

# PROVIDER BULLETIN

A PUBLICATION FOR OUR  
PROVIDERS FROM CENCAL HEALTH

VOL. 32 NO. 12 • DECEMBER 2022

## PROVIDER NEWS

- Report your practice changes
- Sign up to receive email notifications
- Doula Services to be added as a covered benefit

## PROVIDER TRAINING

- Member eligibility overview webinar Dec. 15
- Claims billing webinar Dec. 13

## HEALTH PROMOTION

- Engaging your patients on cardiovascular disease
- Tools for patients in the New Year

## BEHAVIORAL HEALTH

- ABA, psychological testing referral guide available
- Mental health specialists: Looking for a patient referral?

## PHARMACY

- Medi-Cal RX update

## CalAIM

- New Housing Community Supports available on Jan. 1, 2023

Survey for our providers

**How is CenCal Health doing?**

We want to hear from you!

INSERT

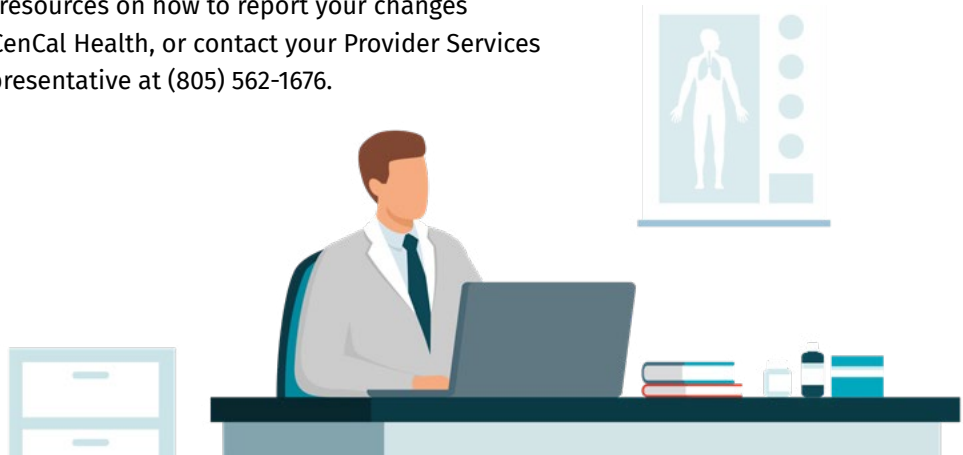
## PROVIDER NEWS

# Report your practice changes

This is a friendly reminder to submit any changes to your availability when taking on new CenCal Health members so we can keep our Provider Directory updated with the most current information about your practice.

This includes address and phone number updates and changes to physicians who may be joining or leaving your practice. Having an accurate Provider Directory is more efficient for our provider partners and our members and is a regulatory requirement.

Please reference [cencalhealth.org/providers/provider-profile-and-practice-changes/](https://cencalhealth.org/providers/provider-profile-and-practice-changes/) for resources on how to report your changes to CenCal Health, or contact your Provider Services Representative at (805) 562-1676.



## Sign up to receive email notifications

CenCal Health shares news regularly to keep contracted providers informed about upcoming trainings, Medi-Cal updates, CenCal Health campaigns and resources, regulatory requirements, and more!

If you're not already receiving our email publications, you can sign up for our digital news updates at [cencalhealth.org/providers/provider-bulletin-newsletter/](https://cencalhealth.org/providers/provider-bulletin-newsletter/)



## CenCal Health Holiday Closures:

Monday, December 26, 2022  
Day After Christmas

&

Monday, January 2, 2023  
Day After New Year's Day

# Doula Services to be added as a covered benefit

Effective January 1, 2023, the Department of Health Care Services (DHCS) is adding doula services to the list of preventive services covered under the Medi-Cal program.

Doula services include personal support to women and families throughout a woman’s pregnancy, childbirth, and postpartum experience, including emotional and physical support provided during pregnancy, labor, birth, and the postpartum period. Doula services must be recommended by a physician or other licensed practitioner.

**Doula services will be available in fee-for-service Medi-Cal and through Medi-Cal managed care plans, including CenCal Health.**

As DHCS continues to refine the specifics of this new benefit, CenCal Health will communicate and share relevant information including credentialing, contracting, and billing specifics. CenCal Health intends to form an ad-hoc workgroup with community stakeholders in order to implement a program that will best meet local needs.



# Member eligibility overview webinar Dec. 15

During this webinar, you will learn about the many different resources available through the CenCal Health Provider Portal that you can utilize to check a CenCal Health’s member eligibility.



Join us on December 15th at 1 – 2p.m. for our LIVE webinar!

# Claims billing webinar Dec. 13

CenCal Health Provider Claims Representatives will provide details on how to submit timely and accurate claims, ways to avoid common claim denials, and the best way to bill CenCal Health. Staff that bill using the CMS-1500 claim form will especially benefit from this training course.

Join us on December 13th, 2022, from 11 am – 12 pm for this refresher course.

Register for these trainings online: [cencalhealth.org/providers/provider-training-resources/](https://cencalhealth.org/providers/provider-training-resources/)



# ABA, psychological testing referral guide available

Please see our Quick Guide for Behavioral Health Referrals and Treatment Requests for support with authorizations for ABA and psychological testing. [cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/](https://cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/)

# Mental health specialists: Looking for a patient referral?

Available to see patients and looking for referral for CenCal Health members? Please email [BHProviderUpdates@cencalhealth.org](mailto:BHProviderUpdates@cencalhealth.org) or contact our Behavioral Health Call Center (805) 562-1600.

# Engaging your patients on cardiovascular disease

Heart disease is the leading cause of death in the United States. Additionally, the mortality rate has proven to be higher during the colder winter months, which is why now is a perfect time to talk to your patients about their cardiovascular health.

According to the Centers for Disease Control and Prevention:

- Only about one in four adults (24%) with hypertension have their condition under control.
- One in four patients with Medicare Part D prescription insurance are not taking their blood pressure medication as prescribed.

Simple steps your patients can take to help lower their risk of cardiovascular disease include:

- Knowing their risk factors
- Eating a heart healthy diet
- Increasing physical activity
- Getting vaccinated (and boosted) for protection against COVID-19 infection

A challenge you may face when providing education about cardiovascular disease is convincing patients of the importance of maintaining a healthy blood pressure.

Tips for talking with patients:

- Educate patients on the importance of blood pressure control.
- Encourage and educate patients on how to properly measure blood pressure at home.
- Educate patients on utilizing their local pharmacy for a blood pressure reading.
- Prescribe single-pill combination medications whenever possible.
- Discuss the importance of medication adherence at every visit.

Talk to your patients today about their cardiovascular health.

Related coding:

- Cardiovascular Screening Blood Tests: 80061, 82465,84478
- Cardiovascular Stress Testing: 93015, 93016, 93017, 93018, 93350, 93351 93352 and J0153

For more information on a heart-healthy lifestyle, you can go to:

- [cencalhealth.org/health-and-wellness/](https://cencalhealth.org/health-and-wellness/)
- <https://www.cdc.gov/heartdisease/prevention.htm>
- [https://thephysicianalliance.org/images/FilesDocuments/ClinicalQualityCorner\\_2021\\_STARS\\_Tip\\_Sheets.pdf](https://thephysicianalliance.org/images/FilesDocuments/ClinicalQualityCorner_2021_STARS_Tip_Sheets.pdf)





## December 2022 Provider Bulletin

### Congratulations!

Congratulations to Dr. Mareni Stanislaus and Dr. Lynn Fitzgibbons on being named 2022 Physicians of the Year for San Luis Obispo and Santa Barbara counties, respectively, by the Central Coast Medical Association.

Proud to have you serving our members.

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



4050 Calle Real  
Santa Barbara, Ca 93110

Standard Presort  
US Postage  
**PAID**  
Santa Barbara, CA  
Permit No. 625

#### HEALTH PROMOTION

## Tools for patients in the New Year

With the new year comes new resolutions! Patients may have a health or wellness goal they would like to achieve and may come to you for information. As an active partner in their health care, creating a judgement-free environment that encourages questions is an important way to engage patients.

The following techniques will help promote a good health outcomes and patient satisfaction:

#### Inviting questions.

- Encouraging patients to ask questions can be as simple as saying, “What questions do you have?” This wording creates an opportunity for your patients to ask questions.
- Do not ask patients, “Do you have any questions?” because most patients will respond to this wording by saying “no,” even if they do have questions.

#### Using body language to build rapport.

- Look and listen: Look at patients when talking and listening, as opposed to looking at the chart or computer.
- Show that you have the time: Be conscious about presenting yourself as having time and wanting to listen to their questions.

#### Encouraging all staff to make sure questions are asked and answered.

- Check-in staff can encourage patients to ask their clinicians any questions they have during the visit.
- Check-out staff can ask patients whether all their questions were answered.

If your patients would like more information about their health and wellness, they can visit [cencalhealth.org/health-and-wellness/](https://cencalhealth.org/health-and-wellness/) or request health education materials to be mailed by calling 1-800-421-2560 ext. 3126.