

PROVIDER BULLETIN

A PUBLICATION FOR
OUR PROVIDERS FROM
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PROVIDER NEWS

Medically Tailored Meal services are now available!



To support the California Advancing and Innovating Medi-Cal (CalAIM) initiative, CenCal Health, effective July 1, 2022, now covers Medically Tailored Meal (MTM) services to eligible CenCal Health members! The goal of the MTM service is to enhance or preserve a member's health and overall function as they recover from an acute health condition.

MTM is focused on providing meals specific to a member's medical needs.

To qualify, members must meet the following criteria:

Have one of the following primary or secondary diagnoses:

- Diabetes with an A1c 9 or above
- Congestive Heart Failure: Stage C or D
- Chronic Kidney Disease: Stage 3 and 4
- **AND** two or more inpatient stays in the last 12 months, or
- Two or more emergency departments visits within the previous 12 months, or
- Discharge from a Skilled Nursing Facility within the last 12 months.

The member will receive two meals per day, with 14 meals per week for up to 12 weeks of meals. Our contracted **MTM** providers will cater to members needing dietary support and individual dietary needs such as low sodium or American Diabetes Association (ADA) diet.

How to refer a member:

If a PCP or Specialty Provider identifies a member that would benefit from this service, they can refer the member by submitting a completed 50-1 (TAR) Medical Request form as well as a completed Medically Tailored Meal Referral Form (included and attached to the initial 50-1 TAR request) through CenCal Health's Provider Portal.

For more details on how to refer a member to receive this service, and to watch our video tutorial, please reference the CalAIM section of our website at cencalhealth.org/providers/calaim/

Providers can also contact the Community Supports Department at (805) 562-1698.

Measurement Year 2022 MCAS Quality Measures

The Department of Health Care Services (DHCS) released its updated Managed Care Accountability Set (MCAS) for measurement year (MY) 2022. The MCAS is composed of a subset of quality measures from the National Committee for Quality Assurance (NCQA) and the Centers for Medicare & Medicaid Services (CMS). Medi-Cal managed care plans will report on 39 measures, and Minimum Performance Levels (MPLs) will be established for 15 measures that are priorities for DHCS. Twelve new measures are identified for this reporting period. Additionally, quality measures identified with an asterisk (*) will be stratified by race/ethnicity.

| New in 2022 | # | MEASUREMENT YEAR 2022 MCAS QUALITY MEASURE | HELD TO MPL |
|-------------|----|---|-------------|
| | 1 | Breast Cancer Screening | YES |
| | 2 | Cervical Cancer Screening | YES |
| | 3 | Child and Adolescent Well-Care Visits* | YES |
| | 4 | Childhood Immunizations – Combination 10* | YES |
| | 5 | Chlamydia Screening in Women | YES |
| | 6 | Follow-Up After ED Visit for Mental Illness – 30 days* | YES |
| | 7 | Follow-Up After ED Visit for Substance Abuse – 30 days* | YES |
| X | 8 | Hemoglobin A1c Poor Control (>9%) for Patients with Diabetes* | YES |
| | 9 | Controlling High Blood Pressure* | YES |
| | 10 | Immunizations for Adolescents – Combination 2* | YES |
| X | 11 | Lead Screening in Children | YES |
| | 12 | Timeliness of Postpartum Care* | YES |
| | 13 | Timeliness of Prenatal Care* | YES |
| | 14 | Well-Child Visits in the First 15 Months of Life – 6 or more visits | YES |
| | 15 | Well-Child Visits in the First 30 Months of Life – 15 to 30 Months – 2 or more visits | YES |

For a complete list of the measures, please refer to the Quality of Care section of our website cencalhealth.org/providers/quality-of-care. Once there, click on the Performance Measures drop-down menu. The list can also be obtained by emailing qmgrp@cencalhealth.org.

Initial Health Assessments Due within 120 Days

Primary Care Providers (PCPs) are required to perform an Initial Health Assessment (IHA) for each newly assigned member within 120 days of assignment. CenCal Health members are encouraged to complete an IHA with their PCP in order to assure their health care risks and needs are assessed and met timely.

Each IHA should include:

- A comprehensive physical and mental developmental health history
- A physical exam
- Oral health assessment and dental screening and referral for children
- Assessment of the need for preventive screenings or services
- Identification of high-risk behaviors
- Health education and anticipatory guidance appropriate for the patient's age
- Diagnosis and plan for treatment of any disease
- **"Staying Healthy Assessment"** (SHA) questionnaire; SHA questionnaires and provider instructions can be found on the DHCS website at <https://www.dhcs.ca.gov/formsandpubs/forms/pages/stayinghealthy.aspx>

To assure the completion and documentation of required components addressed during an IHA visit, CenCal Health performs an annual medical record review audit. Findings will be shared and discussed with audited PCPs later this month via IHA Provider Performance Reports.

Contact your newly assigned members for their IHA today! To identify your patients due for an IHA, you can go to CenCal Health's secure provider portal. The list of your patients due for an IHA is located within the Coordination of Care section in the "Assignment" tab. For more information about IHA requirements or about CenCal Health's monitoring process, please contact the Population Health Team at populationhealth@cencalhealth.org.

HEDIS® Measurement Year 2021 Quality of Care Results

CenCal Health would like to thank providers for their support during the HEDIS® Quality of Care Compliance Audit™, which evaluated effectiveness of care, access and availability, and other important aspects of care and service. We appreciate those providers who allowed us remote access and those providers who sent in medical records promptly and accurately. CenCal Health successfully reported to the California Department of Health Care Services (DHCS) regarding care delivered to our members for the period ending December 31, 2021.

CenCal Health is required to meet minimum performance levels (MPLs) for 15 indicators. Although the ongoing COVID-19 pandemic may have had an impact on the outcomes of patient care, our providers continued to show a commitment to quality healthcare for our members. Overall, CenCal Health rated among the top 10% of Medicaid plans for 8 indicators (compared to 6 last year). This year's results showed noticeable improvements from the prior year. There were 2 indicators that did not meet the MPL. See table below for details:

| Above 95th Percentile | Santa Barbara County | San Luis Obispo County |
|--|----------------------|------------------------|
| Timeliness of Postpartum Care | ✓ | ✓ |
| Pediatric BMI Percentile Monitoring for Children/Adolescents | | ✓ |
| Nutritional Counseling for Children/Adolescents | | ✓ |
| Physical Activity Counseling for Children/Adolescents | | ✓ |
| Above 90th Percentile | | |
| Low Rate for HbA1c Poor Control | ✓ | ✓ |
| Adolescent Immunizations (Tdap, HPV, and Meningococcal) | ✓ | |
| Above 75th Percentile | | |
| Controlling High Blood Pressure | | ✓ |
| Timeliness of Prenatal Care | ✓ | ✓ |
| Cervical Cancer Screening | | ✓ |
| Breast Cancer Screening | ✓ | ✓ |
| Child and Adolescent Well-Care Visits | ✓ | |
| Well Child Exams for age 15 months to 30 months (2 or more) | ✓ | |
| Nutritional Counseling for Children/Adolescents | ✓ | |
| Physical Activity Counseling for Children/Adolescents | ✓ | |
| Adolescent Immunizations (Tdap, HPV, and Meningococcal) | | ✓ |
| Childhood Immunizations (4 DTaP, 3 Polio, 1 MMR, 3 Hep B, 3 Hib, 1 Varicella, 4 Pneumococcal, 1 Hep A, 3 Rotavirus, and 2 Influenza) | ✓ | ✓ |
| Areas for Improvement - Worse than 50th Percentile | | |
| Well Child Exams in the First 15 months of Life (6 or more) | ✓ | ✓ |
| Chlamydia Screening in Women | | ✓ |

Member engagement and provider partnerships are essential to achieve improved health outcomes. Detailed practice-specific HEDIS® Measurement Year 2021 results can be requested by contacting Marteen Cao-Galanis, Quality Measurement Specialist, at (805) 562-1609.

The comprehensive Quality of Care performance results reported to DHCS, including those measures for which plans are not held to an MPL, are available at cencalhealth.org/providers/quality-of-care or can be requested by emailing qmgrp@cencalhealth.org.

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.

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³ NCQA HEDIS Compliance Audit™ is a trademark of the National Committee for Quality Assurance (NCQA).

Cultural & Linguistic resources for your practice

CenCal Health values health equity and appreciates the importance of providing services in the language of choice for our membership. We recognize the value of clear communication with your patients and we are committed to assisting you through telephonic, face-to-face, and video remote interpreter services.



Language Access Program Services:

- Interpreter services at medical appointments for spoken languages as well as American Sign Language for Health Plan deaf/hearing impaired members. Telephonic and Video Interpreter Services for spoken language are available on a 24-hour basis for medical encounters in over 200+ languages through CenCal Health's language line vendor, Certified Languages International.
- "Face to Face" Interpreter Services are available for American Sign Language, Mixteco, and Spanish (limited to defined criteria) Monday-Friday 24/7 with advance notice. Please call CenCal Health's Member Services at 1-877-814-1861 to schedule face-to-face services.

Need to cancel a scheduled interpreter?

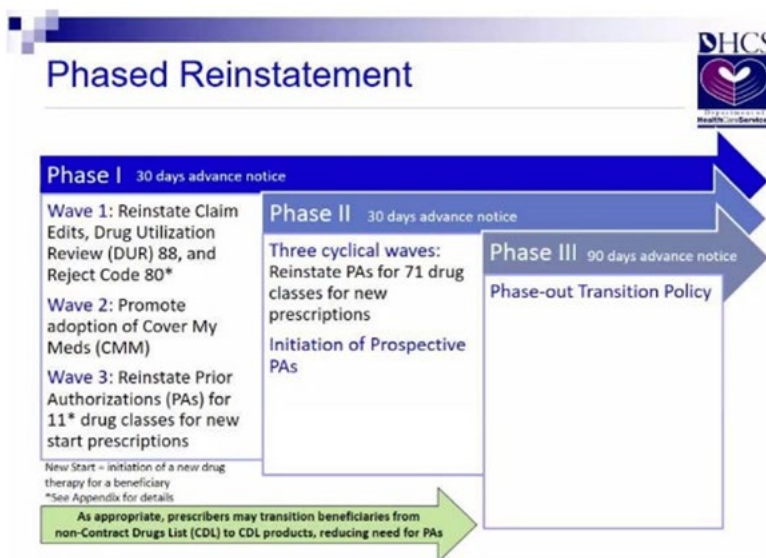
If a provider needs to cancel a scheduled interpreter appointment, please call the toll-free Member Services line at (877) 814-1861 and inform the Member Services Representative of the request to reschedule or cancel. Please do not call the interpreter directly to inform them of the cancellation. CenCal Health will communicate all cancellations and changes to the interpreter.

Are you or your staff fluent in a language other than English and would like this represented in CenCal Health's Provider Directory? Contact the Provider Services Department at (805) 562-1676.

To learn more about this resource and access to these services, please go to cencalhealth.org/providers/cultural-linguistic-resources/

Medi-Cal Rx: Reinstatement Plan Phase 1, Wave 1 — started July 22, 2022

The Department of Health Services (DHCS), in collaboration with Magellan Medicaid Administration, Inc. (MMA), released the Reinstatement Plan (the Plan) for a phased approach to restoring select claim edits and prior authorizations (PAs) by drug class while phasing out the 180-day transition policy. The Plan reflects a methodical, data-driven, and iterative approach to support rapid cycle improvements by incorporating feedback from stakeholders and lessons learned from each phase to ensure alignment with the objective to reduce disruption as well as timely delivery of the pharmacy benefit. Reinstatement will be gradual with intense focus on stakeholder preparedness and performance monitoring. This will be refined as necessary over time based on data analytics, operational experience, and stakeholder feedback.



On July 22, 2022, Phase 1, Wave 1 of the Reinstatement Plan went live. Claim edits for diagnosis and Drug Utilization Review (DUR) requirements were reinstated. Specifically, DUR NCPDP Reject Code 88 – Drug Utilization Review Reject Error for DUR alerts such as drug-drug interactions, high dose, early refill, etc. [Medi-Cal Rx FAQ and resource documents](#)

for Phase 1, Wave 1
<https://bit.ly/3zRj0sU>

As always, the Pharmacy Team can be contacted at (805) 562-1080 to help answer any questions regarding the Phased Reimplementation and will provide meaningful updates as they are made available by DHCS.



Attention Primary Care Physicians (PCPs)

Check out our new ABA Referral Form formerly known as the RAFB authorization request! Effective August 15, 2022, contracted psychologists, physicians, psychiatrists, and surgeons can complete this form to refer a member for ABA treatment.

Members who meet criteria will be referred to complete a Functional Behavioral Assessment (FBA) to determine the severity of behaviors. CenCal Health supports members choosing their provider. When working with our members, please determine the best fit, meaning an ABA provider that speaks the member's or member's family's primary language, is located in the community where the member lives, and serves the member's specific age group. You can identify all of these details within the CenCal Health Contracted Provider Directory at <https://provdir.cencalhealth.org/>. It is important to ensure that the provider is able to accept the referral.

Watch our Behavioral Health & Mental Health PCP Overview training video today at cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/primary-care-provider-screening-tools-and-resources/ and share it with your team!

PCP TIP: Some ABA providers prefer a direct call from the PCP prior to a member referral to ensure that the ABA provider is able to serve school age children and to identify if they have afternoon appointments available for ABA treatment, so school is not missed in the morning or afternoons.

Calling all Psychologists

Please check out the new template for Psychological Evaluations! Psychologists who receive referrals to complete a Psychological Evaluation are encouraged to utilize our template that provides direction on how to coordinate care for members based on findings and recommendations. Psychological evaluations do not require a referral or pre-authorization from CenCal Health. **This template will be available online at cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/** in addition to our recent Psychologist Provider Symposium recorded event.

BILLING TIP: Providers will bill 1 Unit for Procedure Code 90791. If you require more than 1 Unit of 90791 to complete a psychological evaluation, please submit a 50-1 Medical TAR with your clinical justification via our Provider Portal.

A message for our Behavioral Health (ABA) Providers

Please check out our updated 6-month and FBA Templates that outline the minimum required information CenCal Health must receive to review your authorization request. Providers are able to utilize their own template if it has the required sections.

Please remember to submit a 50-1 Medical Authorization request at least 14 days and no more than 30 days prior to the authorization expiring, as ABA services do require pre-authorization. If you do not have an authorization to see the member, please contact the member's PCP to submit an initial referral to start services. A member's PCP can be located within the Provider Portal Eligibility Tool.

As a refresher, please watch our ABA Provider Training related to authorizations and billing your claims at cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/behavioral-health-treatment-aba-provider-resources/

Attention Mental Health and Behavioral Health (ABA) providers, please keep your availability updated. You can contact your Provider Services Representative at psrgroup@cencalhealth.org or the Behavioral Health Department at bhproviderupdates@cencalhealth.org

PROVIDER TRAINING

Women's Health Breast & Cervical Cancer Screening Training

Women's cancer screenings are an important part of the fight against cancer and cancer-related deaths. Join CenCal Health as we discuss clinical guidelines, best practices, and ways to overcome common barriers during this training event.

To register, go to cencalhealth.org/providers/provider-training-resources/ and, as a bonus, receive 1 CME credit!



Valley Fever risk high this year

Valley Fever is suspected to be especially prevalent this summer, particularly during the high wind season.

Help us raise awareness of the risk of Valley Fever by talking to your patients who are local farm workers, construction workers, and/or work outdoors in close contact with loose dirt.

When discussing the risk of Valley Fever with your patients, you can remind them of the following:

- What Valley Fever is
- How to prevent exposure
- How to identify symptoms
- How to seek testing

You can prevent hospitalizations and ongoing health complications for your patients by talking with them about Valley Fever today.

For additional resources you can visit:

cdc.gov/fungal/diseases/coccidioidomycosis

August 2022 Provider Bulletin

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
Behavioral Health (805) 562-1600



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HEALTH PROMOTION

2022 Population Needs Assessment Results

Each year, CenCal Health is required to conduct a Health Education and Cultural and Linguistic (C&L) Population Needs Assessment (PNA).

The goal of the PNA is to improve health outcomes for members and ensure that CenCal Health is meeting their needs by:

- Identifying member health needs and health inequities;
- Evaluating health education, C&L, and quality improvement (QI) activities and available resources to address identified concerns;
- Implementing targeted strategies for health education, C&L, and QI programs and services.

Based on the findings of the 2022 PNA report, CenCal Health has developed an Action Plan that will address the identified gaps in services and education. Some of these strategies may involve provider education or partnership. To view the 2022 PNA visit: cencalhealth.org/explore-cencal-health/population-needs-assessment

Action Plan objectives include:

- Increase the rate of childhood developmental screening for 1-year old children in San Luis Obispo County.
- Increase the rate of breast cancer screening for English speaking members in both Santa Barbara and San Luis Obispo Counties.
- Increase the percentage of members who have completed clinically recommended cervical cancer screening.
- Increase the percentage of hypertensive members in Santa Barbara County that have a recorded blood pressure measurement.

If you would like more information about the PNA results, including CenCal Health's specific Action Plan Objectives and Strategies, please contact (805) 562-1662 or healthed@cencalhealth.org

