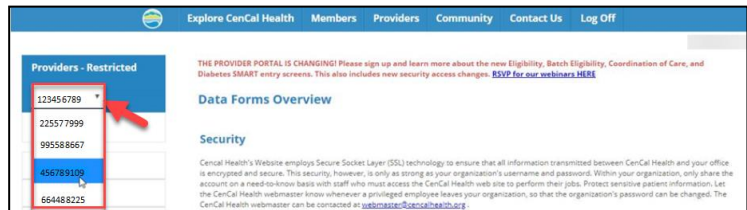
CenCal Health will automatically deactivate all User accounts if no activity of the portal is utilized after 90days. It is still the responsibility of the Administrative User to deactivate accounts if staff no longer work for your practice.

User Screen Role Access:

All interactive features are listed along the left column of the page and are specific to each 'User Role' (i.e. if you submit claims you should see the 'Claims Entry'). Please contact your 'Physician/Administrator' within your organization if you need access to specific roles so you can have them added to your interactive tab.

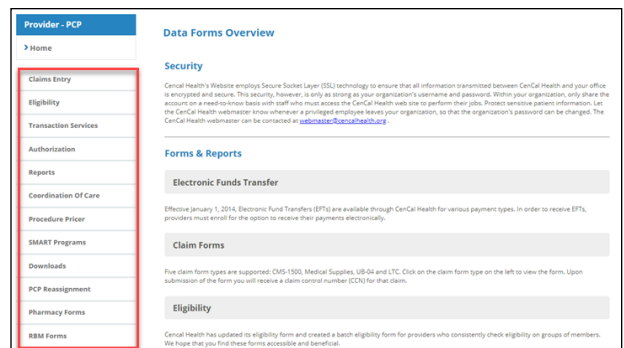
Multi-User Access:

Users could have 'multi-user' access for more than one group (i.e. third party billers that have access to more than one IRS#). In this instance, the User will be able to toggle to each specific IRS# they are assigned to by clicking the IRS drop down box.



DATA FORMS OVERVIEW HOME PAGE

The screen above indicates all active forms available on the portal. Please contact your Physician/Administrator should you need access to any of the above screens. The details provided below contain step-by-step instructions on how to access CenCal Health's interactive portal.



COORDINATION OF CARE



This is an online tool for Primary Care Providers to review their practice and manage the care their members are receiving.

Each report is grouped with appropriate member data and allow for individual 360 member information upon clicking on individual Member ID#.



Indicate your provider number and Month/Year in which you would like your practice reports to appear.

Practice Summary

The cover screen will automatically start with the  tab.

Current Case Load Distribution & Past Three Month Trends

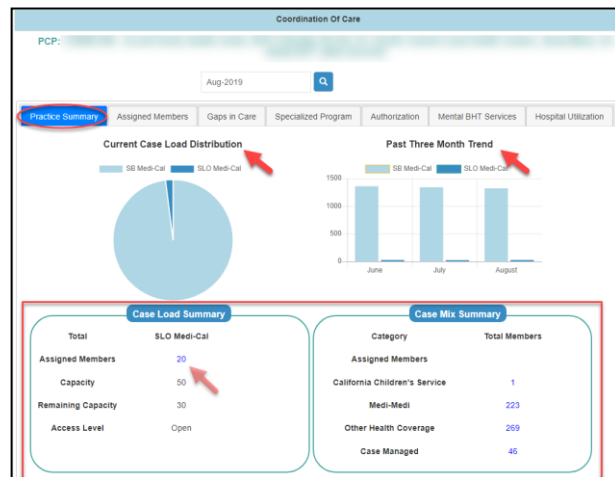
Here you can see how many members your practice has under the SB Medi-Cal & SLO Medi-Cal program, and the past three month trends under each program assigned to your practice.

Case Load Summary

Assigned Members: Indicates the quantity of assigned members, under each plan ID (SB Medi-Cal, and SLO Medi-Cal) assigned to your practice within that date range.

Capacity: Indicates the total amount of members, under each plan ID (SB Medi-Cal, and SLO Medi-Cal), you want to manage within that date range.


Remaining Capacity: Indicates how many additional members your practice can add to your capacity list.



Access Level: EPO (Established Patients Only) & Auto Assign, under each plan ID (SB Medi-Cal, and SLO Medi-Cal) assigned to your practice within that date range.

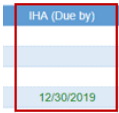
Case Mix Summary

This box indicates a total amount of members the practice is assigned to, in the California Children's Services (CCS) program, Medi-Medi members, have Other Health Coverage, and are under Case Management.

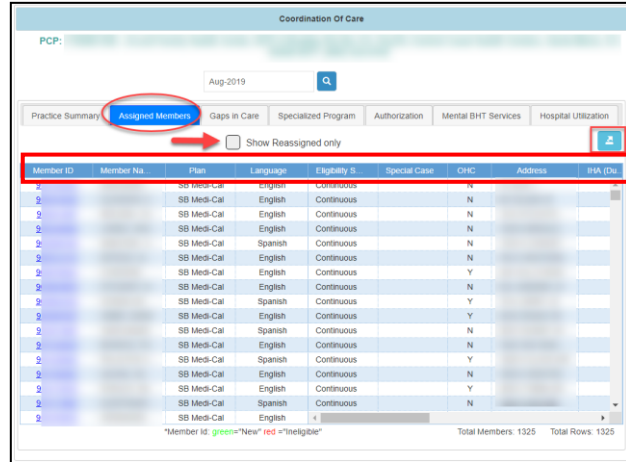
- ❖ **Helpful Tip:** You can click additional Member Assigned details if a number on this screen is indicated in blue.
- ❖ **Helpful Top:** The additional tabs below allows the user to export to CSV report by clicking on  icon

Assigned Members


Displays all of your assigned members with 'Continuous' care, 'New' assigned members in green. This report also identifies which members are due for their IHA visits.



Click on the 'Show Reassigned only' button for a list of members that are no longer assigned to your practice and to see a list of ineligible members indicated in red.

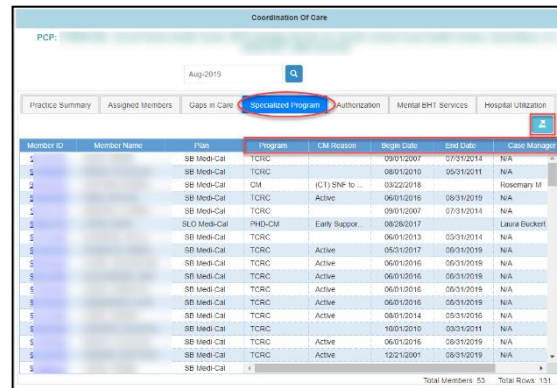


Member ID	Member No.	Plan	Language	Enrollment	Special Case	CHC	Address	IHA (Due)
2		SB Medi-Cal	English	Continuous		N		
2		SB Medi-Cal	English	Continuous		N		
2		SB Medi-Cal	English	Continuous		N		
2		SB Medi-Cal	Spanish	Continuous		N		
2		SB Medi-Cal	English	Continuous		N		
2		SB Medi-Cal	English	Continuous		Y		
2		SB Medi-Cal	English	Continuous		N		
2		SB Medi-Cal	Spanish	Continuous		Y		
2		SB Medi-Cal	English	Continuous		N		
2		SB Medi-Cal	Spanish	Continuous		N		
2		SB Medi-Cal	Spanish	Continuous		Y		
2		SB Medi-Cal	English	Continuous		N		
2		SB Medi-Cal	Spanish	Continuous		Y		
2		SB Medi-Cal	English	Continuous		N		
2		SB Medi-Cal	Spanish	Continuous		N		
2		SB Medi-Cal	English	Continuous		N		

All columns can be filtered per your needs, and export to a csv download by clicking on the  icon.

Specialized Program

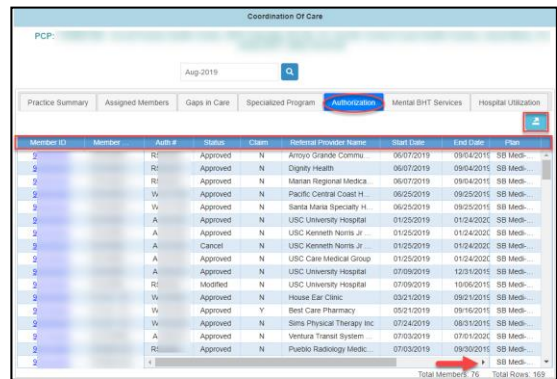
The purpose of this tab is to view all members assigned to them and see which program the member is case Managed under. The report indicates the CM Reason, Begin Date, End Date, and Case Manager Name.



Member ID	Member Name	Plan	Program	CM Reason	Begin Date	End Date	Case Manager
2		SB Medi-Cal	TCRC		09/12/07	01/31/2014	N/A
2		SB Medi-Cal	TCRC		08/31/2015	05/31/2011	N/A
2		SB Medi-Cal	CM	(C1) SNF to ...	09/22/2015		Rosemary M
2		SB Medi-Cal	TCRC	Active	06/01/2016	08/31/2019	N/A
2		SB Medi-Cal	TCRC		08/12/07	07/31/2014	N/A
2		SLO Medi-Cal	PMB-CM	Early Suppl.	08/29/2017		Laura Buckert
2		SB Medi-Cal	TCRC		06/01/2013	05/31/2014	N/A
2		SB Medi-Cal	TCRC	Active	05/31/2017	05/31/2019	N/A
2		SB Medi-Cal	TCRC	Active	06/01/2016	05/31/2019	N/A
2		SB Medi-Cal	TCRC	Active	06/01/2016	05/31/2019	N/A
2		SB Medi-Cal	TCRC	Active	06/01/2016	05/31/2019	N/A
2		SB Medi-Cal	TCRC	Active	06/01/2016	05/31/2019	N/A
2		SB Medi-Cal	TCRC	Active	06/01/2016	05/31/2019	N/A
2		SB Medi-Cal	TCRC	Active	06/01/2016	05/31/2019	N/A
2		SB Medi-Cal	TCRC	Active	06/01/2016	05/31/2019	N/A
2		SB Medi-Cal	TCRC	Active	12/21/2001	05/31/2019	N/A
2		SB Medi-Cal					

Authorization Utilization

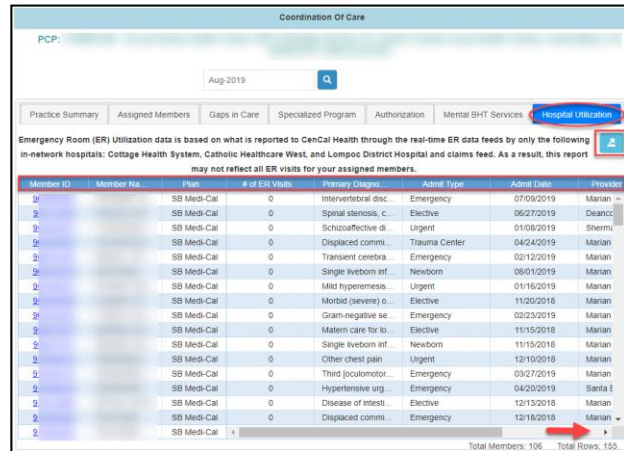
Purpose is to allow Primary Care Physicians (PCP) to manage their assigned member's referral visit and check the status of each authorization, and provide follow-up care as needed. 'Visit Complete' is pulled from claims data received by CenCal Health.



Member ID	Member	Auth #	Status	Claim	Referral Provider Name	Start Date	End Date	Plan
2		RI	Approved	N	Amigo Grande Commu	06/07/2019	09/30/2019	SB Medi...
2		RI	Approved	N	Dignity Health	06/07/2019	09/30/2019	SB Medi...
2		RI	Approved	N	Marina Regional Medica	06/07/2019	09/30/2019	SB Medi...
2		W	Approved	N	Pacific Central Coast H	06/25/2019	09/25/2019	SB Medi...
2		W	Approved	N	Santa Maria Specialty H	06/25/2019	09/25/2019	SB Medi...
2		A	Approved	N	USC University Hospital	01/25/2019	01/24/2020	SB Medi...
2		A	Approved	N	USC Kenneth Norris Jr	01/25/2019	01/24/2020	SB Medi...
2		A	Cancel	N	USC Kenneth Norris Jr	01/25/2019	01/24/2020	SB Medi...
2		A	Approved	N	USC Care Medical Group	01/25/2019	01/24/2020	SB Medi...
2		A	Approved	N	USC University Hospital	07/09/2019	12/31/2019	SB Medi...
2		RI	Modified	N	USC University Hospital	07/09/2019	10/06/2019	SB Medi...
2		W	Approved	N	House Ear Clinic	03/21/2019	09/21/2019	SB Medi...
2		W	Approved	Y	Best Care Pharmacy	03/21/2019	09/16/2019	SB Medi...
2		W	Approved	N	Sims Physical Therapy Inc	07/24/2019	08/31/2019	SB Medi...
2		A	Approved	N	Ventura Transit System	07/03/2019	07/01/2020	SB Medi...
2		RI	Approved	N	Pueblo Radiology Medic...	07/03/2019	09/30/2019	SB Medi...
2								

Hospital Utilization

Emergency Room (ER) Utilization data is based on what is reported to CenCal Health through the real-time ER data feeds by only the following in-network hospitals: Cottage Health System, Catholic Healthcare West, and Lompoc District Hospital and claims feed. As a result, this report may not reflect all ER visits for your assigned members.



Member ID	Member No.	Age	# of ER Visits	Primary Diagnosis	Admit Type	Admit Date	Provider
91	SB Medi-Cal	0	0	Intervertebral disc	Emergency	07/09/2019	Marian
91	SB Medi-Cal	0	0	Spinal stenosis, c.	Elective	06/27/2019	Deancc
91	SB Medi-Cal	0	0	Schizoaffective di.	Urgent	01/08/2019	Shermi
91	SB Medi-Cal	0	0	Displaced commi.	Trauma Center	04/24/2019	Marian
91	SB Medi-Cal	0	0	Transient cerebra.	Emergency	02/12/2019	Marian
91	SB Medi-Cal	0	0	Single liveborn inf.	Newborn	08/01/2019	Marian
91	SB Medi-Cal	0	0	Mild hyperemesis.	Urgent	01/16/2019	Marian
91	SB Medi-Cal	0	0	Morbid (severe) o.	Elective	11/20/2016	Marian
91	SB Medi-Cal	0	0	Gram-negative se.	Emergency	02/23/2019	Marian
91	SB Medi-Cal	0	0	Matern care for lo.	Elective	11/15/2016	Marian
91	SB Medi-Cal	0	0	Single liveborn inf.	Newborn	11/15/2016	Marian
91	SB Medi-Cal	0	0	Other chest pain	Urgent	12/10/2016	Marian
91	SB Medi-Cal	0	0	Third (oculomotor.	Emergency	03/27/2019	Marian
91	SB Medi-Cal	0	0	Hypertensive urg.	Emergency	04/20/2019	Santa I
91	SB Medi-Cal	0	0	Disease of intesti.	Elective	12/13/2016	Marian
91	SB Medi-Cal	0	0	Displaced commi.	Emergency	12/18/2016	Marian
91	SB Medi-Cal	0	0				

CONTACT US

If you need to give access to a separate user that have multiple accounts with other provider groups (e.i. Billers that bill for multiple providers), have questions or would like additional training please reference our website at www.cencalhealth.org/providers/provider-portal/ or email CenCal Health's Web Master at webmaster@cencalhealth.org

Behavioral Health Department (805) 562-1600

- Behavioral Health Treatment (ABA) & Mental Health Treatment Inquiries
- Member Case Management

Claims Department (805) 562-1083

- Claims Customer Service Support
- Claims & Billing Training
- Claims Grievances and Appeals

Provider Services Department (805) 562-1676

- Provider Portal Technical Issues
- Provider Practice Changes
- Contract & Credentialing Inquiries
- New Provider Orientation & Portal Demonstrations
- Provider Training

Pharmacy Services (805) 562-1080

- Medi-Cal Rx Transition
- Medical Pharmacy Management
- Drug Utilization Review
- Pain Management Resources

Medical Management (805) 562-1082

- Radiology Benefit Manager (Care to Care) Inquiries
- Adult & Pediatric Authorization Questions
- Authorization Questions

Member Services (877) 814-1861

- Member related inquiries