

# PROVIDER BULLETIN

A PUBLICATION FOR OUR PROVIDERS FROM CENCAL HEALTH

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### CENTRAL PHONE LINES

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  
[cencalhealth.org/providers](http://cencalhealth.org/providers)

## PROVIDER NEWS

### Business as Unusual during COVID-19

Thank you to all of our providers and their staff who are working diligently to keep our members and community healthy during this unprecedented time.

For the most up-to-date information and links to credible resources, both local and State, please visit [cencalhealth.org/providerservicesfaq](http://cencalhealth.org/providerservicesfaq).

### Provider Portal Best Practices

Here are a few tips to help you get the most out of your Provider Portal experience:

- Designate an administrator to manage your office's portal access.
- Update your office's administrator when they are no longer with your practice.
- Enable multiple user accounts, if needed.

We have increased our security features due to COVID-19 and stay-home orders. Please contact your IT department if you experience connection issues.

For security purposes, please remember:

- All individual users are required to have a unique login and password.
- Do not share password details with others.
- Do not save your username or password in the internet browser.

To reset your password, follow the steps in the 'Forgot your password?' link located in the Provider Login page at [web.cencalhealth.org/Account/ForgotPassword](http://web.cencalhealth.org/Account/ForgotPassword).

For assistance or questions regarding these best practices, please contact CenCal Health's Provider Services department at [psrgroup@cencalhealth.org](mailto:psrgroup@cencalhealth.org) or call (805) 562-1676. [cencalhealth.org/providers/provider-portal/](http://cencalhealth.org/providers/provider-portal/)

### Update Your Practice Changes with CenCal Health

Ensuring that CenCal Health has the most up-to-date provider information is imperative for efficient payment of claims and ensuring that we can provide an accurate Provider Directory to our members. By updating CenCal Health with any practice changes, you are not only complying with your Provider Agreement, but you ensure that CenCal Health complies with the Department of Health Care Services provider data regulations.

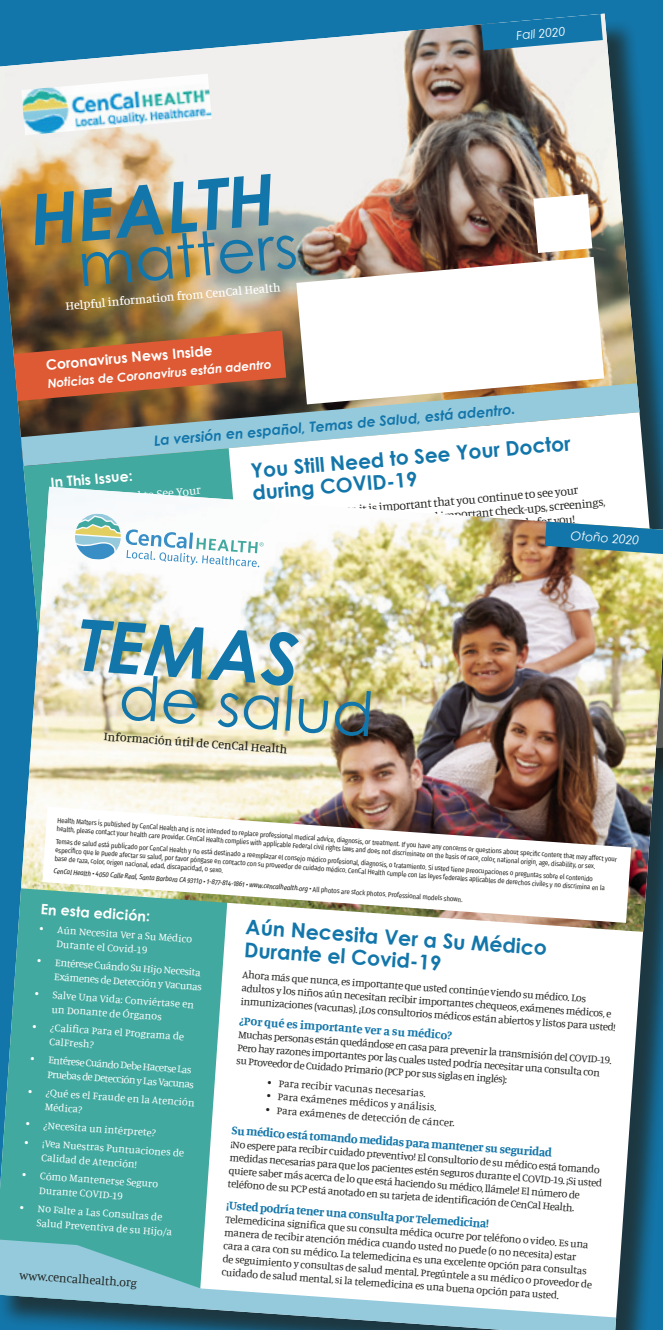
Submit changes related to your practice via our State-compliant provider roster template: [cencalhealth.org/providers/provider-profile-and-practice-changes/](http://cencalhealth.org/providers/provider-profile-and-practice-changes/). Please clearly indicate any providers who have joined or have left your practice and your most current information (i.e., phone number and address). Email completed forms to [psrgroup@cencalhealth.org](mailto:psrgroup@cencalhealth.org).

For questions, please contact your Provider Services Representatives or contact the Provider Services department at (805) 562-1676.

## Health Matters: CenCal Health's Fall 2020 Member Newsletter

We will be sending out the fall issue of the Member Newsletter, *Health Matters/Temas de Salud*, to about 70,000 member households in late September. Articles in this issue include information about:

- Getting back to Well-Care during COVID-19
- Healthcare Fraud
- Interpreter Services
- Adult and Child Preventive Health Guidelines



## Well-Child Telemedicine Visits and Billing

The Department of Health Care Services (DHCS) has recognized that parents/guardians may be cautious about making appointments for well-child visits during the COVID-19 pandemic. As a result, Medi-Cal's telemedicine policies allow providers the flexibility to provide medical care by telemedicine/virtual telephonic telecommunications and bill CenCal Health after the visit.

Providers should inform parents/guardians of their well-child telemedicine options. While physical exams and immunizations must be completed in person, certain aspects of care can be completed through telemedicine, and can therefore be billed as one encounter/visit.

For more information on Medi-Cal's telehealth billing and policy instructions, please visit [dhcs.ca.gov/provgovpart/Pages/Telehealth.aspx](https://dhcs.ca.gov/provgovpart/Pages/Telehealth.aspx).

For billing questions, contact CenCal Health's Claims department at (805) 562-1083.

## Visit CenCal Health's New Prop 56 Web Page

CenCal Health has dedicated a web page to provide useful information regarding Proposition 56 programs. Prop 56 payments will resume upon receipt of funds from the Department of Health Care Services, which are expected to resume in the third quarter of 2020. Retro payments from dates of service (DOS) July 1, 2020, and on will be included in the payment.

To learn more about Prop 56 programs, please visit: [cencalhealth.org/providers/proposition-56/](https://cencalhealth.org/providers/proposition-56/)

## Help Your Patients Stay Healthy with CenCal Health's Pharmacy Flu Program

With flu season approaching, our Pharmacy Flu Program can help your patients stay healthy. As part of the pharmacy benefits provided by CenCal Health and MedImpact, our members are eligible to receive the flu vaccine directly from a participating pharmacy in our network. Members can contact their local pharmacy for appointment requirements and hours. If providers choose to administer the flu vaccine in their office, they can bill CenCal Health.

For questions, please contact our Pharmacy Services department at (800) 421-2560 ext. 1080.

## Download Our DME Quick Reference Guide Now on the Provider Portal

The Durable Medical Equipment (DME) Quick Reference Guide allows you to quickly identify a contracted DME provider in our network. Use this guide to refer our members to DME providers.

For the most up-to-date list, please visit our website and download the DME Quick Reference Guide PDF at [cencalhealth.org/providers/search-provider-network/](https://cencalhealth.org/providers/search-provider-network/).

## Sign Up for Medi-Cal Rx Program Updates

Effective January 1, 2021, Medi-Cal pharmacy benefits will transition from plans like CenCal Health back to the State. As a result, the State has contracted with Magellan to administer the pharmacy benefit. The State believes this change will save the state \$393 million by 2021.

In preparation, the DHCS has published a high-level provider training schedule and a provider communication schedule on their website. While there are no details yet, the State expects to release them soon. CenCal Health will provide details in this newsletter and our website. If providers or other stakeholders are interested in receiving program updates, they can enroll directly at <https://mcrxsspages.dhcs.ca.gov/Medi-CalRxDHCSgov-Subscription-Sign-Up>.

Date	For	Topic
August 2020	Providers (pharmacies and prescribers)	Registration instructions for the secured portal and associated applications
September 2020	Providers (pharmacies and prescribers)	General training begins
September 2020	MCPs	Training schedule and registration instructions
October 2020	MCPs	Training begins
October 2020	Providers (pharmacies and prescribers)	General training continues
November 2020	Pharmacies	Web Claims Submission training
November 2020	MCPs	General training continues
November 2020	Providers (pharmacies and prescribers)	General training continues

### CLINICAL CORNER

## Vaccinate Your Patients against the Flu this Season

Although we are currently facing a global pandemic with COVID-19, flu season is quickly approaching. While it is not possible to say with certainty what will happen in the fall and winter, the CDC believes it is likely that flu viruses and the virus that causes COVID-19 will both be spreading. Getting your patients vaccinated against the flu is more important than ever. The CDC recommends that all people six months and older get a yearly flu vaccine. Healthcare providers should use every opportunity during flu season to administer flu vaccines to all eligible patients. Get your patients vaccinated against the flu today!

For more information about the flu vaccine, go to the CDC's influenza website at [cdc.gov/flu/season/faq-flu-season-2020-2021.html](https://cdc.gov/flu/season/faq-flu-season-2020-2021.html).

You can also visit [cencalhealth.org/health-and-wellness](https://cencalhealth.org/health-and-wellness).

If you have any questions, please contact [qualityimprovement@cencalhealth.org](mailto:qualityimprovement@cencalhealth.org).



## CenCal Health to Add TAR Requirements to Eight PADS

Effective **October 1, 2020**, CenCal Health will be adding treatment authorization request (TAR) requirements to eight Physician Administered Drugs (PAD) processed on the medical benefit. CenCal Health will review your TAR for the following PADs in the chart to the right.

Completing treatment authorization requests will help expedite claims processing. If you do not obtain approval, your claims may be delayed or denied until we receive the information needed to establish medical necessity. Due to the low utilization of the above medications, the impact on the provider network will be little.

PROCEDURE CODE	DRUG DESCRIPTION
J9035	INJECTION, BEVACIZUMAB, (AVASTIN, IMURON) 10 MG
Q5107	INJECTION, BEVACIZUMAB-AWWB, BIOSIMILAR (MVASI), 10 MG
Q5118	INJECTION, BEVACIZUMAB-BVZR, BIOSIMILAR, (ZIRABEV), 10 MG
Q5117	INJECTION, TRASTUZUMAB-ANNS, BIOSIMILAR, (KANJINTI), 10 MG
Q5116	INJECTION, TRASTUZUMAB-QYYP, BIOSIMILAR, (TRAZIMERA), 10 MG
Q5113	INJECTION, TRASTUZUMAB-PKRB, BIOSIMILAR, (HERZUMA), 10 MG
Q5112	INJECTION, TRASTUZUMAB-DTTB, BIOSIMILAR, (ONTRUZANT), 10 MG
Q5114	INJECTION, TRASTUZUMAB-DKST, BIOSIMILAR, (OGIVRI), 10 MG

If you have questions or need additional information, please contact CenCal Health's Pharmacy department at (805) 562-1080.



**CenCal  
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*Monthly  
Provider Bulletin  
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**Pharmacy Updates June- August 2020**

Drug	Class	Formulary Status	Restrictions / Limits	Implementation Date
Formulary Additions				
Omeprazole 20mg Rapid Tablet	Proton-Pump Inhibitors	Formulary: Quantity Limit	Restriction: Quantity Limit of 60 tablets per 30 days	6/1/2020
Lansoprazole 15mg, 30mg Capsules	Proton-Pump Inhibitors	Formulary: Quantity Limit	Restriction: Quantity limit of 30 capsules per 30 days	6/1/2020
Esomeprazole 20mg, 40mg Capsules	Proton-Pump Inhibitors	Formulary: Quantity Limit	Restriction: Quantity limit of 30 capsules per 30 days	6/1/2020
Esomeprazole 2.5mg, 5mg, 10mg, 20mg, 40mg Suspension Powder Packet	Proton-Pump Inhibitors	Formulary: Quantity Limit and Age Limit	Restriction: Quantity limit of 30 packets per 30 days & Age Limit of maximum age of 8 years old	6/1/2020
Depo-SubQ Provera 104mg/0.65ml Syringe	Contraception/ Oxytotic's	Formulary		6/1/2020
Potassium Chloride 40meq/15ml Liquid	Potassium Replacement	Formulary		7/1/2020
Humalog 100 unit/ml Cartridge	Diabetes	Formulary		7/1/2020