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Claims Services (805) 562-1083
Pharmacy Services (805) 562-1080
Health Services (805) 562-1082
Member Services (877) 814-1861
Behavioral Health (805) 562-1600



PROVIDER BULLETIN

A PUBLICATION FOR OUR PROVIDERS FROM CENCAL HEALTH

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Report Your Practice Changes

CenCal Health needs to know about any changes to your availability to accept new CenCal Health members so that our Provider Directory has your most current practice information. We also need to be notified of any updates to your address, phone numbers and email addresses, as well as any providers that are joining or leaving your practice. Having this current information ensures that CenCal Health members are able to navigate receiving the best care possible.

Please reference cencalhealth.org/providers/provider-profile-and-practice-changes/ for resources on how to report your changes to CenCal Health or contact your Provider Services Representative at (805) 562-1676.

Behavioral Health Treatment & Mental Health Updates

**Reminder: CenCal Health
has transitioned the Mental
Health and Behavioral Health
Treatment Benefit from The
Holman Group as of 1/1/2022.**

Please send all Mental Health referrals and Behavioral Health Treatment (ABA) referrals to the Behavioral Health Department via the provider portal by selecting the Behavioral Health RFB or 50-1 Authorization form or sending your paper request via fax (805) 681-3070, secure link:

<https://gateway.cencalhealth.org/form/bh>.

Please direct CenCal Health members to contact CenCal Health's Behavioral Health Department at (805) 562-1600 our team can assist them to find a provider that best fits their needs.

You can find these resources online at:

cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/



Importance of Blood Lead Screening of Young Children

CenCal Health would like to remind our pediatric Providers about the importance of blood lead level testing. For all children in publicly supported programs, including but not limited to Medi-Cal, CHDP, and the Women, Infants, and Children Program, the American Academy of Pediatrics recommends blood lead testing at 12 months of age and then again at 2 years of age. Additionally, if a child has never had a blood lead test before the age of 6 or has likely been exposed to lead, a screening is required.

The Department of Health Care Services requires Providers give a patient's guardian anticipatory guidance including information on harm caused by lead exposure at every preventive health visit. Providers must also document the reason a screening was not completed or refused. **Providers may request a lead screening toolkit from CenCal Health.**

This toolkit includes:

- A "Protocols and Tips for Pediatric Lead Screening" guide
- Patient anticipatory guidance and health education handouts
- Parent opt-out forms
- A brochure holder

For more information on Blood Lead testing please visit:

- cencalhealth.org/providers/care-guidelines/epsdt-services/lead-screening/
- CenCal Health online Provider Manual (Section E.17)
cencalhealth.org/providers/forms-manuals-policies/provider-manual/

For questions about recommended lead exposure screening, contact Population Health at populationhealth@cencalhealth.org.



New Annual Community Report Celebrates Network

In 2021, CenCal Health's membership in both counties grew to 210,248 members, marking an increase of almost 15,000 beneficiaries. Out of 56 contracted Medi-Cal Managed Care entities in California, the health plan ranked #1 in well-child visits for children 15 to 30 months of age in Santa Barbara County, and #3 in overall quality of care in San Luis Obispo County. Nationwide, CenCal Health ranked in the top 5% of Medicaid plans for timeliness of women's postpartum care, in both counties it serves.

CenCal Health's 2021 Community Report emphasizes the important work of its 1,500+ local providers and community partners including Community Health Centers of the Central Coast; Santa Barbara Neighborhood Clinics; Santa Barbara County Public Health Department; senior meal program Meals

Referencing its decades-long history in healthcare on the Central Coast, CenCal Health recently published its annual community report.

That Connect in San Luis Obispo County; and Camp Mariposas, providing pediatric therapies during the summer in both Santa Barbara and Atascadero.

Also featured in the report are several of the innovative healthcare programs that CenCal Health executed due to COVID-19 with the help of network physicians, such as the multi-faceted Vaccine Response Plan. Because the Medi-Cal population participated in COVID-19 vaccination at a lower rate than the general population, special incentives were created and implemented to increase members' protection against COVID-19. Incentives included easy-to-access neighborhood "pop-up" vaccination sites and \$50 gift cards for members who received their first vaccine dose and providers administering the shot.

To learn more, visit Cencal2021.org.

Meet the CenCal Health Provider Relations Team



Cathy Slaughter
Provider Relations Manager

The Provider Relations team maintains a strong commitment to meeting the needs of our Provider Network. We are dedicated to building and retaining strong relationships with our provider partners by offering support when needed. We strive to ensure that providers have positive experiences when working with CenCal Health. **CenCal Health offers a dedicated Provider Services phone line managed by PSRs . Our PSR team can be reached by calling (805) 562-1676 or by email psrgroup@cencalhealth.org**



Dona Lopez
Lead Provider Services Representative

Team leader of the Provider Services Representatives

Addresses complex cases and in depth analysis, while supporting the Provider network.

Provider Trainings and Webinars

Maintains provider material and supporting documents on the CenCal Health website in addition to updating the Provider Manual, and coordinates/hosts Provider Network Training events throughout the year



Elizabeth Ginder
Sr. Provider Services Trainer



Anna Garcia
Provider Services Representative

South & Central Santa Barbara County

Carpinteria, Montecito, Santa Barbara, Goleta, Isla Vista, Lompoc, Solvang, Santa Ynez, Buellton, Los Olivos, Los Alamos

Provider Type: PCP, Specialists, Allied, DME, Hospital

Includes: AIHS, SBNC, Sansum , SYTH, Lompoc Valley Medical Center, UCLA, CHLA and Valley Children's Hospita



Jamie Hughes
Sr. Provider Services Representative

North Santa Barbara County

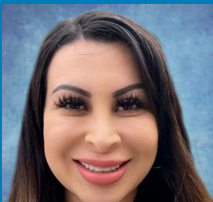
Orcutt , Santa Maria, Guadalupe, & New Cuyama

Provider Type: PCP, Specialists, Allied, DME, Hospital

Includes: SBPHD (County), Dignity Health PCCHC, Urology Associates & VTS



Anna McNeil
Provider Services Representative



Crystal Rivera
Provider Services Representative

San Luis Obispo County

Arroyo Grande, Avila Beach, Grover Beach, Nipomo, Pismo Beach, Cayucos, Los Osos, Morro Bay, San Luis Obispo, Atascadero, Cambria, Paso Robles, Santa Margarita & Templeton

Provider Type: PCP, Specialists, Allied, DME, Hospital

Includes: CHCCC, FCPP, & Ride-on



Viri Carrasco
Provider Services Representative



Valerie Moreno
Provider Network Support Coordinator

Provider Portal & Phone Customer Service Support

Supports the Provider Services main line (805) 562-1676 and email address: ProviderServices@cencalhealth.org, in addition to assisting with inquiries received via the webmaster contact page. They assist with triaging Providers to the correct representative, assisting with CenCal Health Portal User Account Access, and technical issues.



Linda Olivera
Provider Network Support Coordinator

CLAIMS CORNER

Calling all newly contracted Behavioral Health (ABA) Treatment providers and Mental Health Providers: effective March 1st 2022, CenCal Health will be processing claims with 2021 and 2022 Dates of Service.

These claims should be submitted to CenCal Health, not The Holman Group.

Claims can be submitted on the provider portal, electronically, or via paper.

If you need assistance with the portal, or have any questions please feel free to give the Claims Customer Service Representatives a call at (800) 421-2560 ext. 1083 or visit:

cencalhealth.org/providers/claims/new-behavioral-health-integration/

We are here to help!



April 2022 Provider Bulletin



4050 Calle Real
Santa Barbara, Ca 93110

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HEALTH PROMOTION

April is Alcohol Awareness Month

This month, focus on starting conversations with your patients about their alcohol use, for all patients ages 9 and above. Use the Staying Healthy Assessment (SHA) alcohol screening questions; if your patient answers “yes” to the alcohol screening questions on the SHA, expand screening to obtain additional information about your patient’s needs. CenCal Health recommends the use of the AUDIT or AUDIT-C questionnaire for further screening.

If you would like to refer your patient for an alcohol use disorder, you can contact your County’s Alcohol and Drug Program at:

- San Luis Obispo: (800) 838-1381 Fax: (805) 781-1171
- Santa Barbara: (888) 868-1649 Fax: (805) 681-5117

For training materials and resources on alcohol misuse screening, visit our Provider Training Library site:

cencalhealth.org/providers/provider-training-resources/provider-training-library/

More information about Substance Use Services can also be found in the Provider Manual (Section E8) online:

cencalhealth.org/providers/forms-manuals-policies/provider-manual/

