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PROVIDER BULLETIN

A PUBLICATION FOR OUR PROVIDERS FROM CENCAL HEALTH

VOL. 33 NO. 1 • JANUARY 2023

PROVIDER NEWS

A Message from our CEO

January 2023 – Message for Providers

After the many years here at CenCal Health, I am also grateful for the collaborative nature of our organization and community. Partnership upholds the interconnectedness of the diverse communities we serve. This unique collaboration is one of CenCal Health's values and strengthens us as we focus on cultivating the breadth and depth of community partnerships necessary to lead the local Medi-Cal program transformation to achieve the promise of California Advancing and Innovating Medi-Cal (CalAIM). In the third year of this far-reaching pandemic, I reflect on its impact on the health system here locally and our communities more broadly and am heartened by the priorities we are setting to support our providers, members, and community partners.



With the support of our Board of Directors, I am proud to share the 2023–2025 CenCal Health Strategic Plan [link] and new vision for the health plan. CenCal Health will be a trusted partner in advancing health equity so that our communities thrive and achieve optimal health. The guidance this plan offers and the priorities it sets were thoughtfully considered through a broad and inclusive process with a wide array of stakeholders, from community leaders to local providers and the members we serve. Through the efforts of many, we will cultivate community partnerships, advance quality and health equity for all, and expand our role and reach. This requires that we organize for impact and effectiveness both now and in the future.

In 2023, CenCal Health celebrates its 40th anniversary. As the first Medi-Cal managed care plan of its kind, the value of a local health plan to Santa Barbara and San Luis Obispo Counties is more important than ever. CenCal Health is committed to serving our communities well and partnering with you to achieve an ambitious vision for the future. We certainly have evidence that these efforts are successful. Through your effort, this year CenCal Health was recognized by the Department of Healthcare Services for providing the highest level of quality to Medi-Cal members in both Santa Barbara and San Luis Obispo Counties.

As we turn the page from 2022 into 2023, I wish to thank you and celebrate you and your commitment to improve our members quality of life so that our communities can thrive. At CenCal Health, we look forward to next year and supporting you through this innovative model that is locally governed and accountable to the communities it serves.

Marina Owen Chief Executive Officer

DHCS recognizes CenCal Health (in more ways than one)

Two noteworthy things happened to CenCal Health in December related to the Department of Health Care Services (DHCS).

First, the State's CalAIM tactics monthly meeting with plans highlighted CenCal Health as one of only five health plans that met the State's requirements for Enhanced Care Management (ECM) and Community Supports (CS) web content.

"CenCal's website was among the best in this regard," DHCS said, "and (we) would like to highlight your site as a best practice example."

You can see both member-focused CalAIM content at cencalhealth.org/members/calaim, and provider-focused CalAIM content at cencalhealth.org/providers/calaim.

The second way DHCS recognized CenCal Health was for the quality of care provided to members in our service area. CenCal Health was one of only two managed care health plans serving Medi-Cal members in the State to be recently graded at the top Green Tier performance for quality care provided to Members! Quality care cannot happen without a community of providers who are committed to excellence. We thank you for the quality care you provide!



CenCal Health celebrates 40th anniversary in 2023

It was 40 years ago that the local healthcare community came together to develop a "county organized health system," or COHS. Taking advantage of the State's desire to transform Medi-Cal into managed care, the Santa Barbara Regional Health Authority was created.

Then in 2008, the service area was expanded to include beneficiaries and providers in San Luis Obispo County, and "CenCal Health" was born.

What's changed?

- A new strategic plan that focuses on achieving health equity, cultivating community partnerships, expanding our service role and reach, and organizing for impact and effectiveness internally.
- Our role as convener, facilitator, and humble partner with other health providers, social service leaders, and government agencies to promote health equity.

Also new is California Advancing and Innovating Medi-Cal (CalAIM) – the State's largest overhaul in the Medi-Cal system since introducing managed care. Achieving the goals of our strategic plan is central in the success of CalAIM in our communities.

What hasn't changed?

CenCal Health's mission of improving the health and wellbeing of the communities we serve by providing our members with access to high-quality services, along with education and outreach, remains steadfast.

The values of integrity, improvement, collaboration, and compassionate service remain as relevant as ever.

To our many providers who have been there from the beginning:

thank you, from the bottom of our hearts. We would not be here if it were not for those pioneers proving the value of a local health plan. And thank you to those who have joined us along the way. We share this anniversary with all of you.



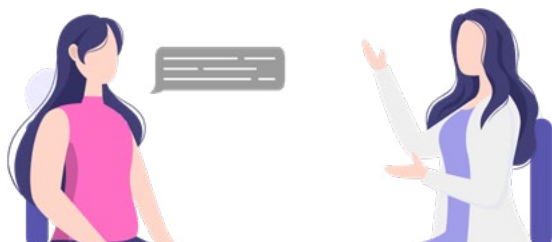
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Abortion services are a covered benefit

CenCal Health would like to remind our provider network that abortion services are a covered benefit for our eligible members. However, as a Managed Care Health Plan, we do not require a physician, health care provider, or person to perform an abortion service, and no person refusing to perform an abortion is to be subject to penalty or discipline for such a choice.

There are no requirements that a provider must perform an abortion service as requested by a CenCal Health member. However, any contracted provider who refuses to provide abortion services should notify Provider Services at (805) 562-1676. It is CenCal Health's responsibility to ensure that a member may find another provider for the needed services. Members that need assistance in locating a provider within our network should be directed to our Member Services Department at (877) 814-1861.



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).

Starting in 2023, 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 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. Please do not hesitate to contact our CenCal Health Provider Services Representatives at (805) 562-1676 or by email at psrgroup@cencalhealth.org

CenCal Health holds the financial responsibility of covered services

CenCal Health providers are invaluable in ensuring timely and equitable access to care for CenCal Health members. We would like to remind our provider partners that it is the financial responsibility of CenCal Health to reimburse providers for covered services provided to our members, and providers are prohibited from billing, charging, or seeking compensation from a CenCal Health member for the provision of covered services. Additionally, if a contracted CenCal Health provider is made aware of Third-Party Liability (TPL), providers are required to inform CenCal Health of such TPL. This ensures that CenCal Health can maintain our financial obligation to report TPL to the California Department of Health Care Services.

If you have any questions, or need to report TPL, please contact your Provider Services Representative at (805) 562-1676 or email psrgroup@cencalhealth.org

CenCal Health would also like to remind all network providers that balance billing Medi-Cal beneficiaries is prohibited by federal and state law. Medi-Cal beneficiaries should not pay for physician visits and other medical care when they receive covered services from a provider in their provider network. This means beneficiaries cannot be charged for co-pays, co-insurance or deductibles. This applies to both Medicare and Medi-Cal providers.

If balance billing is discovered or suspected, CenCal Health will promptly coordinate with providers to provide appropriate training and to ensure compliance with state and federal laws. Reference: Billing Medi-Cal beneficiaries violates Federal law as outlined in section 1902(n)(3)(B) of the Social Security Act, as modified by section 4714 of the Balanced Budget Act of 1997 as well as California Welfare and Institutions Code section 14019.4.

For additional information on billing CenCal Health please reference our recent Claims Billing Training located at cencalhealth.org/providers/provider-training-resources/provider-training-library/

Reminder about Annual Checkups

With the beginning of the New Year, it is important to get your patients in for their annual wellness checks and screenings.

Regular checkups can help identify potential health issues before they start, and early detection often leads to better treatment options.

Patients with chronic conditions are at higher risk of experiencing complications if they contract COVID-19 or other illnesses, so it is more important than ever to ensure patients complete their annual wellness screenings to address or mitigate potential health concerns.

Below are a few of the recommended health screenings that should be completed at least once a year:



Targeted Population	Recommended Screenings	CPT Codes
All Members	<i>Preventive Medicine Services</i>	99381-99387 (New Patients) 99391-99397 (Established Patients) Select code based on age at date of service
Children	Developmental Screening	96110
	Depression Screening	96127 – Positive with f/u plan: G8431 Negative Screen: G8510
	Immunizations	90460 or 90471
	Lead Screening	83655
	TB Testing	86580
	ACEs Screening	G9918 – G9920
	Tobacco Use	99406 – 99407- 4004F – 1036F
Adults	Depression Screening	96127 – ICD-10 Z13 Positive with f/u plan: G8431 Negative Screen: G8510
	Developmental Screening	96110
	Tobacco Use	99406 – 99407- 4004F – 1036F
	Flu Vaccine	90688
	Injury Prevention for seniors	99401 – 99412
Patients with Diabetes	HbA1C Test	83037
	Retinal Eye Exam	92229
	Nephropathy Screening	3044F – 3066F
	Hypertension Monitoring	99211
Patients with Asthma	Asthma Action Plan	94010 – 94060 – 94640 – 94664 – 94760 – 94761
Patients with Hypertension	Blood Pressure Check	99211

Remember, PCP groups can access the Provider Portal under the Quality Care Incentive Program (QCIP) to find members due for various aspects of care. For more information regarding recommended annual screenings, go to

cencalhealth.org/providers/care-guidelines/preventive-health-guidelines/

Member satisfaction with our provider network is high!

The 2021 Consumer Assessment of Health Care Providers and Systems (CAHPS) survey of Medi-Cal members provide direct feedback about member experience with care and services received between February 2021 – and May 2021.

The scores included in the table below reflect the feedback given about our CenCal Health provider network from adult beneficiaries and parents or caretakers of child beneficiaries enrolled with CenCal Health. CenCal Health received the final CAHPS All-Plan Comparison Report in March 2022, and this article is to share the results after analyzing the results through our quality committee oversight process.

Key Takeaway:

CenCal Health's adult members scored their health care, personal doctor, and how well doctors communicate with lower satisfaction than our child survey respondents.

What factors impact satisfaction?

The following areas of focus are what members are responding to when providing satisfaction ratings about communication and health care received:

- Doctors can focus on explaining things in a way that is easy to understand.
- Doctors can make efforts to listen carefully to the members concerns.
- Primary Care Providers can show respect for what the member had to say.
- Doctors can spend enough time with members during appointments.

Adult Survey	Medi-Cal Managed Care Avg.	CenCal Health Score	CenCal Health Rank (of 25 Plans in CA)	Child Survey	Medi-Cal Managed Care Avg.	CenCal Health Score	CenCal Health Rank (of 25 Plans in CA)
Health Care	73.7%	75.1%	11th	Health Care	88.2%	88.1%	11th
Personal Doctor	79.0%	77.7%	18th	Personal Doctor	89.0%	92.4%	3rd
Specialist Seen Most Often	82.4%	78.2%	16th	Specialist Seen Most Often	N/A*	N/A*	N/A*
How Well Doctors Communicate	90.1%	89.1%	21st	How Well Doctors Communicate	92.3%	92.7%	11th
Getting Needed Care	80.0%	83.1%	4th	Getting Needed Care	81.8%	84.6%	5th
Getting Care Quickly	74.9%	80.9%	3rd	Getting Care Quickly	82.7%	85.0%	5th

Note: Overall Ratings (Health Care, Primary Care, and Specialist See, Most Often) percentage of scores of “8, 9, or 10” shown, on a scale of 0-10, 10 being best. Composite Scores (How Well Doctors Communicate, Getting Needed Care, and Getting Care Quickly), percentage of scores reflect “Usually” or “Always” responses, out of Usually, Always, Sometimes, or Never. N/A means there were fewer than 100 responses.

Provider Bulletin update — New Year, new us!

CenCal Health is excited to announce that beginning in 2023, our printed provider bulletin will be published on a quarterly basis! CenCal Health will continue providing time sensitive information to our provider network through other means of communication, including emails, the CenCal Health website, and in person during provider visits.

To ensure that you receive important updates, please sign up with your email address online at cencalhealth.org/providers/provider-bulletin-newsletter/ or continue to reference this site for provider news in the new year!



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

BEHAVIORAL & MENTAL HEALTH UPDATES

CenCal Health member closed loop referral system - Live!

The Behavioral Health Department is working diligently with our provider and county partners to create a closed loop referral system for members accessing mental health services.

What is a closed loop referral?

A closed loop referral is a process that ensures members complete appointments with the designated specialists to whom members are referred. CenCal Health is now requesting the appointment date and time upon coordinating a member's referral, will follow up with the member to ensure that they attended that appointment, and will assist with re-scheduling as needed.

Why is this important?

- Reduces no show rates
- Improves treatment engagement
- Supports member care
- Strengthens collaboration with our providers to continue to build the Mental Health benefit

BH providers: update your outgoing voicemail

To allow for appointment efficiency, we recommend that our Mental Health and Behavioral Health providers update their voicemail often with information regarding availability. Please ensure to update your voicemail to inform Members if you are closed to new members.

We also recommend that you provide a friendly timeline that indicates when a member can expect a return call from your office. CenCal Health recommends that calls are returned within 1-2 business days.

Top 3 tools for ABA providers & why you should check them out!

1 ABA Provider Clinical Support Training

This 45-minute recorded training answers frequently asked questions on templates, minimum requirements for progress reports, and indirect supervision. Check it out online at cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services

2 ABA Quick Guide

This helpful document outlines the referral process from beginning to end and provides quick links to forms. cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/

3 CenCal Health Provider Manual

This comprehensive document offers support on processes, forms, claims, and authorizations. cencalhealth.org/providers/forms-manuals-policies/provider-manual

CenCal Health's Member newsletter drops

The Winter issue of CenCal Health's Member Newsletter, "Health Matters/Temas de Salud" will be mailed to about 87,000 member households in January 2023. Articles in this issue include information about New Benefits, Services for CenCal Health Members, Payment for Covered Benefits & Third-Party Liability and more!

To view the Member Newsletter visit: cencalhealth.org/members/member-newsletter/

Take a fresh look at our Provider Directory

Mental Health and Behavioral Health Treatment providers offer a unique benefit to CenCal Health Members. CenCal Health has worked diligently to refine the Provider Directory to reflect useful details for each provider. Check out each field and how you can keep your listing updated to support member referrals.

NEW INDICATORS! Behavioral Health Treatment Providers

- Service Area
- Hours of Operation
- Appointment Availability
- ADA Accessibility
- Languages
- Clinical Staff
- Office Staff
- Accepting New Patients
- Telehealth and/or In Person
- Age Range
- Treatment Setting

NEW INDICATORS! Mental Health Specialist

- Hours of Operation
- ADA Accessibility
- Languages
- Accepting New Patients
- Board Certification
- Telehealth and/or In Person
- Service Type
- Cultural Competency and Senior and Persons with Disabilities Trained
- Treatment Modalities
- Practice Focus

Need to make updates to your details?

Please reference the online Provider Directory providr.cencalhealth.org/, locate your listing and click 'See a problem?.'

Once you submit your details a Provider Services Representative will contact you to confirm your updates.

You can also call CenCal Health's Behavioral Health Call Center at (805) 562-1600 or email BHProviderUpdates@cencalhealth.org

Medi-Cal Rx Benefit Updates

Medi-Cal Rx: Reinstatement Plan Phase 2, Wave 1 – begins January 20, 2023

On January 20, 2023, Phase 2, Wave 1 of the Medi-Cal Rx Reinstatement Plan will go live. The implementation of Phase 2, Wave 1 will include the addition of PA requirements for 39 Standard Drug Classes (SDCs) for new starts by beneficiaries 22 years and older. Medi-Cal Rx will provide resources to support pharmacies and prescribers, including:

- Reinstatement-focused tab on Medi Cal Rx website with links to:
 - » Alerts and Weekly Newsletters
 - » Frequently Asked Questions (FAQs)
 - » Monthly Updated Medi-Cal Approved NDC List
- Weekly Office Hours
- Medi Cal Rx Customer Service Center at 1-800-977-2273, 24 hours/7days, 365 days per year
- Providers can also seek assistance via the Education and Outreach team at MediCalRxEducationOutreach@magellanhealth.com

For any questions regarding the implementation of Phase 2, Wave 1, please contact MediCal Rx at (800) 977-2273 or the CenCal Health Pharmacy Department at (805) 562-1080.

Medi-Cal Rx Contract Drug List Updates

The Medi-Cal Rx Contract Drug list is updated on a monthly basis by DHCS. For a list of the changes made each month, please visit the Contract Drug List on the Medi-Cal Rx Web Portal. <https://medi-calrx.dhcs.ca.gov/home/cdl/>

Updates to the Medi-Cal Rx Provider Manual (<https://qrco.de/bdYMH1>)

The following sections of the Medi-Cal Rx Provider Manual have been updated for the month of December:

- Section 15.8 – Physician Administered Drug
- Section 17.0 – COVID-19 Vaccine Coverage, Reimbursement, OTC Antigen Test Kits, Oral Antiviral Product Coverage, and Monoclonal Antibody Product Coverage
- Section 17.5 – COVID-19 Oral Antiviral Product Coverage (NEW!)
- Section 17.6 – COVID-19 Monoclonal Antibody Product Coverage (NEW!)
- Section 18.0 – Monkeypox Vaccine Coverage (NEW!)
- Section 18.1 – Monkeypox Vaccine Reimbursement (NEW!)
- Appendix H – List of Physician Administered Drugs with Reject Code 816 (NEW!)

For more information, see the Medi-Cal Rx Provider Manual Version 2.0 on the Medi-Cal Rx Web Portal.

CenCal Health welcomes our newly contracted providers

Please join CenCal Health in welcoming our Enhanced Care Management (ECM) and Community Support (CS) providers as they join our network to assist in improving quality outcomes and reducing health disparities for CenCal Health members. These ECM and CS providers will be working closely with medical and behavioral health providers to support CenCal Health members that are receiving their services to enhance whole person care. Please see our Provider Directory for a full list of our contracted ECM and CS providers.

We welcome our provider network to learn more about the CALAIM initiative and how to refer for services online at cencalhealth.org/providers/calaim/. Providers can also view the CenCal Health Provider Directory at providir.cencalhealth.org to see who is contracted for referral assistance.

For providers that are interested in becoming one of our new ECM or CS providers, or for more information on how your members can access these services, please contact ecmandcs@cencalhealth.org.



January 2023 Provider Bulletin

Upcoming CenCal Health Holiday Closures

Monday, January 16, 2023 • Martin Luther King, Jr. Day
Monday, February 20, 2023 • Presidents' Day



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CenCal Health offers new Community Supports Programs to eligible members!

Starting in January 2023, CenCal Health is adding more services: Housing Services and Sobering Centers. More information on the services and how to make a referral is provided below:

- Housing Services, including Housing Transition Navigation, Housing Deposits, and Housing Tenancy and Sustaining Services, are designed to assist members with obtaining housing and maintaining safe and stable tenancy once housing is secured. A contracted Housing Provider may refer members for these services.
- Sobering Centers are alternative destinations for individuals who are found to be publicly intoxicated (due to alcohol and/or other drugs) and would otherwise be transported to the emergency department or jail. A contracted Sobering Center provider may refer members for these services.

Don't forget the Community Supports that are currently available!

- Medically Tailored Meals is a short-term meal delivery service tailored to individual dietary needs for members that may benefit from dietary support. A PCP, specialty, or ECM provider may refer a member for this service.
- Recuperative Care provides short-term residential care to unhoused members who are being discharged from a medical facility but still need to heal from an injury or illness. A contracted hospital or skilled nursing facility may refer members.

Informational and Referral Forms are available online under the 'Learn more about Community Supports' drop-down menu at cencalhealth.org/providers/calaim/. To learn more, please call CenCal Health's Community Supports Unit at (805) 562-1698.