

PROVIDER BULLETIN

A PUBLICATION FOR
OUR PROVIDERS FROM
CENCAL HEALTH

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Provider Services (805) 562-1676

Claims Services (805) 562-1083

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Health Services (805) 562-1082

Member Services (877) 814-1861

Behavioral Health (805) 562-1600

PROVIDER NEWS

California Advancing & Innovating Medi-Cal (CalAIM)



CalAIM is a multi-year initiative by the Department of Health Care Services (DHCS) to improve the quality of life and health outcomes of our population by implementing broad delivery system, program and payment reform across the Medi-Cal program.

Some key CalAIM Initiatives include: Enhanced Care Management (ECM); Community Supports (CS); Full Integration of Physical, Behavioral and Dental Health; and NCQA Accreditation for health plans.

Enhanced Care Management (ECM) is a new statewide Medi-Cal benefit. The goal of ECM is to provide a whole-person approach to care that addresses the clinical and non-clinical needs of high-need Medi-Cal beneficiaries enrolled in managed care health plans. ECM provides comprehensive care services to specific populations of focus through systemic coordination that is collaborative, interdisciplinary, community-based, high-touch, and person-centered.

Effective July 1, 2022, CenCal Health launched the Medi-Cal ECM benefit. The overall goal of the ECM benefit is to provide comprehensive care and achieve better health outcomes for our most vulnerable members.

The seven core services for ECM are:

1. Outreach and engagement.
2. Comprehensive assessment and care management plan.
3. Enhanced care coordination.
4. Health promotion.
5. Comprehensive transitional care.
6. Member and family supports.
7. Coordination of and referral to community and social support services.
8. CenCal Health is required to contract with community-based ECM providers that have experience in serving the populations of focus and that have expertise in providing the core ECM services.

The first eligible populations of focus for the ECM benefit are:

1. Individuals & Families Experiencing Homelessness
2. High Utilizers of the Healthcare Systems - Adults
3. Adults with Severe Mental Illness (SMI)/ Substance Use Disorder (SUD)

If you are interested in becoming an ECM provider, please contact the Provider Services Department at (805) 562-1676 to learn more, or visit cencalhealth.org/providers/calaim/. For more information about ECM or how to refer members please contact our Member Services Department 1 (877) 814-1861.

Help keep pregnancy care a priority

Despite the ongoing COVID-19 pandemic, it is important to continue providing routine prenatal and postpartum care to your pregnant patients.

Prenatal care, including prenatal screening and diagnosis, has played an important part in reducing the frequency of maternal death, miscarriages, birth defects, low birth weight, neonatal infections, and other preventable health problems. Postpartum checks for blood pressure, postpartum mood and anxiety disorder (PMAD), reproductive life planning, and education on services, such as lactation classes, are also highly important.

You can perform these services via telehealth, curbside visits, or through the use of doulas and community health workers. Woman, Infants & Children (WIC) programs and the distribution of informational fliers are also great resources. Ensure the health and wellbeing of your pregnant patients by continuing to provide comprehensive pregnancy care today.

If you would like more information about perinatal care guidelines during Covid-19, you can visit the following websites:

- American College of Obstetricians & Gynecologists: <https://www.acog.org/topics/covid-19>
- FAQ for Providers: <https://www.acog.org/clinical-information/physician-faqs/covid-19-faqs-for-ob-gyns-obstetrics>

You can also contact CenCal Health's Population Health team with any questions at populationhealth@cencalhealth.org



A message for our Primary Care Physicians (PCP)

Members do not require a referral or authorization for initial mental health assessments, psychotherapy or medication management services.

Our CenCal Health members can contact the Behavioral Health Call Center at (877) 814-1961 or reference the Contracted Provider Directory at cencalhealth.org to find a behavioral health specialist for an initial mental health assessment or to start mental health services.

A message for our Mental Health Providers

To ensure that members are at the appropriate level of care, please complete a Level of Care Screening.

The mental health benefit is for members with mild to moderate impairments or symptoms. Please develop an individualized treatment plan that ensures the frequency of services supports the treatment of a mild to moderate impairment of functioning. Members who benefit from multiple sessions per week, should be screened to determine if they would benefit from Specialty Mental Health Services offered by the County Department of Behavioral Health.

If a member meets criteria for Specialty Mental Health Services, please send the Behavioral Health Department a Transition of Care Form and Level of Care Screening. Forms are available at cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/

Help kids' get back on track with routine vaccines before school Starts

CenCal Health and Santa Barbara County Public Health Department want to ensure that children return back to school safely, and encourage that they get caught up on vaccines that were missed over the last year.

Kids need to get caught up now so that they are protected as they go back to school. Catch-up vaccination will require efforts from health care providers, schools, state and local governments, and families. Don't wait for fall to schedule routine vaccinations.

Provider Call to Action:

- Identify and prioritize children who are due or overdue for recommended vaccines and contact families to schedule appointments.
- Remind all families of the importance of recommended vaccines as children return to in-person school.
- Assess vaccination status at every visit.
- Encourage co-administration of vaccinations.
- Be a champion for vaccination in your practice by ensuring all staff share a consistent message with parents about the importance of childhood vaccines.
- For patients who are eligible for COVID-19 vaccination, you play a critical role in helping vaccine recipients understand the importance of vaccination and that COVID-19 vaccines are safe and effective.
- Enroll as a COVID-19 vaccine provider and be ready for the authorization of vaccine for children 6 months-4 years. They will depend on your readiness when the time comes! Parents put their trust in their medical provider to be there for their children.
 - The State of California has invested \$10 million in New KidsVaxGrant. All medical organizations are eligible for \$10-15k grants if enrolling or already enrolled in the Vaccines for Children Program.



Would you like immunization posters for your practice?

Contact Santa Barbara County Public Health Department at phdiz@co.santa-barbara.ca.us

New member newsletter hits homes

The summer issue of the Member Newsletter was mailed to all member households at the end of June. Regular distribution of the Member Newsletter is a key method for CenCal Health to promote better health, and maintain compliance with necessary member notifications.

This issue includes the following topics:

- Back to School preparation
- Mental Health benefits
- Transportation benefit
- Fraud Reporting
- Adult & Pediatric Preventive Health Guidelines
- Redetermination announcement



Scan to read the member newsletter



Reminder: Sending essential medical records Securely

Medical records are essential in the review and medical necessity determination of authorizations by CCH's Utilization Management (UM) teams.

Supporting documentation for a service request must be uploaded in CCH's Provider Portal system.



The best way for providers to send additional medical records is via CCH's Secure Link system: <https://gateway.cencalhealth.org/form/hs>. Medical records may also be faxed to (805) 681-3071 for adult members (21 years old and older) and to (805) 692-5140 for pediatric members (0-20 years old).

Sending medical records by mail is not ideal and may delay determinations. Please call (805) 562-1082 prior to mailing medical records.

July 2022 Provider Bulletin



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CLAIMS CORNER

Calling all newly contracted Enhanced Care Management & Community Supports Providers!

Starting July 1, 2022, CenCal Health is ready to support you and process your claims.

Your claims can be submitted to CenCal Health in 3 ways:

1. CenCal Health's secure Provider Portal at cencalhealth.org/providers/claims/
2. Electronically, through a clearinghouse
3. Via paper mailed USPS

The fastest most efficient method is through our secure Provider Portal. You can ensure your claim is received the same day, with real-time claims status. When the claim is submitted it can be verified to make sure all required fields are complete.

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.

We are here to help!

