

# How is CenCal Health doing? We want to hear from you!

Every year, CenCal Health conducts a Provider Satisfaction and Needs Assessment Survey. This survey measures provider satisfaction with various health plan processes and resources, the effectiveness and accessibility of the staff in each department, and satisfaction with CenCal Health overall.

Key findings and trends are closely tracked year over year, and we are committed to improving our customer service at CenCal Health.

**Use the QR Code below to take the survey now!**



<https://qrco.de/bdVyD7>



## PHARMACY

# Medi-Cal Rx Update

## Prior Authorization Appeals: A Reminder for Providers

A Medi-Cal pharmacy provider or prescriber may submit prior authorization (PA) appeals following a PA denial determination by the Department of Health Care Services (DHCS).

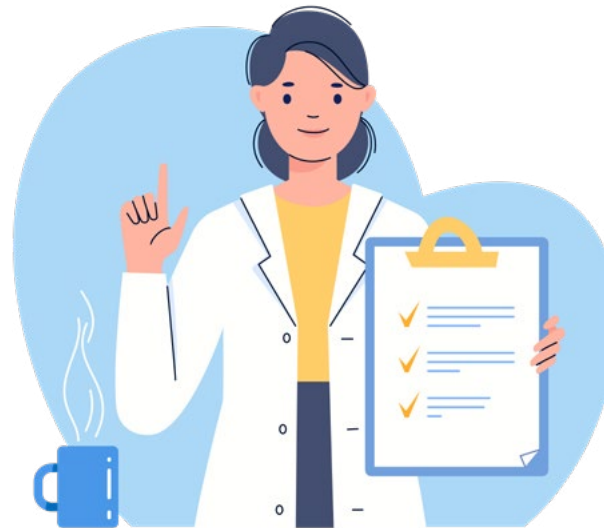
### Pharmacy Provider and Prescriber PA Appeals Information:

- Provider PA appeals are accepted via the Medi-Cal Rx Provider Portal, fax, or U.S. Mail.
- Providers have 180 days to submit a PA appeal from the date of the initial denial.
- PA appeal requests must explicitly indicate “appeal.”
  - ⇒ Medi-Cal Rx Provider Portal Submission: Select the appeal option.
  - ⇒ Fax/U.S. Mail Submission: State the word “appeal” on the Medi-Cal Rx Prior Authorization Request Form.

**Note:** Unless the PA appeal request is specifically noted as an appeal, a second PA submitted for a previously denied request is treated as a new initial review.

- Medi-Cal Rx issues PA Appeal Acknowledgement correspondences to the provider via fax or U.S. Mail (when fax is unavailable) within one (1) calendar day of an appeal request.

For more information, refer to the PA Adjudication section of the Medi-Cal Rx Provider Manual or call the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273.



# New Housing Community Supports Available On January 1, 2023

**CenCal Health will make available three new housing Community Support services beginning January 1, 2023!**

**These services will be available to eligible members and include Housing Transition Navigation Services (HTNS), Housing Deposits, and Housing Tenancy and Sustaining Services (HTSS).**

## **Housing Transition Navigation Services (HTNS)**

Assists eligible CenCal Health members experiencing homelessness, or who are at risk of homelessness, to obtain permanent housing. CenCal Health members will participate in a housing assessment and in the development of an individualized housing support plan, which will provide access to a tailored subset of the following services:

1. Searching for housing and securing housing, including the completion of applications, and required documentation as well as resources to cover moving costs.
2. Assistance with benefits advocacy, including assistance with Supplemental Security Income (SSI).
3. Securing available resources to assist with subsidizing rental resources.
4. Landlord education, engagement, and communication on the member's behalf.
5. Ensuring that the living environment is safe and ready for move-in.
6. Developing a housing support crisis plan that includes prevention and early intervention services when housing is jeopardized.

**Housing Deposits (HD)** provides financial support to assist eligible CenCal Health members with identifying, coordinating, securing, or funding one-time services and modifications necessary to enable a person to establish a basic household.

To receive Housing Deposits, eligible CenCal Health members must also be receiving Housing Transition Navigation Services.

**Housing Tenancy and Sustaining Services (HTSS)** provides tenancy and sustaining services to eligible CenCal Health members, with a goal of maintaining safe and stable tenancy once housing is secured, by offering the following services:

1. Education on the roles, rights, and responsibilities of the tenant and landlord.
2. Coaching on developing key relationships with landlords/property managers with a goal of fostering successful tenancy and providing independent living life skills.
3. Developing a housing support crisis plan that includes prevention and early intervention services when housing is at risk of being jeopardized.
4. Assisting with lease compliance and annual housing recertification process.
5. Assisting with benefits advocacy, including assistance with Supplemental Security Income (SSI).

**If you're interested in providing these services to our members and becoming a contracted Community Supports provider, please contact Provider Services at (805) 562-1676 or email [psrgroup@cencalhealth.org](mailto:psrgroup@cencalhealth.org).**

