

## Provider Portal PCP Reassignment Requests

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### INTRODUCTION

Welcome to the CenCal Health Website [www.cencalhealth.org](http://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](mailto: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:

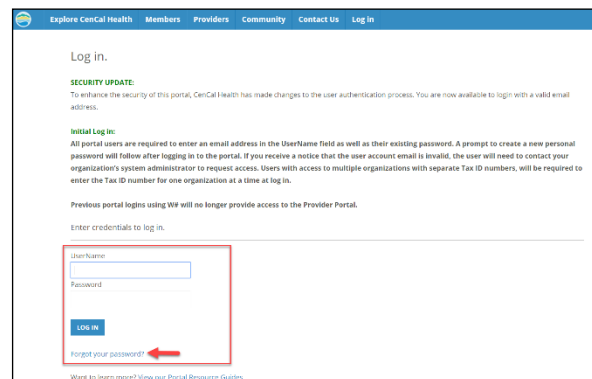
- Provider/Organizations Name
- Tax Identification Number
- National Provider Identifier (NPI)
- Physician/Administrator E-mail address (preferred, organizational email address)
- Point of Contact

### 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:**

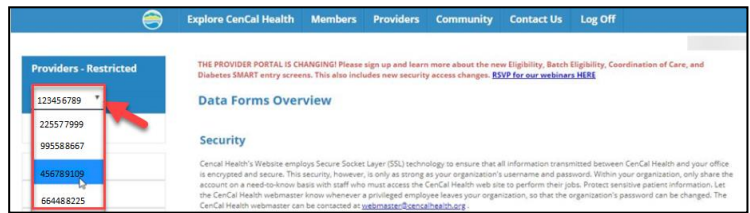
CenCal Health will automatically deactivate all User accounts if no activity of the portal is utilized after 90days. It is still the responsibility of the Administrative User to deactivate accounts if staff no longer work for your practice.

**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.

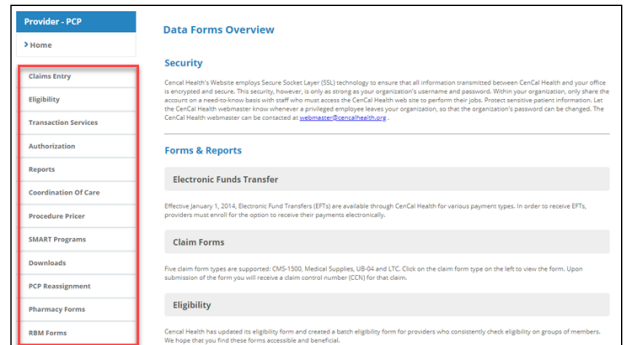
**Multi-User Access:**

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.



**PCP REASSIGNMENT REQUESTS**




On occasion, a Primary Care Physician (PCP) may encounter a situation that warrants a request to have a patient reassigned to a new PCP. Within the home module, PCP's can view submitted cases, Request Dates, Status, and Reason for reassignment.

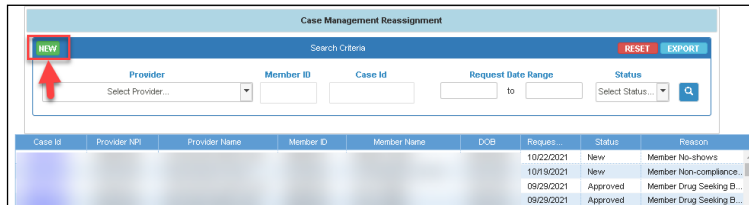
Providers can also filter their search by entering Member ID, Case Id, Request Date Range, and status. Click the  icon to download your search filter to a CSV file.



Case ID	Provider NPI	Provider Name	Member ID	Member Name	DOB	Request	Status	Reason
10/22/2021						New	New	Member No-shows
10/19/2021						New	New	Member Non-compliance
09/29/2021						Approved	Approved	Member Drug Seeking B...
09/29/2021						Approved	Approved	Member Drug Seeking B...

## Submit a New Reassignment Request

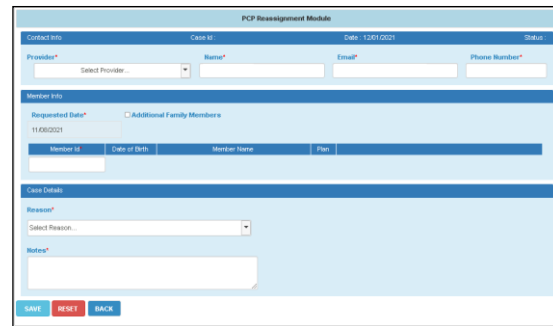
To submit a new request for an assigned member, click the  icon directly on the home screen module.



The form will require point of contact information so CenCal Health can contact you directly if additional details are required.

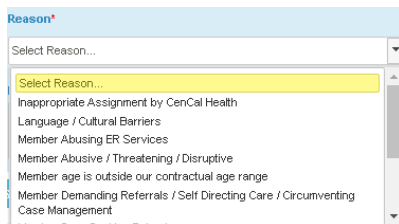
### Member Info

Member ID# is required and the members DOB, Name, and Plan will auto populate on the form. If you have additional family members associated to this member, click  **Additional Family Members** box and please enter their member ID information

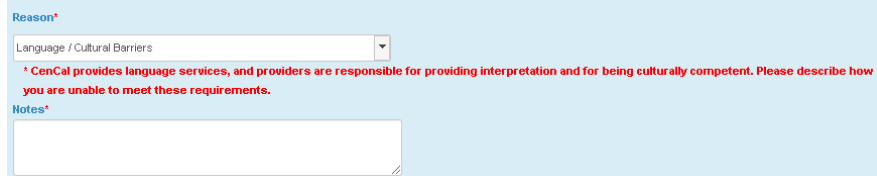


### Case Details

Choose from the list of Reasons as to why you are reassigning this member.



Each reason will require additional details for review and/or additional date requirements.



**Reason\***  
Language / Cultural Barriers

**\* CenCal provides language services, and providers are responsible for providing interpretation and for being culturally competent. Please describe how you are unable to meet these requirements.**

**Notes\***



Click 'Save' to submit your request, 'Reset' to reset the form, or 'Back' to go back to the Member Reassignment home screen module.



Requests will be reviewed by the Provider Services Department and the main point of contact listed on the form may contact you for additional clarification prior to reaching a decision. Requests submitted after the 10th of one month through the 9th of the next month are processed by the cut-off date (9th day of each month at 4pm).

PCPs may return to the website after the request has been processed to verify the status of the request.

The member's new assignment becomes effective the first day of the month following the cut-off date. The PCP who requested the reassignment continues to be responsible for the member's care until the new assignment is in effect.

If you do not have Portal access, please call Provider Services at (805) 562-1677 for further instructions.

## 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/](http://www.cencalhealth.org/providers/provider-portal/) or email CenCal Health's Web Master at [webmaster@cencalhealth.org](mailto: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