

# PROVIDER BULLETIN

A PUBLICATION FOR  
OUR PROVIDERS FROM  
CENCAL HEALTH

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## CalAIM Arrives in Santa Barbara and San Luis Obispo Counties

The California Advancing and  
Innovating Medi-Cal program  
– known as **CalAIM** – is the  
far-reaching, multi-year plan  
to transform **Medi-Cal**.



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The long-term mission of CalAIM is to offer more than 14 million Californians a more equitable, coordinated, and person-centered approach to maximizing their health and life trajectory. The comprehensive program was developed by the **State of California’s Department of Health Care Services (DHCS)**. **CenCal Health** is responsible for managing the implementation of CalAIM with our providers and community-based organizations.

CalAIM will provide expanded services that go beyond traditional medical care, addressing social factors that affect human health from birth to end of life, including homelessness, behavioral health, care of older adults, services for individuals transitioning from incarceration, and beyond. CalAIM is the State’s largest overhaul of how Medi-Cal services are delivered and paid since the implementation of managed care in the late 1970’s.

“Our community partners have continuously been at the forefront of innovation, providing person-centered care to our members and underserved neighbors,” said CenCal Health CEO **Marina Owen**. “With the opportunities afforded by CalAIM, we are pleased to support our providers’ efforts to enhance, expand, and strengthen local services.”

CenCal Health has implemented two new initiatives under the CalAIM framework. They are:

- **Enhanced Care Management.** ECM is a benefit for members with complex needs requiring seamless coordination between multiple doctors and other care providers. With ECM, enrolled members are assigned a lead care manager who helps coordinate doctors, specialists, pharmacists, case managers, and social service providers, among others, in order to comprehensively manage the member’s primary care, acute care, behavioral health, developmental health, oral health, and community services and supports.
- **Community Supports** provides medically appropriate and cost-effective alternatives to traditional medical services. Community Supports comprehensively addresses the needs of members — including those with the most complex challenges affecting health such as homelessness, unstable and unsafe housing, food insecurity, and/or other social needs

More information about CalAIM on the Central Coast is available at [cencalhealth.org/providers/calaim/](https://cencalhealth.org/providers/calaim/). Additional information about CalAIM can be found on the DHCS site at [dhcs.ca.gov/calaim](https://dhcs.ca.gov/calaim).

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## *“Let food be thy medicine and medicine be thy food.”*

### **CenCal Health now offering Medically Tailored Meals as part of new CalAIM services**

Many years ago, Hippocrates understood the importance of nutrition and healthy eating as a way to support community health. CenCal Health is offering the CalAIM Community Support Medically Tailored Meals (MTM), which provides nutritious cuisine to members with diabetes, congestive heart failure, or chronic kidney disease that can help assist in their recovery and overall health.

Eligible members include those who have had a skilled nursing facility stay, inpatient hospital visits, or emergency room visits within 12 months. Primary Care, Specialty Care, or Enhanced Care Management Providers can submit a Community Supports Authorization Request for MTM services through the CenCal Health Provider Portal or faxing to (805) 681-3039 using the Medically Tailored Meals Information and Referral form.

To learn more about the MTM Program and other Community Supports services CenCal Health offers, visit our website at [cencalhealth.org/providers/calaim/](https://cencalhealth.org/providers/calaim/), or by contacting the Community Supports department at (805) 562-1698.



#### BEHAVIORAL HEALTH & MENTAL HEALTH BENEFIT UPDATES

### **Help your patients get mental health care**

For members who may need additional assistance to find a Mental Health Specialist, please complete a Behavioral Health Care Coordination Request form. This form should be used by PCPs to coordinate care for members to receive in-network mental health services or to be referred to the County for Specialty Mental Health Services, or for Substance Use Treatment Services. This form is located online at [cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/](https://cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/)

Take a look at our Quick Guide to Behavioral Health Referrals and Treatment Requests, and print more for your office at [cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/primary-care-provider-screening-tools-and-resources/](https://cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/primary-care-provider-screening-tools-and-resources/)

We welcome your feedback on how we can improve our Provider Directory to better assist you. Please contact [psrgroup@cencalhealth.org](mailto:psrgroup@cencalhealth.org) to provide feedback on how we may improve this provider search tool.

### **Reduce appointment cancellations: Let us help!**

Members who are missing or cancelling appointments may need additional support. Before referring to another provider please submit a **Behavioral Health Care Coordination Request** for member education. Our Behavioral Health Navigators can assist with outreach to the member, providing education on the importance of treatment compliance, and identifying any barriers that we can assist the member in overcoming to support their care.

Mental Health Providers are required to complete a Level of Care Screening with all new members. Please be sure to complete this screening and keep it in the member's medical record. If a member is rated as severe, please send the Level of Care Screening with a Transition of Care Form to the Behavioral Health Department, and CenCal Health will coordinate their referral to the County. Please continue to see the member until the County provides feedback if the referral is accepted. Our Behavioral Health team will contact the referring provider with updates to member care within 5 business days of receiving the referral.

## **BEHAVIORAL HEALTH & MENTAL HEALTH BENEFIT UPDATES**

## A look into the September member newsletter, Health Matters

The fall issue of the member newsletter was mailed to all member households at the beginning of September. 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:

- Yoga (complementary and alternative care)
- Monkeypox
- COVID-19 therapeutics
- Flu shot reminder
- Member Privacy Notice
- Physical activity
- COVID-19 vaccine guidelines
- Tobacco cessation



Scan the QR code for the latest *Health Matters*

Go to [cencalhealth.org/members/member-newsletter/](https://cencalhealth.org/members/member-newsletter/) and see past publications that might be of interest to you!

## Psychological Evaluation and Testing Forms Available Online

CenCal Health understands the value of psychologists, as they provide vital psychotherapy and psychological testing. CenCal Health sees the unique role they can play in expanding care within our communities.

Please find the templates for Psychological Evaluation and for Psychological/ Neuropsychological Testing Pre-Service Treatment Authorization form on our Mental Health Provider webpage at [cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/mental-health-service-provider-resources/](https://cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/mental-health-service-provider-resources/)

Thank you to those of you who joined CenCal Health's Psychologist Symposium on Wednesday, August 3, 2022. During this collaborative symposium, CenCal Health presented the referral changes effective 8/15/22, the Mental Health Benefit, Psychological Testing Referral, & Evaluation Process, and emphasized fostering communication between the Mental Health Specialist and the member's Primary Care Physician. **Please reference this link to listen to this recorded symposium.**

CenCal Health instituted some changes to the referral process effective August 15, 2022. For more information please contact the Behavioral Health Provider Line at (805) 562-1600.

## Required: Functional Behavioral Assessment or Progress Reports

Please ensure you are using an approved Functional Behavioral Assessment (FBA) or 6-month Progress Report template. Our minimum data set is available online and education on this form was included in the Behavioral Health (ABA) Treatment Overview, Authorization & Claims Training. To learn more go to [cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/behavioral-health-treatment-aba-provider-resources/](https://cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/behavioral-health-treatment-aba-provider-resources/)

For any questions related to this form, or if you would like to use the internal Progress Report please contact the Director of Behavioral Health, Dr. Selesté Bowers at [sbowers@cencalhealth.org](mailto:sbowers@cencalhealth.org) for approval.

**Friendly Reminder!** Members only require an approved referral to begin the assessment process, Please offer members an appointment within 10 business days of their request for an FBA, per DHCS Timely Access Standards. If you are unable to accept a referral, please contact the referring provider to request a redirection or contact the Behavioral Health Care Coordination Provider Line at (805) 562-1600 for assistance.

Please reference the Provider Directory to ensure your information, including your availability, is up to date. You can send updates to [BHProviderUpdates@cencalhealth.org](mailto:BHProviderUpdates@cencalhealth.org).

# Quick Guide to Behavioral Health Referrals and Treatment Requests

## Psychotherapy (Therapy) and Medication Management (Psychiatry)

### Referrals and Treatment Authorization Requests are not required

Members can access care by:

1. Finding a provider at [cencalhealth.org](http://cencalhealth.org), select “Find a Doctor Now” and schedule with any contracted Mental Health Specialist
2. Calling the Behavioral Health Call Center at (877) 814-1861
  - a. Spanish and English Line, follow prompts
  - b. They will receive a list of three Mental Health Specialists they can call to schedule an appointment
3. Providers can submit a Behavioral Health Care Coordination Request form to the Behavioral Health Department. You can download the form here: [cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/](http://cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/)
  - a. Our Behavioral Health Navigators will contact member to assist member connecting with a provider and inform you of the outcome of the referral

## Psychological Evaluation

**Important Note:** A Psychological Evaluation is an initial assessment of the member’s symptoms as well as the clinical recommendations for member’s care. This is the first step towards requesting Psychological Testing.

### A referral is not required.

1. Direct a member to any contracted Psychologist for a psychological evaluation of any underlying mental health symptoms or diagnosis (including Autism Spectrum Disorder)
2. Contact the Psychologist to consult the reason for being referred or assist member to schedule and inform the Psychologist for the reason for the consultation
3. The Psychologist will complete a Psychological Evaluation and provide the findings and recommendations to the PCP





## Psychological and Neuropsychological Testing

**A referral is not required by PCP. Please work directly with any contracted Psychologist to refer for a Psychological Evaluation.**

**An authorization is required for the actual psychological or neuropsychological testing.**

**Providers can direct members for psychological testing by:**

1. Providers should direct member to any contracted Psychologist for a Psychological Evaluation (No Referral Required)
2. Contact the Psychologist to consult the reason for being referred or assist member to schedule and inform the Psychologist for the reason for the consultation
3. The Psychologist will complete a Psychological Evaluation and provide the findings and recommendations to the PCP
4. If psychological testing is indicated, the psychologist will submit a 50-1/Treatment Authorization Request to CenCal to complete the testing or send Psychological Evaluation to a psychologist who will complete the testing
5. If ABA treatment is indicated, the psychologist may submit the ABA Referral to CenCal Health
6. The PCP will receive the evaluation form with all findings and recommendations

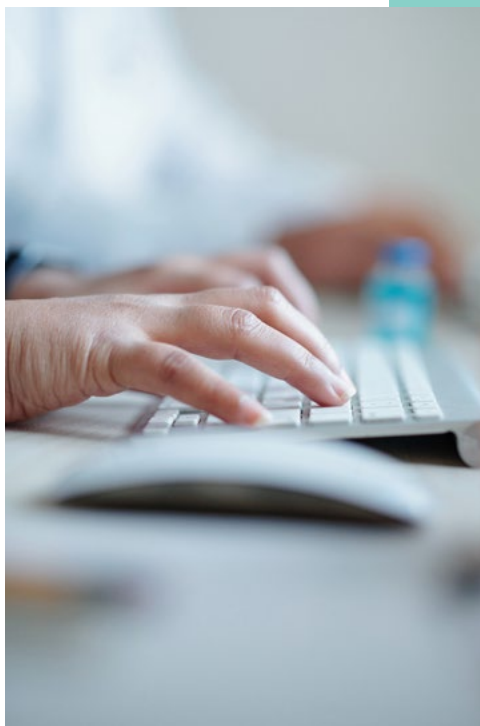


## ABA Referral

**A Referral is required from a Physician, Surgeon or Psychologist.**

**Providers can refer members by:**

1. Submitting an ABA Referral form to the Behavioral Health Department or submitting the ABA Referral form on the Provider Portal
2. Please select an ABA Provider with the Member
  - a. Please see the provider directory to identify a provider who is available in the Member's area and has open availability
  - a. Please contact provider as appropriate to consult prior to referring
3. If a provider is unsure if ABA Treatment is medically necessary, they please consult with a Psychologist for a Psychological Evaluation to determine the clinical recommendations for Member's care



## New Medi-Cal Rx benefit updates

### Prescriber advantages of using CoverMyMeds® for Medi-Cal Rx prior authorization requests

For Medi-Cal Rx prescribers who currently fax their prior authorization (PA) requests, CoverMyMeds® allows you to submit an electronic PA for drug/product requests to Medi-Cal Rx.

- Benefits to Using CoverMyMeds®
  - + Presents covered alternatives during the submission process.
  - + Interacts with Medi-Cal Rx systems presenting clinical questions directly to the prescriber, so all information is gathered up front.
  - + Allows for real-time approvals based on clinical information submitted by the prescriber. Note: If a PA request is not approved in real time, the request will be routed to Medi-Cal Rx for further review.
  - + Allows prescribers to include attachments to the PA request as well as inquire about the status of the PA. Note: The status of PAs submitted on CoverMyMeds® can also be found on the Medi-Cal Rx Provider Portal.

Create your account today! Sign up for your free CoverMyMeds® account by visiting <https://account.covermymeds.com/signup> and entering the requested information.



## Implementation of Phase I, Wave III - Reinstatement of PAs for 11 drug classes

DHCS has announced a proposed plan for reinstatement of claim edits and PAs, as well as the phasing out of the Transition Policy for Medi-Cal Rx. DHCS presented a three-phase plan that includes reinstatement of PAs for new-start medications based upon drug classes. This approach allows providers to initiate PAs on a gradual basis while DHCS continues to grandfather prescriptions with historical claims or PAs.

**On September 16, 2022**, Phase I, Wave III of the Reinstatement Plan will go live. Providers will be required to submit PAs for new-start medications in the 11 identified drug classes below:

- Diuretics
- Lipotropics, including statins and omega-3 fatty acids
- Hypoglycemics, including glucagon
- Coronary vasodilators (nitrates and pulmonary arterial hypertension agents)
- Cardiovascular agents, including antiarrhythmics and inotropes
- Anticoagulants and antiplatelets
- Niacin, Vitamin B, and Vitamin C products

Specifically, new-start prescriptions for children and youth beneficiaries (21 years of age and under) within these 11 drug classes will not be subject to PA-reinstatement.

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

## Annual Initial Health Assessment audit results

CenCal Health would like to thank participating Primary Care Providers (PCPs) for their support with the annual Initial Health Assessment (IHA) audit, which evaluated the completion of required IHA components.

**Of 300 records reviewed, overall findings indicate a 70% rate of compliance.**

Results were based on separate review of pediatric and adult IHAs. Areas for improvement include documentation of screening assessments, anticipatory guidance, and completion of a Staying Healthy Assessment (SHA) by the patient and PCP.

**While specific findings will be shared and discussed with the audited PCPs this month, high-level results of the findings are as follows:**



### Pediatrics

- Highest scoring components: Comprehensive History (~90%), Preventive Services (91%), and Anticipatory Guidance (84%)
- **Areas for Improvement:** Physical Examinations (73%), Screening Assessments (~60%), and completion of SHA questionnaire (28%)
- 150 pediatric records reviewed

### Adults

- Highest scoring components: Comprehensive History (~92%), Physical Examinations (~96%), and Preventive Services (83%)
- **Areas for Improvement:** Screening Assessments (~67%), Anticipatory Guidance (~63%), and completion of SHA questionnaire (31%)
- 150 adult records reviewed



**PCPs are required to perform an IHA for each newly assigned member within 120 days of a member's CenCal Health enrollment.**

Each IHA must include documentation of the following:

- A comprehensive physical and mental developmental health history
- A physical exam
- Oral health assessment and dental screening and referral for children
- Completion of, or referral for, recommended preventive screenings and 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

**Please go to DHCS and print the Staying Healthy Assessment (SHA) Questionnaires by age group: [www.dhcs.ca.gov/formsandpubs/forms/pages/stayinghealthy.aspx](http://www.dhcs.ca.gov/formsandpubs/forms/pages/stayinghealthy.aspx)**

To identify your patients due for an IHA and their IHA due date, go to CenCal Health's secure provider portal and click the Coordination of Care section in the "Assignment" tab. For more information about IHA requirements, please contact the Population Health Team at [populationhealth@cencalhealth.org](mailto:populationhealth@cencalhealth.org).

## 'COVID + Flu Don't Spread 2!'

Flu season is quickly approaching, and getting your patients vaccinated against the flu as well as COVID-19 is more important than ever. Please use this opportunity to educate your patients on the importance of getting vaccinated, to administer flu and COVID-19 vaccines as well as to conduct diagnostic testing, given that their symptoms are very similar. **Get your patients vaccinated today!**

### The CDC recommends that:

- Everyone 6 months and older get an annual flu vaccine
- Everyone 6 months and older get the COVID-19 vaccine
- Everyone 5 years and older get COVID-19 boosters, if eligible

### For more information you can go to:

[www.cdc.gov/flu/season/faq-flu-season-2020-2021.htm](http://www.cdc.gov/flu/season/faq-flu-season-2020-2021.htm)

[www.cdc.gov/vaccines/covid-19/index.html](http://www.cdc.gov/vaccines/covid-19/index.html)

### You can also visit:

[cencalhealth.org/health-and-wellness](http://cencalhealth.org/health-and-wellness)

[cencalhealth.org/coronavirus/covid-vaccine/](http://cencalhealth.org/coronavirus/covid-vaccine/)

## September 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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## Help your patients get free home blood pressure monitor

Help your hypertensive patients take control of their blood pressure. Medi-Cal hypertensive patients are eligible to receive a free blood pressure monitor.

### As their PCP, it's easy to help:

1. Write a prescription for a blood pressure monitor after a routine blood pressure appointment.
2. Tell the patient to take the prescription to their local pharmacy for a monitor free of charge.
3. Let them know that the pharmacist can also answer their questions about how to use the device.

**Please take the opportunity to educate your patients on how often they need to check their blood pressure.**

Please reference a list of blood pressure monitors approved by Medi-Cal Rx, the State pharmacy benefit at [medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/bulletins/2022.05\\_A\\_Medical\\_Supplies\\_Pharmacy\\_Benefit\\_Addition\\_of\\_BP\\_Monitors\\_BP\\_Cuffs.pdf](http://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/bulletins/2022.05_A_Medical_Supplies_Pharmacy_Benefit_Addition_of_BP_Monitors_BP_Cuffs.pdf)

For specific questions, please email: [populationhealth@cencalhealth.org](mailto:populationhealth@cencalhealth.org).

