

## Provider Portal Radiology Benefit Manager (RBM)

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### INTRODUCTION

Welcome to the CenCal Health Website [www.cencalhealth.org](http://www.cencalhealth.org) . The Website contains many interactive capabilities such as checking member eligibility, request pre-authorizations, claims billing and report capabilities.

This document contains step-by-step instructions on how to access CenCal Health's interactive portal for Providers, Administrators and Staff. Websites are not static documents they are updated and changed constantly to meet the needs of users, to improve functionality, and to meet nationally recognized standards and regulations in healthcare.

### MEMBER ELIGIBILITY & IDENTIFICATION

CenCal Health does NOT determine eligibility and a member's eligibility with CenCal Health can change. Medi-Cal members receive a permanent plastic identification card called a Benefits Identification Card or "BIC" and a CenCal Health Insurance card.

#### GROUP PLAN IDENTIFICATION KEY

- 110 Santa Barbara Health Initiative (SBHI) Medi-Cal
- 1120 San Luis Obispo Health Initiative (SLOHI) Medi-Cal



These card must be used for identification purposes but does not provide proof of eligibility. These cards are issued only once and reissued only when information on the card has changed.

## FOR PROVIDERS

There are many ways to access our Provider Portal once you select 'Providers' icon.



## POVIDER PORTAL (RESTRICTED)

### New User Account Access

This area is "restricted" to authorized users only. New In-Network contracted providers will receive a username and password after they have contacted CenCal Health. For questions on this portal or account access, contact the Web Master at [webmaster@cencalhealth.org](mailto:webmaster@cencalhealth.org).

Please appoint a 'Physician/Administrator' for your office as this staff member will manage all user access to the portal and will be responsible for setting your office staff accounts through this portal.

**CenCal Health encourages all individual user accounts to be secure and not used by multiple users. CenCal Health will not be held responsible for any erroneous use of a provider user account.**

User Account Information Requirements:

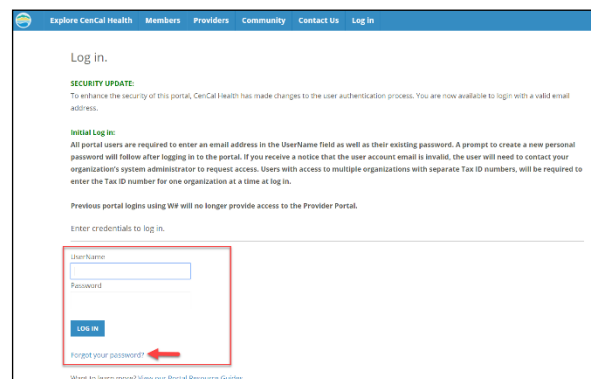
- Provider/Organizations Name
- Tax Identification Number
- National Provider Identifier (NPI)
- Physician/Administrator E-mail address (preferred, organizational email address)
- Point of Contact

### Portal Log In

Once you click on the  icon, you will see the following screen:

#### **First Time Login:**

All individual accounts are created by your 'Physician/Administrator' User within your practice. After your account is created, the individual User will login with their email address as their Username, and a temporary password will be provided. The system will prompt the user to create their own individual password.



### Password Change Policy:

The system will prompt each User to change their password after 180 days of entry.

### Password Entry Error or Password Assistance:

If you enter your information after (3) three invalid attempts, the system will lock your account. Your 'Physician/Administrator' can also 'Unlock' your account or provide assistance on creating new accounts.

### Forgot your Password?

All Users can reset their password through the 'Forgot your password?' function and the system auto assign a temporary password for access.

### Automatic Deactivation Policy:

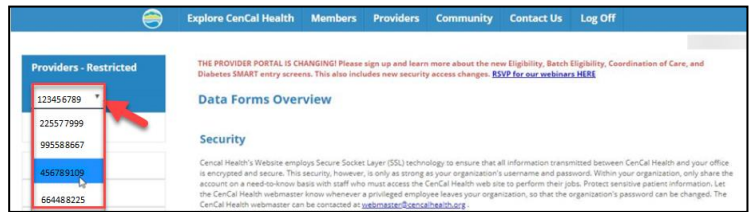
CenCal Health will automatically deactivate all User accounts if no activity of the portal is utilized after 90days. It is still the responsibility of the Administrative User to deactivate accounts if staff no longer work for your practice.

### User Screen Role Access:

All interactive features are listed along the left column of the page and are specific to each 'User Role' (i.e. if you submit claims you should see the 'Claims Entry'). Please contact your 'Physician/Administrator' within your organization if you need access to specific roles so you can have them added to your interactive tab.

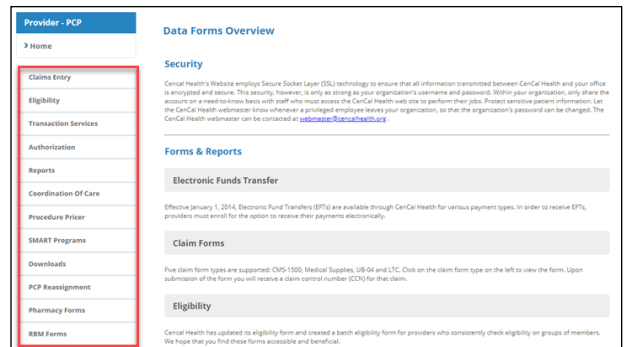
### Multi-User Access:

Users could have 'multi-user' access for more than one group (i.e. third party billers that have access to more than one IRS#). In this instance, the User will be able to toggle to each specific IRS# they are assigned to by clicking the IRS drop down box.

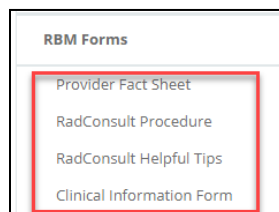


### DATA FORMS OVERVIEW HOME PAGE

The screen above indicates all active forms available on the portal. Please contact your Physician/Administrator should you need access to any of the above screens. The details provided below contain step-by-step instructions on how to access CenCal Health's interactive portal.



### RADIOLOGY BENEFIT MANAGER (RBM)



The Radiology Benefit Manager (RBM) process enhances the quality of services delivered to patients and reduces unnecessary radiation associated with advanced diagnostic imaging.

CenCal Health has been focusing on provider consultations and patient safety as a means to control for appropriate utilization of high-tech

imaging. CenCal Health selected Care to Care, a URAC accredited as our new partner effective June 1, 2015. The goal is to improving our Radiology Benefit Management (RBM) program for high-tech imaging to enhance the quality of services delivered to patients and reduce unnecessary radiation associated with advanced diagnostic imaging.

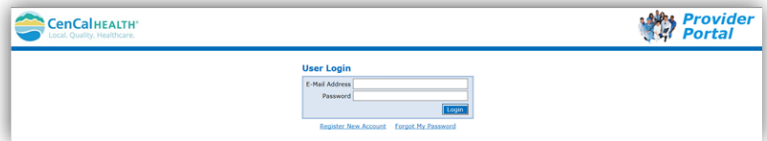
### Applicable Services

This program applies to the following outpatient services:

- Positron Emission Tomography (PET)
- Magnetic Resonance Imaging (MRI)
- Magnetic Resonance Angiography (MRA)
- Computed Tomography (CT)
- Computed Tomography Angiography (CTA)
- Nuclear cardiology studies



The ordering physician's office must contact Care to Care to request an authorization prior to ordering a high-tech imaging service. Based on clinical information from the physician's office, Care to Care will then make consultative determinations using the clinical guidelines published on their website.



Requests can be submitted via phone, fax or through Care to Care's Care Portal [www.cencal.careportal.com](http://www.cencal.careportal.com)

\*Authorizations are valid for 90 days from the date of the consultation

### Expectations

Imaging studies performed in conjunction with emergency room services, inpatient hospitalization, urgent care centers, or intra-operative procedures are excluded from the high-tech imaging consultation requirement. Imaging studies for members who have other health care coverage are excluded from the consultation process requirement.

### Required Information

Consultation requests can be made to Care to Care via phone, fax or web:

Phone: 1 (888) 318-0276

Fax: 1 (888) 717-9660

Web: [www.cencal.careportal.com](http://www.cencal.careportal.com) and Care to Care's call center is open: M-F 5am – 5pm PST.

<p>What information is required when requesting prior authorization?</p>	<ul style="list-style-type: none"> <li>➢ Member (Patient) <b>Name</b>, Member <b>DOB</b>, Member <b>ID</b> number and ordering <b>Physician Name</b> and <b>Address</b></li> <li>➢ Name of <b>Facility</b> where services will be performed</li> <li>➢ <b>Radiological or Imaging Procedure</b> to be performed</li> <li>➢ <b>Medical Indication(s)</b> for requested procedure and ICD-9 code as available. Be sure to include:             <ul style="list-style-type: none"> <li>• Member's major complaint</li> <li>• What the referring physician is looking to rule out</li> <li>• Results of any lab findings, prior tests or imaging procedures</li> <li>• Outcome any prior treatment, including type and duration, for the same medical indication</li> </ul> </li> </ul>
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## CONTACT US

If you need to give access to a separate user that have multiple accounts with other provider groups (e.i. Billers that bill for multiple providers), have questions or would like additional training please reference our website at [www.cencalhealth.org/providers/provider-portal/](http://www.cencalhealth.org/providers/provider-portal/) or email CenCal Health's Web Master at [webmaster@cencalhealth.org](mailto:webmaster@cencalhealth.org)

### **Claims Department (805) 562-1083**

- Claims Customer Service Support
- Claims & Billing Training
- Claims Grievances and Appeals

### **Provider Services Department (805) 562-1676**

- Provider Portal Technical Issues
- Provider Practice Changes
- Contract & Credentialing Inquiries
- New Provider Orientation & Portal Demonstrations
- Provider Training

### **Pharmacy Services (805) 562-1080**

- Medi-Cal Rx Transition
- Medical Pharmacy Management
- Drug Utilization Review
- Pain Management Resources

### **Medical Management (805) 562-1082**

- Radiology Benefit Manager (Care to Care) Inquiries
- Adult & Pediatric Authorization Questions
- Authorization Questions

### **Member Services (877) 814-1861**

- Member related inquiries