Timely Access survey reminder

After a hiatus in response to the COVID-19 public health emergency, the Department of Health Care Services (DHCS) is resuming quarterly appointment availability surveys in Q1 of 2022, otherwise known as the Timely Access Survey. To refresh your memory, this survey is a state requirement. Each quarter, DHCS conducts a version of the survey.

Simultaneously, CenCal Health is also required to conduct a version of the survey tailored specifically to our network (don't worry: with random sampling, the likelihood that your office would be selected for both surveys in the same quarter is pretty low).

The primary goal is to understand how long it takes CenCal Health members to get appointments with their providers. Depending on provider type, the questions might include both urgent and non-urgent appoints or just non-urgent appointments.

If DHCS calls you, remember: if there are any question about participation in Medi-Cal, CenCal Health is your local Medi-Cal plan. By being contracted with CenCal Health, you are participating in Medi-Cal.

The survey conducted by CenCal Health, largely mirrors the methodology of DHCS. We randomly select providers, and then members of our staff call that provider's appointment line. The survey only takes 2-4 minutes (again, provider type dictates the number of questions and thereby the length of time it takes).

Each quarter approximately 21 PCPs, 21 Mental Health providers, 21 OB/GYNs, 21 ancillary providers, and 21 specialists are randomly selected. The specialists rotate quarterly, and for Q1 of 2022, the specialists are Cardiologists and Psychiatrists.

As a reminder: network adequacy standards are based on those established by the Medicaid Managed Care Final Rule, which was released March 26th, 2018, and codified by CA Assembly Bill 205, contractual requirements from the California Department of Health Care Services (DHCS), and health care industry standards.

Appointment	Standard Time Frame
Non-urgent Primary Care Appointment	Within 10 business days (or via Advanced Access)
Non-urgent Specialist Appointment	Within 15 business days
Non-urgent Obstetrics/Gynecology (includes Initial Prenatal Care Appointment)	Within 10 business days (within 1st trimester per ACOG)
Non-urgent (non-physician) Mental Health Care Appointment- Outpatient Services	Within 10 business days
Non-urgent Ancillary Services Appointment (for diagnosis or treatment)	Within 15 business days*
Urgent Care Appointment	Within 48 hours*
Emergency Care	Immediately*
Primary Care Triage and Screening	Within 30 minutes*
Mental Health Care Triage and Screening	Within 30 minutes*
Wait Time in Office	Within 30 minutes*
After Hours Care	24 hours a day*
Telephone Access	24 hours a day*

*reflects separate regulatory and/or industry standards

Attention Primary Care Physicians

NEW Facility Site Review & Medical Record Review Regulatory Requirement Standards delayed to March 1, 2022

The Department of Healthcare Services (DHCS) has made updates to the site review process, which includes Facility Site Review (FSR) and Medical Record Review (MRR) policies. DHCS has updated the FSR and MRR standards and criteria to reflect current guidelines of professional organizations by expanding certain criteria, re-organizing the criteria groups to help better identify deficiencies, and adjusting the scoring methods to better generalize the scores.

DHCS has released a new All Plan Letter (APL) 20-006 to reflect these updates. This APL supersedes Policy Letters (PL) 14-004, PL 03-002, and APL 03-007. DHCS recognizes the extent and impact of these changes. Providers and staff should remain informed and begin training on the updates to FSR and MRR criteria and standards.

In the spirit of collaboration, 22 California Managed Care Plans have partnered through collaborative efforts to provide training and resources to our Primary Care Physicians.

This video series will explain changes to the current guidelines corresponding to the APL 20-006 and release date of the new standards.

Watch the FSR Provider Training online at www.youtube.com/watch?v=SXeqdSOmrpg or download the presentation and all link references at https://drive.google.com/file/d/1yq1r2ZNIDwHRy2hnO_wY2taM1QlNZHlB/view. The MRR Provider Training video will be available soon. Please refer to the DHCS website below to access the APL 20-006 referred to in this communication https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2020/APL20-006.pdf

For more questions or concerns, please contact CenCal Health's Facility Site Review Representative via email at myoung@cencalhealth.org

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PHARMACY UPDATES

Medi-Cal Rx transition is here!

Effective January 1, 2022, Medi-Cal pharmacy benefits are now provided through the new delivery system called Medi-Cal Rx, administered by Magellan Medicaid Administration, Inc.

Medi-Cal Rx includes all pharmacy services billed as a pharmacy claim, including but not limited to:
- Outpatient drugs (prescription and over-the-counter), including Physician-Administered Drugs (PADs)
- Enteral nutrition products
- Medical supplies

Medi-Cal Rx does not include pharmacy services billed as a medical (professional) or institutional claim.

All pharmacy claims must be processed using the new Medi-Cal Rx Bank Identification Number (BIN), Process Control Number (PCN), and Group ID. The payer sheet is available online at www.medi-calrx.dhcs.ca.gov/provider/forms/. The payer sheet includes the claim submission, prior authorization submission, eligibility verification request, and drug inquiry pricing request fields and requirements.

DHCS has taken the necessary steps to ensure beneficiaries are able to receive their prescriptions, and that pharmacies will have available needed information regarding claims and prior authorizations. They have also ensured that Medi-Cal managed care plans will receive the necessary data to ensure appropriate utilization and continuity of care for beneficiaries enrolled in managed care.

The following Medi-Cal Rx Resources are available for further information:
- Medi-Cal RX Website: https://medi-calrx.dhcs.ca.gov/home/
- Medi-Cal Rx Customer Service Center: **(800) 977-2273**

For inquires on pharmacy services billed as a medical (professional) or institutional claim, please visit the CenCal Health website: cencalhealth.org/providers/pharmacy/