

PROVIDER BULLETIN

A PUBLICATION FOR OUR
PROVIDERS FROM CENCAL HEALTH

VOL. 32 NO. 10 • OCTOBER 2022

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Keep us updated

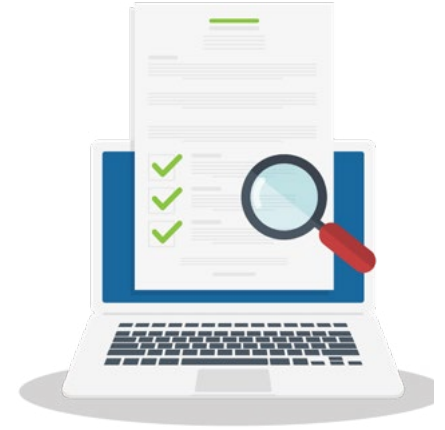
CLAIMS CORNER

Coming Soon! New "Claims Status Report" Effective October

PROVIDER NEWS

DHCS audit happening now; what does this mean for your practice?

CenCal Health is undergoing our annual California Department of Health Care Services (DHCS) audit from October 17, 2022 through October 28, 2022.



What does this mean for our provider network?

A small sample of CenCal Health's contracted providers might receive a call from DHCS Nurse Evaluators. If contacted, you may be asked a few brief questions, such as whether you are contracted with CenCal Health and what contact information is on file for your practice. If you receive a call, please answer the questions asked to the best of your ability.

If you have questions related to this audit, please contact our Provider Services Representatives at (805) 562-1676 or email psrgroup@cencalhealth.org. **Thank you in advance if you are selected for this brief survey!**

New Requests for Electronic Funds Transfer (EFT) to be managed by Wells Fargo

CenCal Health is pleased to announce that we are partnering with Wells Fargo to manage the enrollment and update process for Automated Clearing House (ACH), also known as Electronic Funds Transfer (EFT).

Beginning December 2022, all new requests to enroll in or change your EFT information will be processed through Wells Fargo via their Supplier Analysis & Onboarding platform.

Providers not currently enrolled in EFT will soon receive "ACH Outreach" letters with instructions on how to enroll. CenCal Health recommends that all providers enroll in EFT to support timely payments, increase fraud protection, and simplify reconciliation.

This change will not impact providers who are already enrolled in EFT/ACH unless you are making an update to your information after this date.

Please do not hesitate to contact our CenCal Health Provider Services Representatives at (805) 562-1676 or by email at psrgroup@cencalhealth.org.



Requirement for all Home Health Care Services Providers

Electronic Visit Verification (EVV) is a telephone and computer-based solution that electronically verifies in-home service visits occur. All Home Health Care Service (HHCS) providers who provide in-home services must have registered into the California Electronic Visit Verification (CalEVV) system by October 19, 2022.

CenCal Health providers should register for the upcoming informational webinar which will be hosted by the Department of Health Care Services (DHCS). Additional provider training resources can be found at <https://go.oncehub.com/CalEVVProviderTraining>.

To determine if your practice will be impacted by the EVV requirements, please visit the DHCS EVV website. dhcs.ca.gov/provgovpart/Pages/EVV.aspx

Providers that have additional questions can contact their Provider Services Representative at (805) 562-1676 or by email at providerservices@cencalhealth.org.



Register now for a Cultural Competency & Health Literacy webinar on Nov. 9



Enhanced communication between providers, staff and patients is essential to effectively provide quality care in a culturally sensitive manner. CenCal Health advocates for quality care for all members, regardless of how they may identify. To further that goal, CenCal Health provides Cultural Competency and Health Literacy tools to improve provider-patient communication.

Please join us on November 9 for a Cultural Competency and Health Literacy training. During this training we will review best practices in the following areas:

- Interacting with diverse patients in a clinical setting
- Communicating across language barriers
- Understanding patients from various cultural backgrounds
- Accessing Language Interpreter Services
- Examining alternative approaches and areas of teaching emphasis that will better inform best practices for practitioners and learners

Register in advance at cencalhealth.org/providers/provider-training-resources/ to attend this webinar.

The Santa Barbara County Consortium for Continuing Medical Education is accredited by the California Medical Association (CMA) to provide continuing medical education for physicians.

The Santa Barbara County Consortium for Continuing Medical Education designates this activity for a maximum of 1 AMA PRA Category 1 Credit(s)[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.



Calling CalAIM Provider Partners!

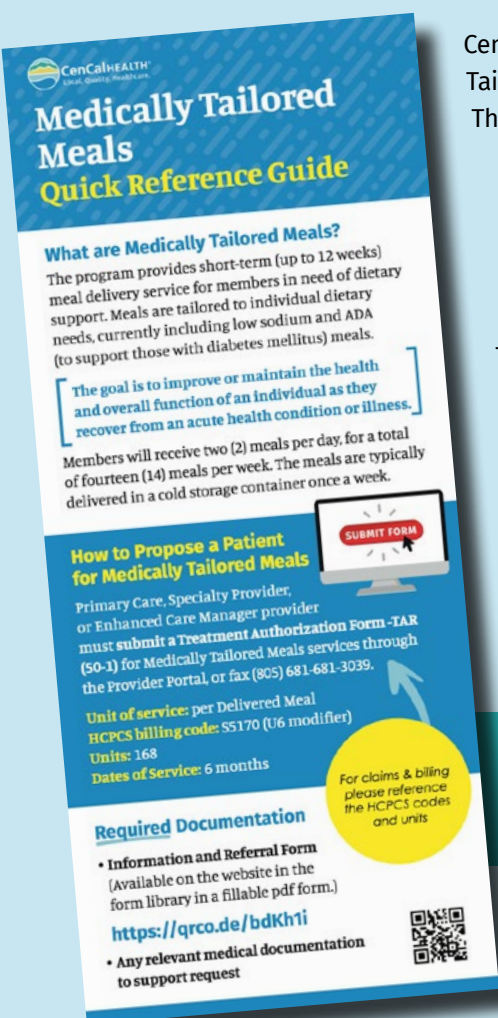
Join our Provider Engagement Sessions

CenCal Health continues to work closely with traditional and non-traditional health care partners through the CalAIM Initiative to ensure that vulnerable populations have the tools and support needed to achieve optimal health outcomes. In support of this initiative, we welcome local Community Supports (CS) partners and Enhanced Care Management (ECM) providers to attend ongoing engagement session with CenCal Health.

These roundtable sessions are part of a series of events focused on sharing information and answering implementation questions from the field. For additional inquiries or to be invited to these engagement sessions, please contact our CalAIM Team via email at ECMandCS@cencalhealth.org or reference past events online at cencalhealth.org/providers/calaim/.



Medically Tailored Meals Quick Reference Guide available



CenCal Health has created a new resource for providers whose patients may need Medically Tailored Meals, one of the optional CalAIM Community Supports which CenCal Health provides. The Medically Tailored Meals Quick Reference Guide provides at-a-glance information including:

- Program description
- Eligibility criteria
- Authorization instructions
- Required documentation

The Medically Tailored Meals program provides short-term (up to 12 weeks) meal delivery service for members in need of dietary support. These meals are tailored to individual dietary needs, currently including low sodium and American Diabetic Association (ADA) supported meal plans. A QR code on the guide allows you to easily access the authorization form, a list of contracted meal providers, and FAQs.

You can request the printed Medically Tailored Meals Quick Reference Guide by contacting our Provider Services Representatives at (805) 562-1676, or by visiting our website at cencalhealth.org/providers/calaim/.

The CenCal Health Community Supports team is available by phone at (805) 562-1698 if you would like to learn more about Medically Tailored Meals.

Population Needs Assessment 2021

key findings

Last month, CenCal Health released our Population Needs Assessment (PNA) results. This month, we are elaborating on the previous article by providing the 2021 key findings. These key findings will be addressed through four Action Plan objectives which address the gaps and health disparities identified.

Key Findings:

Membership

- There was an 8.5% increase in total membership, and approximately a 15% increase in CenCal Health members enrolled in the California Children's Services program.

Health Status and Disease Prevalence

- 75% of adult members reported their overall health as being good, very good, or great.
- Of the 4 chronic conditions assessed (asthma, chronic obstructive pulmonary disease, diabetes, and hypertension), hypertension was the most prevalent condition, with almost 9% of total members having this diagnosis.

Access to Care

- CenCal Health met network access requirements, such as provider-to-patient ratios, and member distance from primary care.
- There were no cultural and linguistic access issues identified, with all interpreter services requested by members being appropriately coordinated by CenCal Health's Cultural & Linguistics staff.
- CenCal Health will focus on increasing utilization of the Health Survey Tools, to comprehensively assess members' health and social needs, particularly for adults, which had only about a 10% return rate.

Health Disparities: Identified Gaps

Health education and quality improvement activities will focus on closing the following identified gaps:

- Breast Cancer Screening:
 - ⇒ English speakers were screened for breast cancer at a lower rate (54.39%) than Spanish speakers (73.51%). We aim to increase the rate for English speakers to 63.77%, which is the HEDIS 90th percentile for this measure.
- Pediatric Developmental Screening
 - ⇒ Children aged 1 are being screened for pediatric development at a lower rate (9.32%) than children ages 2-3 (32.30%) in San Luis Obispo County. As an intermediate goal we aim to increase this rate from 9.32% to 24.91%, which is the 2022 Statewide Aggregate Average for this measure. Higher developmental screening goals will be set thereafter to build upon any intermediate achievements.
- Cervical Cancer Screening
 - ⇒ Women ages 21-65 were screened for cervical cancer at a rate of 54.47%. We aim to increase this rate to 67.99%, which is the HEDIS 90th percentile for this measure.
- Controlling high blood pressure
 - ⇒ Disparities in this measure were identified regarding sex and language in Santa Barbara County. Female members controlled their blood pressure 15.54% better than men. Spanish speakers controlled their blood pressure 15.36% better than English speakers. We aim to increase the overall percentage of hypertensive members in Santa Barbara County that have a recorded blood pressure measurement, from 58.29% to 66.79%, which is the HEDIS 90th percentile for this measure.



The complete PNA, including the full list of disparities and detailed information on these measures, can be found on our website:

COVID-19 treatment guidelines & resources

CenCal Health is dedicated to keeping our providers up to date with the most current information for the treatment of COVID-19. The information below provides details on the use of the pharmacy benefit and medical benefit for COVID-19 treatment.

COVID-19 National Institutes of Health Guidelines

The following National Institutes of Health (NIH) COVID-19 Treatment Guidelines provide clinicians with evidence-based recommendations on the management of COVID-19 and are revised with the emerging, rapidly evolving COVID-19 treatment options: [NIH COVID-19 Treatment Guidelines](#)

Outpatient Treatment of COVID-19 as a Medi-Cal Rx Pharmacy Benefit

Monoclonal Antibodies for Pre-Exposure Prophylaxis of COVID-19

- Tixagevimab packaged with Cilgavimab (Evusheld)

Monoclonal Antibodies to Treat Mild-to-Moderate COVID-19

- Bebtelovimab

COVID-19 Oral Antiviral Treatments

- Nirmatrelvir/Ritonavir (Paxlovid)
- Molnupiravir (Lagevrio)

COVID-19 monoclonal antibodies and oral antiviral treatments are currently being distributed by the Department of Health and Human Services (HHS). Providers can find public locations that have received shipments of the COVID-19 monoclonal antibodies and oral antiviral treatments via the COVID-19 Therapeutics Locator (arcgis.com). For California, see Distribution and Ordering of Anti-SARS-CoV-2 Therapeutics on the California Department of Public Health website.

Remdesivir (Veklury) for Outpatient Treatment of COVID-19

(DHCS) will reimburse Remdesivir (Veklury) as a pharmacy benefit when dispensed for use in non-hospitalized patients in accordance with Food and Drug Administration (FDA) approval or Emergency Use Authorization (EUA).

For more information on COVID-19 treatments, including product fact sheets and patient-facing communication, visit the California Department of Public Health's COVID-19 Treatments page.

Locating Contracted Medi-Cal Rx Pharmacies

Medi-Cal RX Find a Pharmacy Search Tool

- <https://medi-calrx.dhcs.ca.gov/home/find-a-pharmacy/>
- Users can enter their location and see Medi-Cal-enrolled pharmacies or mail order options in their area. The search results can be easily sorted and filtered to find a pharmacy that specifically fits the user preferences.

CenCal Health Medical Benefit Coverage of COVID-19 Treatments

Infused therapeutics with appropriate procedure codes can be billed to CenCal Health on a medical claim once FDA-approved (i.e., remdesivir). Infused monoclonal antibodies are currently supplied free to providers by the federal government; CenCal Health will only reimburse the administration fees with the appropriate administration procedure code in accordance with FDA Emergency Use Agents (EUA). As infused therapeutic options become FDA-approved and supported by DHCS, NIH Treatment Guidelines, CenCal Health will be responsible for coverage if billed on a medical claim.

A list of CenCal Health infusion providers that offer COVID therapies can be found on the Provider Section of the CenCal Health website here cencalhealth.org/providers/covid-faq/.

Treatment for COVID-19 is a dynamic space and CenCal Health will provide quarterly updates on treatments and resources.

COVID-19 Test to Treat Sites

The nationwide Test to Treat initiative began in March 2022 to allow individuals to be tested for Covid-19 and, if tested positive and treatment is recommended, receive treatment at one location. For more information on locating a Test to Treat location, or how to become a Test to Treat provider, please visit: <https://aspr.hhs.gov/testtotreat>. Providers may also work directly with their local County Public Health Departments and find more information here:

Santa Barbara County Public Health Department

publichealthsb.org/test-to-treat/

San Luis Obispo County Public Health Department

slocounty.ca.gov/COVID-19/COVID-19-Testing.aspx

For any questions regarding COVID-19 treatment options please contact Medi-Cal Rx at (800) 977-2273 or CenCal Health Pharmacy Department at (805) 562-1080.

For any questions regarding COVID-19 Test to Treat options please contact CenCal Health Provider Services at (805) 562-1676 or providerservices@cencalhealth.org

PHARMACY UPDATES

Medi-Cal Rx Benefit Updates - Implementation of Phase I, Wave III — Reinstatement of Prior Authorizations for 11 Drug Classes

On September 16, 2022, prior authorization (PA) requirements were reinstated for 11 drug classes for new start medications for beneficiaries 22 years of age and older.

- New starts are defined as new therapies or medications not previously prescribed to the beneficiary during the 15-month lookback period. Claims data and PAs will be used to review for grandfathering.
- New start prescriptions for children and youth 21 years of age and under within these 11 drug classes will not be subject to PA reinstatement.

For detailed information on the 11 drug classes with reinstated prior authorization requirements please see the article Reinstatement of Prior Authorization Requirements for 11 Drug Classes.

For any questions regarding the implementation of Phase I, Wave III, please contact Medi-Cal Rx at (800) 977-2273 or CenCal Health Pharmacy Department at (805) 562-1080.

BEHAVIORAL & MENTAL HEALTH UPDATES

Attention PCP: ABA referral news & psychological testing

Effective 8/15/2022, any physician, psychiatrist, psychologist or surgeon may complete an ABA Referral to refer a member for ABA services. Please ensure that the ABA provider is accepting new members and can meet the schedule needs of the member that is being referred.

Psychological Evaluation

Psychological Testing is a covered benefit for members with underlying Mental Health symptoms. If you believe a member may benefit from psychological testing, please contact any contracted psychologist to discuss the member and the reason for referring the member for psychological evaluation. Please see our helpful Quick Guide to Behavioral Health Referrals and Treatment Requests.

October is National Depression and Mental Health Screening Month



October is National Depression and Mental Health Screening Month. Mental health is critical for personal well-being at every stage of life. About 1 in 5 adults in the United States suffer from a diagnosable mental health disorder each year. Mental health screenings can provide the opportunity for those patients to receive the treatment that they need.

Remember to screen your patients ages 12 and older for clinical depression using a standard, age-appropriate tool, at least once a year. Those who have a positive screening result should receive follow-up care within 30 days. CenCal Health promotes the use of the PHQ-2 and/or PHQ-9, as well as the Edinburgh Postnatal Depression Scale.

Did you know CenCal Health reimburses for depression screening? For pregnant or post-partum women, you can bill us using G8510 for a negative screen, or G8431 for a positive screen with a documented follow-up plan. For all other members, you can bill us using 96127.

CenCal Health offers a Provider Toolkit for Adolescent Depression Screening which can be requested by emailing us at populationhealth@cencalhealth.org

We also offer teen-facing content on our website cencalhealth.org/teens: a “Teens Depression Guide” and an easy to print “Mental Health Brochure.”

For more information about depression screening guidelines, please visit: cencalhealth.org/providers/care-guidelines/clinical-guidelines/

References: <https://www.nimh.nih.gov/health/statistics/mental-illness>

Attention Mental Health Providers: Level of Care Screening in the Medical record

Please ensure that all members have a medical record maintained with a Level of Care Screening, Assessment, Treatment Plan and Progress Notes. Members who are screened as severe should be referred to CenCal Health's Behavioral Health Department. Please complete the Level of Care Screening and Transition of Care form.

If you are currently providing care to a member who has screened as severe, please ensure you continue care until the member transitions care to the appropriate County Behavioral Health Department. The Behavioral Health Department will coordinate your request and provide a referral update within five business days. Please ensure that you are discussing your recommendation with the member and ensure they agree with the recommendation. Members who are not in agreement can be referred to CenCal Health's Behavioral Health Department for a second opinion.

If you are available for new referrals, please ensure that you are offering members a new appointment within 10 business days of the referral date.

If a member prefers to wait for services, please ensure you are documenting the member's consent to be wait listed and informing the referring provider.

Keep us updated



Members have access to our online Provider Directory (cencalhealth.org/providerdirectory) so they can find and select providers within our network for care.

CenCal Health is experiencing a high demand for Behavior Health Treatment Applied Behavioral Analysis and Mental Health Services, and we want to ensure that we are correctly listing your availability to take on new members.

Please ensure you keep your availability updated by emailing BHProviderUpdates@cencalhealth.org.



October 2022 Provider Bulletin



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Health Services (805) 562-1082
Member Services (877) 814-1861
Behavioral Health (805) 562-1600

Please scan the QR code to
sign up to receive provider
news by email.



CLAIMS CORNER

Coming Soon! New “Claims Status Report” Effective October

CenCal Health continues to enhance the Claims section of our Provider Portal to make it easier and more efficient for you. In October a new “Claims Status Report” feature will replace the following current reports: Claim Report, Claim Status, Daily Claims, and Patient Profile report tools.

This new report will provide a more efficient tool for our provider partners to locate and export claims status details. For help with this new report, please contact the Claims Customer Service Department at (805) 562-1083 for assistance or to answer any questions you may have.

