

# PROVIDER BULLETIN

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### ADMINISTRATIVE OFFICES

4050 Calle Real  
Santa Barbara, CA 93110  
(805) 685-9525

1035 Peach St. Ste. 201  
San Luis Obispo, CA 93401  
(800) 421-2560

### 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

### Non-Physician Medical Practitioners (NMPs) Billing & Medi-Cal Guidelines



Certified Nurse Practitioners (CNPs), Certified Nurse Midwives (CNMs) and Licensed Midwives (LMs) are now eligible to be paid by CenCal Health for services rendered to CenCal Health members. Historically, all Non-Physician Medical Practitioners (NPMPs) were required to bill CenCal Health with the Supervising Physician's information to receive payment. This does not apply to Physician Assistants (PAs) and Nurse Practitioners (NPs) as they will continue to bill with the Supervising Physician's information to receive payment.

It is important to properly confirm certifications of NPMPs in rosters, credentialing applications and all other provider notifications submitted to CenCal Health for appropriate identification and payment.

For additional information on the changes to NPMP billing, refer to the Non-Physician Medical Practitioners (NMP) section of the DHCS Medi-Cal Manual.

[http://files.medi-cal.ca.gov/pubsdoco/publications/masters-mtp/part2/nonph\\_m00o03o11.doc](http://files.medi-cal.ca.gov/pubsdoco/publications/masters-mtp/part2/nonph_m00o03o11.doc)

Please contact Provider Services Quality & Credentialing Manager for additional information or your Provider Services Representative at (805) 562-1676.

## PROVIDER NEWS

### Enhanced Provider Portal Coming Soon!

CenCal Health has made some enhancements to the Coordination of Care, Member & Batch Eligibility, Diabetes SMART site and Share of Cost section provided on the Provider Portal.

#### Portal Member Eligibility & Multi-User Management Enhancement Webinar

**Training Description:** During this webinar our speaker will provide you and/or your office staff a tutorial on how to manage your CenCal Health member eligibility through the new portal screen enhancements! This training course is intended for all office staff that check CenCal Health member eligibility via our online provider portal.

#### Primary Care Physician (PCP) Member Coordination Portal Webinar

**Training Description:** During this webinar we will provide our contracted Primary Care Physicians (PCP) and PCP office staff a tutorial on how to manage our new screen enhancements which include Member Eligibility, Coordination of Care, and Diabetes SMART.



Learn more about these new screens, and how they can simplify processes for your office at our upcoming webinars! RSVP at [cencalhealth.org/providers/provider-training-resources/](https://cencalhealth.org/providers/provider-training-resources/)



## CLINICAL CORNER

### Acute Bronchitis ≠ Antibiotics

Cold and flu season is upon us and acute bronchitis is a common condition during this time of year. Over 90% of cases are due to viral infection, and antibiotic treatment is not indicated, but often overused, for this condition. Reducing antibiotic use for acute bronchitis is a national healthcare priority, and treatment for patients diagnosed with acute bronchitis should be focused on patient education and supportive care. **Effective communication is more important than an antibiotic for patient satisfaction.**

Some tips for patient education and communication include:

- Refer to acute bronchitis as a “chest cold” to reduce patient expectation for antibiotics
- Identify & validate patient concerns, and answer questions
- Recommend specific symptomatic therapy and a contingency plan if symptoms worsen
- Emphasize that antibiotic use increases risk of antibiotic-resistant infections and provide patients with educational materials on antibiotic resistance

For online patient education about bronchitis and antibiotics, you can go to: [cencalhealth.org/health-and-wellness/](https://cencalhealth.org/health-and-wellness/) and search “Bronchitis: Should I Take Antibiotics?”

# Coordination of Benefits Agreement (COBA) Cross Over Claims

The Centers for Medicare & Medicaid Services (CMS) developed a model national contract, called the Coordination of Benefits Agreement (COBA), which standardizes the way that eligibility and Medicare claims payment information within a claims crossover context is exchanged. It allows for greater efficiency and simplification of crossover claims. CMS has contracted with the Benefits Coordination & Recovery Center (BCRC), a unit of Celerian Group, to provide the crossover claim files to CenCal Health.

CenCal Health began to process crossover claims from BCRC on August 15, 2019.

What you need to know:

- BCRC will submit claims directly to CenCal Health, therefore no further crossover claims are to be directly billed to CenCal Health from providers. This includes paper claims and claims submitted by clearing houses.
- Allow thirty (30) calendar days from the date of receipt of the crossover claims for processing by CenCal Health. Claims status may be verified on the CenCal Health provider portal.

During this transition, please review any crossover claims and report any noted issues immediately to CenCal Health's Claims department at (805) 562-1083.

Thank you for your continued commitment to our members and our communities. If you would like to update your billing information, contact your Provider Services Representative or visit our website [cencalhealth.org/providers/provider-profile-and-practice-changes/](http://cencalhealth.org/providers/provider-profile-and-practice-changes/).



## We Want to Hear From You!

Please complete our Provider Satisfaction Needs Assessment Survey by December 1st, 2019

Please fill out the survey at [cencalhealth.org/providers/](http://cencalhealth.org/providers/)

Questions? Call us at (805) 685-9525 x1940 or email [providersurveys@cencalhealth.org](mailto:providersurveys@cencalhealth.org)

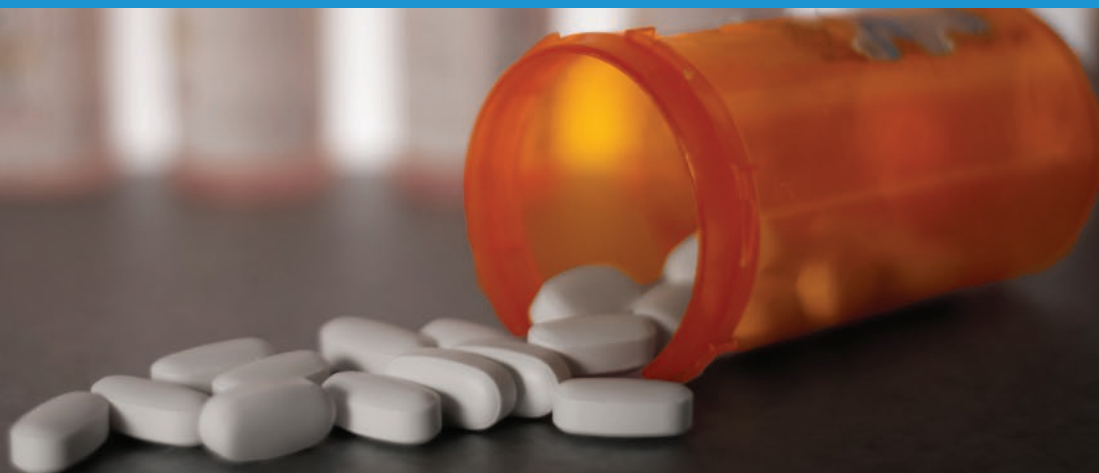
## HEALTH PROMOTION UPDATE

### Your Health/Su Salud Member Newsletter

The Fall issue of our Your Health/Su Salud member newsletter will be mailed to more than 70,000 member households this month. The newsletter is written in both English and Spanish, and is available to view on our website; visit [cencalhealth.org](http://cencalhealth.org) and click Members.

Articles in this issue include information about:

- Immunizations
- Quality Report
- Antibiotic use
- Organ Donation
- Preventive Health Guidelines



## Opioid and Benzodiazepine Concomitant Use Safety Edit

With the approval of CenCal Health's Pharmacy and Therapeutics Committee, and in coordination with its Pharmacy Benefits manager (MedImpact), CenCal Health continues to implement a multiphase plan to deter overutilization of opioids, and update utilization management measures.

Effective **9/1/19**, CenCal Health implemented an opioid and benzodiazepine concomitant use safety edit. The safety edit is a point of sale (POS) intervention that identifies and denies concurrent use of opioids and benzodiazepines when there is any overlap in the day supply. Interventions work bi-directionally and stop claims when there is an opioid-benzodiazepine claim overlap or vice versa.

In order to override these rejections, the pharmacist may conduct a Drug Utilization Review (DUR) and submit the applicable override that outlines the specific actions taken by the pharmacist. The dispensing pharmacist can bypass the soft edit by using the following overrides:

4C (Hospice)	1A (Filled As Is, False Positive)
4B (Palliative Care)	1B (Filled As Is, Not Relevant)
4D (Cancer)	4A (Prescribed with Acknowledgements)
1G (Prescriber Approval)	3G (Drug Therapy Unchanged)

During the month of August, benzodiazepine prescribers who hit the edit described above received an outreach letter. The letter provided prescribers with a list of their CenCal Health members who are currently taking an opioid and benzodiazepine. Resources around the use of benzodiazepines were provided in the letter, including the option for a personalized consultation to discuss custom tapering recommendations or alternative treatment choices. Additional pain management resources are also available through CenCal Health at [cencalhealth.org/providers/pharmacy/pain-management-resources/](https://cencalhealth.org/providers/pharmacy/pain-management-resources/).

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