

# PROVIDER BULLETIN

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OUR PROVIDERS FROM  
CENCAL HEALTH

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#### PROVIDER NEWS

## Alternative Format Selections (AFS)

In compliance with the requirements of the American Disabilities Act, CenCal Health is committed to ensuring effective communication to members with visual impairments or other disabilities.

The standard Alternative Format Selection (AFS) options are large print, audio CD, data CD, and Braille. Below are descriptions of each format:

- Large print:** Large (20-point) size Arial font or greater.
- Audio CD:** Provides the ability to listen to recordings of member materials on CD (files will be encrypted).
- Data CD:** This allows for member materials in electronic format to be accessible on CD in their format .pdf, .xlsx, .txt, .docx, etc. (files will be encrypted).
- Braille:** Uses raised-dots that can be read with fingers.

For more information, visit: <https://www.dhcs.ca.gov/Pages/Alternative-Formats.aspx>

Members can also request material in the AFS format via the application system at <https://afs.dhcs.ca.gov/> or call the Medi-Cal Help Line at (833) 284-0040. Please direct members to these resources as needed or contact CenCal Health's Member Services Department at: (877) 814-1861 if you have additional questions or concerns.

**Provider Resources and Training is available at:** [cencalhealth.org/providers/cultural-linguistic-resources/cultural-competency-and-health-literacy/](https://cencalhealth.org/providers/cultural-linguistic-resources/cultural-competency-and-health-literacy/)

## Provider Trainings on The Horizon

### Mental Health Provider Clinical Symposium:

**June 21, 2022 • 12:00 – 1:00 p.m.**

This monthly refresher will address frequently asked questions covering claims submissions, clinical standards, care coordination to County Department of Behavioral Health, forms, and billing for psychotherapy, medication management, and psychological testing.

Our Provider Relations Team will also present information on CenCal Health's cultural & linguistic language assistance program through our interpreter services available to our members.

### Primary Care Provider (PCP) Behavioral Health

**& Mental Health Insourcing Symposium: June 23, 2022 • 12:00 – 1:00 p.m.**

This monthly refresher will address frequently asked questions, covering topics such as the authorization process, referrals and forms.

**This meeting will be very helpful for referral coordinators and office staff.**



**We invite our providers and their staff to attend these trainings.**

Register at [www.cencalhealth.org/providers/provider-training-resources/](https://www.cencalhealth.org/providers/provider-training-resources/)

# Medi-Cal Rx Benefit Updates

## New Medi-Cal RX Pharmacy Benefit - Automatic/Digital Home Blood Pressure Monitors

**Effective June 1, 2022**, home blood pressure monitors and blood pressure cuffs for use with personal home blood pressure monitoring devices will be a covered benefit under Medi-Cal Rx. A valid prescription must be sent to the member's contracted retail pharmacy for fulfillment. Covered products are restricted to the newly created List of Covered Personal Blood Pressure Monitoring Devices and Blood Pressure Cuffs found on the Medi-Cal Rx Web Portal. Quantity and billing restrictions apply. Please refer to the List of Covered Medical Supplies Product Descriptions and Billing Information for billing and reimbursement information.



### Medi-Cal Rx Home Blood Pressure Monitor benefit details:

- One home blood pressure monitor every 5-years with a valid prescription from a provider
- Claim submission with a code I diagnosis of any ICD-10-CM diagnosis code that justifies medical necessity for cardiovascular monitoring for a chronic condition or on a regular basis; documentation in the electronic file or on the prescription is required.
- Wrist Personal Blood Pressure Monitoring Devices are not a Medi-Cal Rx benefit.
- For a list of covered personal blood pressure monitoring devices and the list of covered medical supplies and billing information, please visit the Medi-Cal Rx Web Portal at <https://medi-calrx.dhcs.ca.gov/provider/forms>.

### Continuous Glucose Monitors (CGM)

Therapeutic CGM (DexCom or Libre) are the responsibility of Medi-Cal Rx, and all claims should be submitted directly to Medi-Cal Rx for processing. If a provider is requesting either of these products, the provider is to send a prescription to a pharmacy to process the claim through Medi-Cal Rx, and any utilization management/prior authorization policies are at the direction of Medi-Cal Rx. In cases where a Prior Authorization (PA) is required, please submit PA requests for the therapeutic CGM products directly to Medi-Cal Rx for review.

In an effort to minimize member and provider disruption, existing, active TAR requests for K0553 and K0554 will be honored by CenCal Health through June 30, 2022.

**After June 30, 2022, all claims for therapeutic CGM will not be processed through CenCal Health, and must be submitted directly to Medi-Cal Rx through the member's contracted retail pharmacy.**

For the latest Therapeutic CGM benefit offerings, quantity limits, and prior authorization requirements, please visit the Covered Product Lists section of the Medi-Cal Rx website at <https://medi-calrx.dhcs.ca.gov/provider/forms>.

**For any questions regarding the Home Blood Pressure Monitor or CGM benefit, please contact Medi-Cal Rx at (800) 977-2273 or CenCal Health Pharmacy Department at (805) 562-1080.**



# National HIV Testing Day

**June 27th is National HIV Testing Day, which is a great opportunity to discuss HIV and STI exposure with your patients.**

CDC recommends that everyone between the ages of 13 and 64 get tested for HIV at least once as part of routine health care.

HIV and STI rates have continued to increase over the last eight years, so it is important to discuss risk factors with your patients. You can begin the conversation by completing a comprehensive sexual history with all of your patients including those who identify as LGBTQ. Be sure to test your patients for the core four (Chlamydia, Gonorrhea, Syphilis, and HIV).

**Testing is the first step towards treatment and transmission reduction. Discuss HIV and STI testing with your patients today.**

## STI & HIV Prevention & Treatment Training, July 19, 2022 12pm – 1pm

Due to the low utilization of STI/HIV screening, prevention, and treatment services, CenCal Health will be hosting a 'STI & HIV Prevention and Treatment Webinar.

Our guest speaker will provide screening and prevention tips, and our Population Health Team will provide a high-level overview of the QCIP portal so you can identify members for screening.

**Please pre-register for this event at [cencalhealth.org/providers/provider-training-resources/](https://cencalhealth.org/providers/provider-training-resources/)**

**For more information, you can go to:**

- National HIV Testing Day:  
[hiv.gov/events/awareness-days/hiv-testing-day](https://hiv.gov/events/awareness-days/hiv-testing-day)
- HIV & STIs in California:  
[cdph.ca.gov/Programs/CID/DCDC/Pages/STD.aspx](https://cdph.ca.gov/Programs/CID/DCDC/Pages/STD.aspx)



**Plus,**  
you can earn 1  
CME credit for your  
attendance.



# Palliative Care Member Benefit

**Palliative Care is a patient and family-centered care that optimizes quality of life by anticipating, preventing, and treating suffering.**



It addresses physical, emotional, mental, social, and spiritual needs to facilitate patient autonomy and informed choice. It can be provided in addition to curative care.

Palliative Care is available for adult and pediatric members. It includes services such as advanced care planning, access to the Palliative Care team (MD, RN, and SW), pain management and coordination of care.

**Palliative Care is not Hospice.** It can precede Hospice within the continuum of care as a member is facing a life-threatening illness. It cannot be given in conjunction with Hospice. CenCal Health will approve (auto-approve) the initial assessment (T2024) and completion of Physician Orders for Life Sustaining Treatment, "POLST" (99497). Ongoing Palliative Care (T2025) needs review and prior authorization.

For information on eligibility criteria, please refer to CenCal Health's Provider Manual, Section E15 [cencalhealth.org/providers/forms-manuals-policies/provider-manual/](https://cencalhealth.org/providers/forms-manuals-policies/provider-manual/)

You may access the recorded Palliative Care Provider Training video online at [cencalhealth.org/providers/provider-training-resources/provider-training-library/](https://cencalhealth.org/providers/provider-training-resources/provider-training-library/).

**Please contact the Provider Services Department at (805) 562-1676 for further benefit questions.**

For questions regarding authorizations and care management support, please contact the Medical Management Department at (805) 562-1082.



# New Behavioral Health Care Coordination Request Form

If a member needs care coordination to a mental health provider or substance use treatment, please see our new form.

This form is replacing the use of the Case Manager Referral form for Behavioral Health Care Coordination requests.

Please complete all sections and return by fax or secure link.

Our Behavioral Health Navigators will reach out to the member and coordinate care appropriately.

You can access the new document here:

[cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/](https://cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/)

**Behavioral Health Care Coordination Request Form**  
This form is for linkage to CenCal Health Mental Health Providers or County Substance Use Treatment Services.

Please fax this form to the Behavioral Health Department (805) 562-1676 or upload to <https://cencalhealth.org/form/behavioral-health-care-coordination-request-form>. Questions? Please call (805) 562-1600.

If you are a community agency submitting a request, please include a signed release of information from the Behavioral Health Department.

**Referring Provider/Agency**  
Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
Email: \_\_\_\_\_ Fax: \_\_\_\_\_  
Agency Name: \_\_\_\_\_

**Member Information**  
☐ Member Aware of Referral (Required)  
Member Name: \_\_\_\_\_  
CenCal Health Member ID: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Language: \_\_\_\_\_  
Parent/Guardian: \_\_\_\_\_  
DOB: \_\_\_\_\_  
Is member participating in other community programs (ECM, Whole Person Care, CCS, JOPCM, etc.): \_\_\_\_\_

**Member Motivation**  
☐ Member wants service for self (or dependent)  
☐ Member is unsure or ambivalent about services for self (or dependent)  
☐ Member does not want services or does not believe they are needed  
☐ Member has not been informed of referral \*  
\*Member must be in agreement

## June 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

## New 2022 Preventive Health Guidelines

CenCal Health covers and ensures that members have access to all preventive services for adult and pediatric members as recommended by:

- U.S. Preventive Services Task Force (USPSTF) A&B Recommendations for Normal Risk Adults
- American Academy of Pediatrics (AAP) Bright Futures Periodicity Schedule
- Centers for Disease Control (CDC) Recommended Immunization Schedule for Adults, Children, and Adolescents

The recommendations from these professional organizations are summarized in CenCal Health's 'Preventive Health Guidelines' member handout, which is annually distributed to all health plan members.

The 2022 Preventive Health Guidelines are available to view on our website at: [cencalhealth.org/providers/care-guidelines/preventive-health-guidelines/](https://cencalhealth.org/providers/care-guidelines/preventive-health-guidelines/)

The 2022 Preventive Health Guidelines are available by mail to anyone that cannot access the guidelines online.

To request a hardcopy, please email [healthed@cencalhealth.org](mailto:healthed@cencalhealth.org), or call 800-421-2560, extension 3126.

**Adult Preventive Health Guidelines**  
Getting regular checkups can help you stay healthy, prevent disease, and take care even before you're sick.

**Adult Preventive Health Guidelines**  
Get regular checkups to help you stay healthy, prevent disease, and take care even before you're sick.

**Preventive Health Guidelines For Your Child**  
It's important for your child to have regular checkups with their doctor and to get immunizations (shots). Immunizations help protect your child from serious diseases. Vaccines are very safe and effective. They protect your child for a lifetime of good health.

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