



**CenCal HEALTH**<sup>®</sup>  
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**40<sup>th</sup>**  
ANNIVERSARY  
1983 - 2023



## CenCal Health Board of Directors Information Update

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**For Activities within  
the month of March 2023**

April 17, 2022

## **CEO Executive Summary**

**Date:** April 17, 2023  
**To:** CenCal Health Board of Directors  
**From:** Marina Owen, Chief Executive Officer

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### **Member Eligibility Redetermination**

As your Board is aware, the federal government suspended the annual redetermination process for members to ensure health coverage for the country's most vulnerable, especially seniors and children. As of March 31<sup>st</sup>, this temporary suspension of eligibility renewals ended nationwide and Medi-Cal members will begin to receive state-wide communication in the coming months. To ensure common messaging across the state, the Department of Healthcare Services (DHCS) published an official Toolkit that provides scripting for call centers, texting, social media and website use, and FAQs, flyers, posters, and other materials for outreach. CenCal Health, in partnership with the County of Santa Barbara and San Luis Obispo, developed a Renewal Outreach Strategy to support social services and state agencies. Staff estimates between 30,000 and 60,000 members may lose coverage without efforts to encourage response to renewal information packets. CenCal Health's Director of Member Services also provided a briefing to the Community Advisory Board and the Provider Advisory Board meetings to share strategies and provide resources to assist our communities. Additional details on communication planning can be found in the [Communications Report](#) provided by Nicolette Worley Marselian, MBA, Communications Director.

### **State CalAIM Listening Tour**

Executive leadership from DHCS is in the process of visiting 10-12 regions of the state to conduct a *CalAIM Listening Tour*. CenCal Health will host Michelle Baass, Department Director, and Jacey Cooper, State Medi-Cal Director, among other state leaders, on April 27<sup>th</sup> in Santa Barbara. CenCal Health's newly formed CalAIM Community Steering Committee from Santa Barbara and San Luis Obispo Counties, in addition to local community leaders engaged in Medi-Cal reforms, have been invited to join staff in sharing perspectives, discussing what is working well and identifying opportunities to better serve Medi-Cal members. Invitations were sent earlier this month.

### **Stakeholder Advisory Committee**

Recently, I was honored to accept Director Baass' invitation to serve on the State's *Stakeholder Advisory Committee* comprised of industry leaders formally advising the state on CalAIM reforms, programs, and initiatives. One seat has previously been held by a CEO of a County Organized Health System, while the second health plan seat is held by the CEO of Inland Empire Health Plan, a local initiative. The quarterly meeting is often held in conjunction with the Behavioral Health Advisory Committee.

### **Housing and Homelessness Incentive Program (HHIP)**

CenCal Health recently signed eight (8) HHIP funding agreements with community partners and five are under final review, with a goal to finalize within the next couple of weeks. To date, \$1.8 million in funding has been allocated and an additional \$1.4 will be allocated within the next few weeks. Community-based organizations receiving funding will use it to expand street medicine services, provide a housing resource hub for undocumented community members, support members to obtain and retain permanent housing, and build low-income housing units. CenCal Health is working with each county's Continuum of Care to strengthen the reporting and referral system in general and specifically around Enhanced Care Management and Community Supports. In March, CenCal Health submitted the first of two reports to DHCS, which will determine the amount earned for the next allocation of funding. Additional details on program development can be found in the *Customer Experience Report* provided by Van Do-Reynoso, PHD, MPH, Chief Customer Experience and Health Equity Officer.

### **2024 Contract Operational Readiness**

As part of the state's effort to redefine how Medi-Cal managed care is delivered to the 12 million Californians receiving health care benefits, DHCS restructured the managed care contract to hold health plan partners and subcontractors more accountable for high-quality, accessible, and comprehensive care, to reduce health disparities, and to improve health outcomes. The new contract is effective January 1, 2024. CenCal Health leaders have been engaged in the 2024 Contract Operational Readiness process, including development, production, review, and submission of a total of approximately 227 deliverables. These deliverables are spread across 3 waves and 10 due dates. To date, CenCal Health has successfully completed submissions for two of the three waves, including state approval of 125 deliverables.

Staff are preparing timely and high-quality submissions for the remaining 115 deliverables with due dates in April, May, June, July, and August 2023 in anticipation of a Medi-Cal contract award. CenCal Health's first-time approval rate for the first wave was 87% and approval rate for the second wave increased to 94% with a goal in the third wave of 95% or greater. Additional details can be found in the *Compliance Report* provided by Karen Kim, JD, Chief Legal and Compliance Officer.

### **Human Resources Update**

As a result of your Board's approval of new FTEs through in the CY23 budget, CenCal Health's total employee vacancy rate is currently 18.5%, decreasing from 21.2% in March 2023. Action planning is in process to enhance recruiting capacity to ensure the organization is appropriately enabled in 2023.

Highlights surrounding key leadership team recruitments include:

- Denise Filotas, who joined CenCal Health as our new Cultural and Linguistic Services Manager in April 2023.
- Amber Sabiron, MSN, BSN, PHN, RN, who will rejoin CenCal Health as our new Population Health Manager in May 2023.
- Recruitment for the following leadership positions is underway: Administrative Services Director, Behavioral Health Operations Manager, Chief Operating Officer, Human Resources Director, Medical Director, Provider Contracts Manager, and Strategic Engagement Director.

Additional details can be found in the Performance Report provided by Chris Morris, MSOD, Chief Performance Officer.



## Quality Report

**Date:** April 17, 2023

**From:** Emily Fonda, MD, MMM, CHCQM, Chief Medical Officer

**Through:** Marina Owen, Chief Executive Officer

**Contributors:** Carlos Hernandez, Quality Officer

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### Executive Summary

This report provides an overview of recent developments in managed care quality program operations, implications of significance for CenCal Health, and next steps and best practices to assure CenCal Health's compliance with regulatory requirements.

- The Department of Health Care Services (DHCS) requires Medi-Cal managed care plans to develop and operationalize two Performance Improvement Projects (PIPs) to improve quality of care for Medi-Cal members. DHCS prescribes specific PIP topics that align with DHCS statewide quality improvement priorities.
- DHCS mandated statewide improvement of well-child visit utilization disparities for the youngest Black/African American segment of the Medi-Cal population. Additionally, plans must implement a behavioral/mental health PIP to build infrastructure to coordinate care between managed care plan providers and County Specialty Mental Health.
- CenCal Health will implement PIPs to address these DHCS requirements, which will focus on well-child visit utilization disparities for the Black/African American segment of CenCal Health's membership, and the Hispanic/Latino segment of membership. The Hispanic/Latino membership will be included because CenCal Health's Black/African American members are few.
- CenCal Health's second PIP to build behavioral health infrastructure to coordinate services of providers will aim to improve timely follow-up care for members treated in a hospital Emergency Department (ED) for Substance Use Disorder and/or Serious Mental Illness. CenCal Health will ensure provider notification within 7 days of each member's ED discharge.

## **Background**

DHCS contractually requires Medi-Cal managed care plans to develop and operationalize two PIPs to improve quality of care for Medi-Cal members. DHCS's prescribed PIP topics align with the DHCS Quality Strategy objectives to:

- Engage members in their care.
- Keep families and communities healthy via prevention.
- Mitigate risk and improve patient-centered disease management.
- Provide whole-person care for high-risk populations.

In alignment with these objectives, DHCS requires plans to reduce infant well-child visit utilization disparities for the Black/African American population, which has the greatest utilization inequity statewide. Additionally, plans must implement a second behavioral/mental health PIP that builds infrastructure to link managed care and Specialty Mental Health providers to expedite and ensure coordination of services.

CenCal Health's implementation of PIPs to address the requirements above will focus on well-child visit utilization for the Black/African American segment of CenCal Health's membership, and the Hispanic/Latino segment of membership, to close identified disparities. The Hispanic/Latino membership will be additionally included because CenCal Health's Black/African American members are relatively few. Based on 2021 data, Hispanic/Latino members also infrequently accesses pediatric well-care in comparison to White members, at a rate of 48.5% versus 51.6% percent, respectively.

CenCal Health's second PIP to build behavioral health infrastructure to coordinate the services of providers will aim to improve timely follow-up care for members treated in a hospital ED for Substance Use Disorder and/or Serious Mental Illness. CenCal Health will ensure timely provider notification within 7 days of each member's ED discharge.

## **Next Steps**

CenCal Health is working with DHCS to mutually agree on some of the finer details associated with the PIP design, but the target population and improvement focus likely will not change.

To assure organizational accountability, updates on the topics above will be reported at least annually to your Board by the Quality Improvement & Health Equity Committee, to highlight quality of care achievements that result from the PIPs described above.

## **Recommendation**

This Quality Division Report is for information only.

## Health Services Report

**Date:** April 17, 2023

**From:** Christopher Hill, MBA, RN, Health Services Officer

**Contributors:** Chris Hill, MBA, RN, Health Services Officer  
Jeff Januska, PharmD, Director of Pharmacy Services  
Seleste Bowers, LCSW, DBH, Director of Behavioral Health  
Blanca Zuniga, Associate Director, Care Management

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### Medical Management

The Utilization and Case Management departments continue efforts to complete submissions for the Wave II deliverables to address 2024 contract requirements. Staff have completed the first round UM/CM technology demonstrations of the three vendors engaged in CenCal Health's request for proposal process (MedHok, Virtual Health, and Ze Omega). Next steps include second round of technology platform demonstrations, followed by final scoring and formal recommendation of the vendor most capable to provide system capabilities. The UM/CM vendor will be necessary to meet reporting requirements for new regulatory expectations and subsequent Medicare D-SNP product requirements.

Meanwhile, prior authorization turnaround time has seen a recent decrease and did not achieve its monthly goal of 95%. The department is working with Compliance to provide the root cause, and to formalize a corrective action plan to remediate. Sue Fischer MA, RN started on March 13, 2023, in the role as the new Medical Management Director.

### Enhanced Care Management and Community Supports

The Community Supports (CS) and Enhanced Care Management (ECM) teams continue to see an increase in utilization requests and phone queue calls. The ECM program will be expanded effective 7/1/2023 to Children and Youth who meet DHCS Populations of Focus criteria. The ECM department is focusing on developing clinical forms, specific training, and workflows designed to support new children and youth ECM providers and internal operational requirements.

The Community Supports department continues to provide support to new providers via technical assistance and trainings. All provider resources have been updated to reflect provider feedback. Additionally, recommendations have been made to increase utilization of medically tailored meals (MTM) by streamlining the approval process and these recommendations are going through a formal approval process with DHCS.

## **Behavioral Health**

The Behavioral Health Call center received an increase in calls during March 2023; a total of 1,314. The call center saw a drop in the average speed to answer goal for March. The Behavioral Health Call Center Manager will work to develop strategies to support the call center performance. The department continues to actively support ABA providers through regular meetings, technical assistance webinars, technical assistance 1:1 meetings, and developing tools. In March, the Behavioral Health Department recorded a technical webinar as part of a library of tools to support ABA providers.

The department is working closely with both counties to evaluate current referral procedures and to identify opportunities for improvement. This past month, collaborative meetings occurred to support the joint implementation of DHCS-required Screening Tools and Transition of Care Tools, which will be implemented in March for CenCal Health's Behavioral Health Department. The department completed a mock DHCS survey with their BH consultant and results are forthcoming and will be delivered to compliance in April 2023.

Behavioral Health is preparing to make initial employment offers for the Behavioral Health Operations Manager, and Regulatory Liaison positions.

## **Pharmacy**

The physician administered drugs (PADs) authorization volume as we have completed the first quarter of 2023 continues the upward trend experienced throughout 2022 and follows the national trend of migrating infused therapies to infusion clinics and physician office sites and away from the inpatient setting. Over half the activity volume continues to come from the oncology space as a combination of chemo-therapeutic and chemo-supportive followed by immunology with close to 15% of the volume. All cases were processed within regulatory time standards. In preparation for the annual submission of the CMS DUR survey the pharmacy team has been participating in the DHCS office hours. The survey is due to be released to the plans April 28<sup>th</sup>, due back to DHCS June 1<sup>st</sup> and then from DHCS to CMS June 30<sup>th</sup>.

The State's Medi-Cal Rx program will initiate the second of a series of transition policy lifts for beneficiaries 22 years of age and older on April 21, 2023. This will potentially impact CenCal Health's CCS/WCM members and providers.



## **Customer Experience Report**

**Date:** April 17, 2023

**From:** Van Do-Reynoso, MPH, PhD,  
Chief Customer Experience Officer & Chief Health Equity Officer

**Through:** Marina Owen, Chief Executive Officer

**Contributors:** Eric Buben, Member Services Director  
Jordan Turetsky, Provider Network Officer  
Ed Tran, Program Development Director

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The April 2023 report from the Customer Experience Division provides operational trends and initiatives in the Member Services, Claims, Provider Services, and Program Departments.

### **Member Enrollment**

CenCal Health's aggregate membership continues to grow with the DHCS suspension of negative re-determinations for Medi-Cal Eligibility with the public health emergency (PHE) unwinding. As of April 4, 2023, CenCal Health has 233,675 members

### **Member Redeterminations Efforts**

Redeterminations were uncoupled from the PHE recently at the Federal level and the full redetermination process for Medi-Cal enrollment will begin on April 20, 2023. To ensure common messaging across the state, DHCS published the official unwinding Toolkit that provides scripting for call centers, texting, social media and website use, and FAQs, flyers, posters, and other materials for outreach. CenCal Health estimates between 30,000 and 60,000 members are at risk of losing coverage without efforts to encourage response to renewal packets. CenCal Health's Director of Member Services will be providing our Renewal Outreach Strategy Presentation to the Community Advisory Board and the Provider Advisory Board in April, and at Joint Operating Committee meetings to share strategies and provide resources to assist our communities.

### **Member Services Performance**

March's call volume of 9,256 was a 17% increase from 2022's monthly average of 7,939. The increase most likely was due to calls about the DHCS Redetermination Process.

Average Speed to Answer was slightly below the goal of 85%, at 84% of calls answered within 30 seconds. ASA performance was significantly impacted by staffing, including a team member on leave and a combination of approved and unscheduled PTO during the month. Abandon rate exceeded the goal of 3% with a score of 2%. Grievance and appeal volume is in good control with usual volume and all turnaround times were met.

### **Member Portal**

The Member Portal Project received approval from DHCS and will go-live on Monday, April 10, 2023. We will implement our communication plan to notify our members and the community shortly after.

### **Claims Operations**

The Claims Department monitors core service metrics across all operational and customer service functions. To support the Board's awareness as to the current performance of key areas of Claims operations, a Claims Operational Dashboard (Claims Dashboard) has been created and will be submitted monthly consistent with staff's Board reporting cadence. The Claims Dashboard includes a suite of metrics ranging from claims volume to call center performance, with the following now reported:

- Claims Paid within 90 Days
- Claims Paid Per 1,000 Members
- Calls Answered within 30 Seconds
- Total Calls Received
- Disputes Acknowledged within 15 Working Days
- Disputes Resolved within 45 Working Days

Claims paid per 1,000 members is a new metric tracked by the Claims Department and will allow an analysis of changes in claim volume while controlling for membership. In recognition of the likely changes in enrollment due to redetermination and then eligibility expansion, this will be a key metric to monitor as well as a lagging metric for changes in utilization. For March 2023, all metrics were at or above goal except for dispute acknowledgment within 15 days, which was below goal due to a mis-categorization of one dispute.

### **Provider Services**

The Provider Services Department is pleased to have contracted with Children and Family Resource Services through the Santa Barbara County Education Office for the provision of Community Health Worker (CHW) services, and to be actively engaged

with additional CHW organizations in becoming CenCal Health providers. CHW services represent a new benefit for CenCal Health members and one which we are proud to make available through partnerships with local and long-standing CHW groups.

As was reported to the Board previously, Provider Services is in the process of deploying a new monthly reporting dashboard to provide insight into key areas of operational performance. Of note for this first reporting cycle, the percent of calls answered within 30 seconds decreased significantly from 89.4% in February to 77% in March. Practically, this means that those providers calling into Provider Services waited longer on the phone for a representative to answer their call. This decrease in performance is attributed primarily to insufficient phone coverage due to staffing absences which resulted in longer call wait times. Remediation is underway and includes adjustments to call center staffing to ensure sufficient coverage.

### **Program Development**

*Housing & Homelessness Incentive Program (HHIP):* CenCal Health has signed eight (8) HHIP funding agreements with community partners and five are under final review, with a goal to finalize within the next couple weeks. To date, \$1.8 million in funding has been allocated, and an additional \$1.4 will be allocated within the next few weeks. Community-based organizations receiving funding will use it to expand street medicine services, provide a housing resource hub for undocumented community members, support members to obtain and retain permanent housing, and build low-income housing units. CenCal Health is working with each county's Continuum of Care to strengthen the reporting and referral system in general and specifically around Enhanced Care Management and Community Supports. On March 10, CenCal Health submitted the first of two reports to DHCS, which will determine the amount earned for the next allocation of funding.

*Student Behavioral Health Incentive Plan (SBHIP):* CenCal Health hosted a virtual SBHIP Project kick-off on April 6, 2023. The kick-off meeting included CenCal Health Executive Leadership, participating Local Education Agencies (LEAs), Community Based Organizations, and partner agencies providing mental and/or behavioral health services. The project kick-off discussed program goals, interventions, and billing operations. The meeting also served as an opportunity to garner partnerships to collectively meet the program goals and objectives. CenCal Health and Flux Coaching and Consulting are actively working with the LEAs to develop and finalize their respective SBHIP budgets and project implementation plans. A Memorandum of Understanding, which will include the budget and implementation plan, is in development and will be followed by allocation of funds once fully executed with respective LEAs.





# CENCAL HEALTH CALENDAR 2022 - 2023 MEMBER SERVICE TELEPHONE STATISTICS

## AGGREGATE CALL VOLUME FOR HEALTH PLAN (CHART #1) AGGREGATE AVERAGE SPEED TO ANSWER (CHART#2)

**Reporting period:**

**March 2023 - Calendar 2023 Chart #1**

**Monthly Call Volume**

- In Control  
 Not In Control

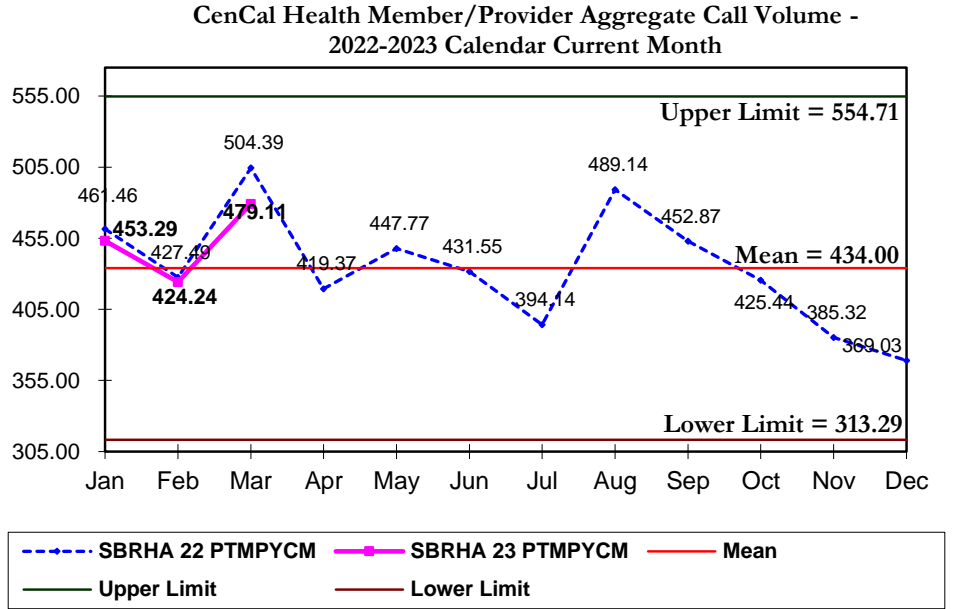
**March 2023:**

Member Queue = **7,773**  
Provider Queue = **1,098**  
Non ACD = **385**  
Aggregate Call Volume = **9,256**

Calls per 1,000/month (PTMPM) = **39.93**  
Calls per 1,000/year (PTMPY) = **479.11**

Analysis:  
March's call volume PTMPY is slightly above 2022's mean and in control. The call center averaged 403 daily calls in March 2023.

Call volume in March was up 17% when compared to 2022's monthly average of 7,939.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>22 Members</b>	211,466	212,410	213,193	214,434	218,712	219,425	220,370	222,637	224,038	225,310	227,342	227,9915
<b>Call Volume</b>	8,132	7,567	8,961	7,494	8,161	7,891	7,238	9,075	8,455	7,988	7,300	7,009
<b>PTMPYCM</b>	461.46	427.49	504.39	419.37	447.77	431.55	394.14	489.14	452.87	425.44	385.32	6,722
<b>23 Members</b>	229,679	231,154	231,832									
<b>Call Volume</b>	8,676	8,172	9,256									
<b>PTMPYCM</b>	453.29	424.24	479.11									

**March 2023 - Chart #2**

**Monthly Average Speed to Answer**

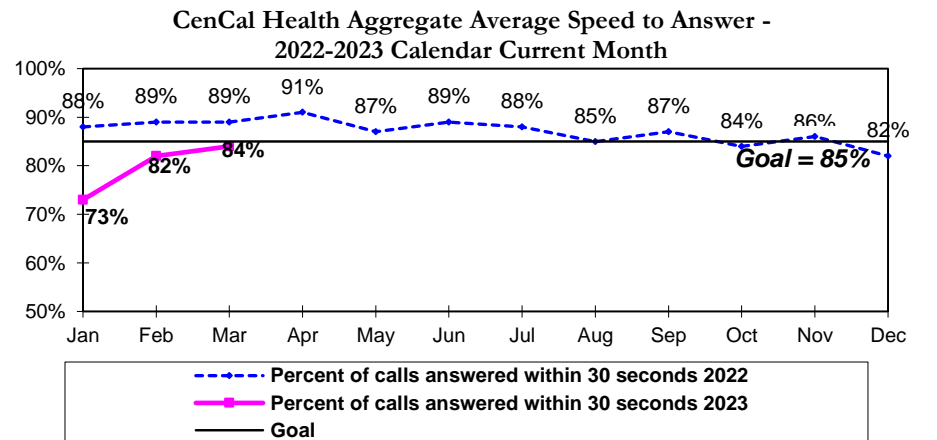
- Exceeding Goal  
 Meets Goal  
 Not Meeting Goal

Average Speed to Answer Goal = 85% of Calls Answered Within 30 Seconds

March's score = **84%**

Aggregate calls answered: **9,012**  
Aggregate calls answered within 30 seconds: **7,599**

Analysis:  
Due to scheduled & unscheduled PTO, one staff on LOA and a resignation in March, the call center did not meet the ASA goal. There were 7 calls in the queue over 10 minutes before being answered in March due to short staffing. Good performance under these circumstances.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Answered in 30 seconds or less 2022</b>	88%	89%	89%	91%	87%	89%	88%	85%	87%	84%	86%	82%
<b>Answered in 30 seconds or less 2023</b>	73%	82%	84%									

## MEMBER SERVICE TELEPHONE STATISTICS

### AGGREGATE MONTHLY ABANDON RATE (CHART #3) AGGREGATE MONTHLY CALL CODING PERCENTAGE (CHART#4)

#### March 2023 - Chart #3

**Monthly Aggregate Abandon Rate**

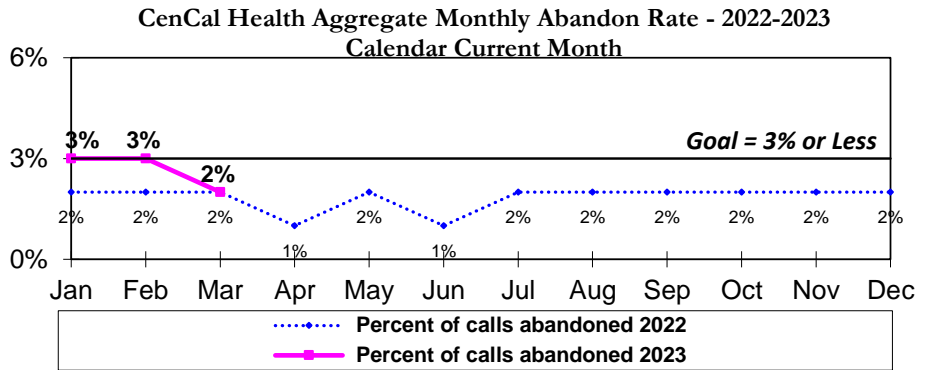
- Exceeding Goal
- Meets Goal
- Not Meeting Goal

*CenCal Health Goal = 3% or less*

Aggregate Call Volume: **9,256**  
Abandoned Calls: **159**

Percent of calls abandoned in March 2023 = 2%

Staff were able to meet the abandon rate goal even with the short-staffing issues faced in March.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
% of Abandoned Calls 2022	2%	2%	2%	1%	2%	1%	2%	2%	2%	2%	2%	2%
% of Abandoned Calls 2023	3%	3%	2%									

#### March 2023 - Chart #4

**Monthly Aggregate Calls Coded**

- Exceeding Goal
- Meets Goal
- Not Meeting Goal

*Goal for Percentage of Coded Calls = 95%*

Queue Calls Handled: **8,627**  
Queue Calls Coded: **8,342**

Percentage of calls coded in March 2023 = 97%

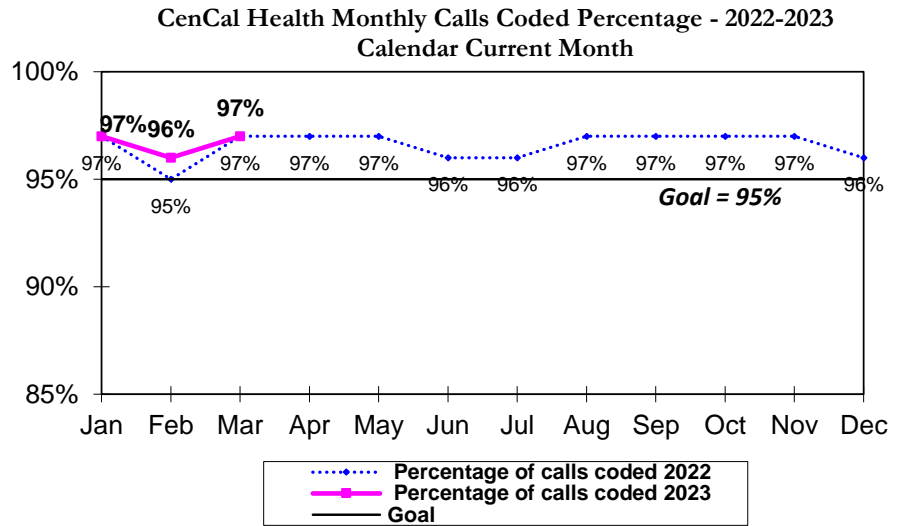
Total Issues Coded: **10,173**

\*Calls may have more than one category.

**Top 5 Call Categories:**

Category	Calls	% of Total
Eligibility	2,947	29%
PCP Selection	1,909	19%
Benefits	1,062	10%
Transfer	884	9%
Member Request	752	7%

\*Miscellaneous = calls dropped/disconnect or N/A to a preset category.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Percentage of Calls Coded 2022	97%	95%	97%	97%	97%	96%	96%	97%	97%	97%	97%	96%
Percentage of Calls Coded 2023	97%	96%	97%									

**March Analysis:**

\*Eligibility Calls – 50% Eligibility verification, 33% Referred to DSS/SSA, 10% Coordination of Benefits (OHC) Verification.

- 177 Calls from members with questions about the DHCS Re-Determination process.

\*Benefits – 37% Dental, 11% Vision, 11% Specialists-mostly asking for list of/contact information for various provider types.

\*Transferred Calls – 26% Ventura Transit (Transportation), 19% to the Medical Management Department, 15% to the Behavioral Health Department.

\*Member Request – 53% Demographic update, 16% Other, 15% Member Material/Info.

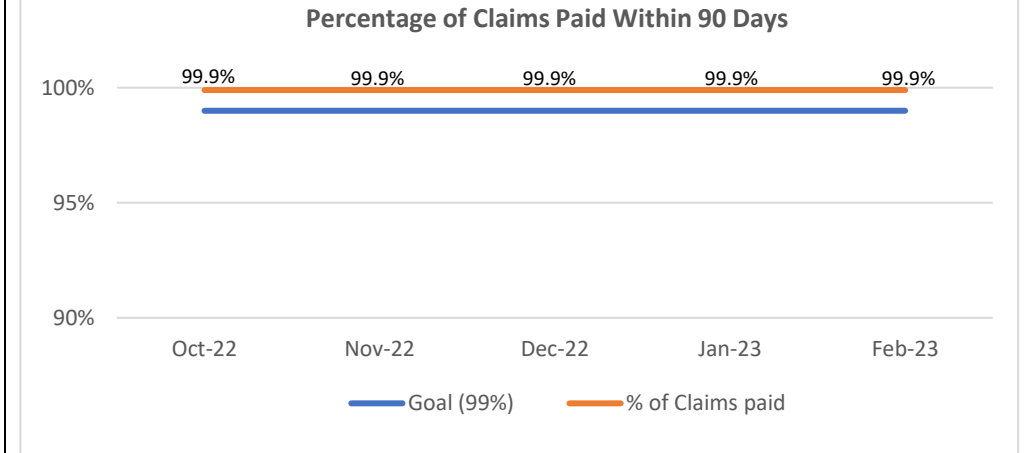
\*Provider Calls Coded (1,372) = 13% of all calls coded. 60% were for Eligibility, 18% were transferred out of Member Services (34% to Ventura Transit, 18% to the Behavioral Health Department) and 10% for PCP selections.

# CENCAL HEALTH

## CLAIMS OPERATIONS STATISTICS MARCH 2023

Analysis:  
 Goal: 99%  
 Result : 99.9%

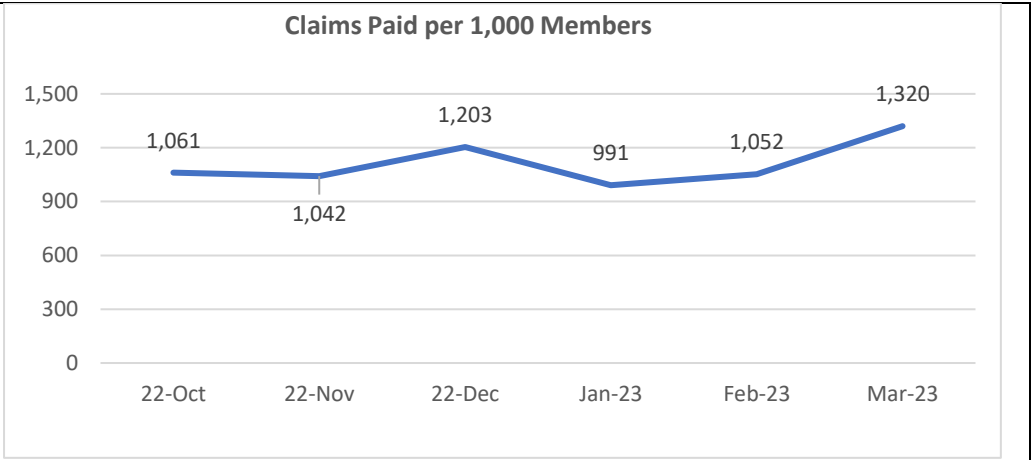
The Percentage of Claims Paid is a regulatory requirement with a goal of 99%. Results are consistently above this level at 99.9%.



Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023
99.9%	99.9%	99.9%	99.9%	99.9%	99.9%

Analysis:  
 New metric tracked for trending purposes.  
 No associated goal or threshold.

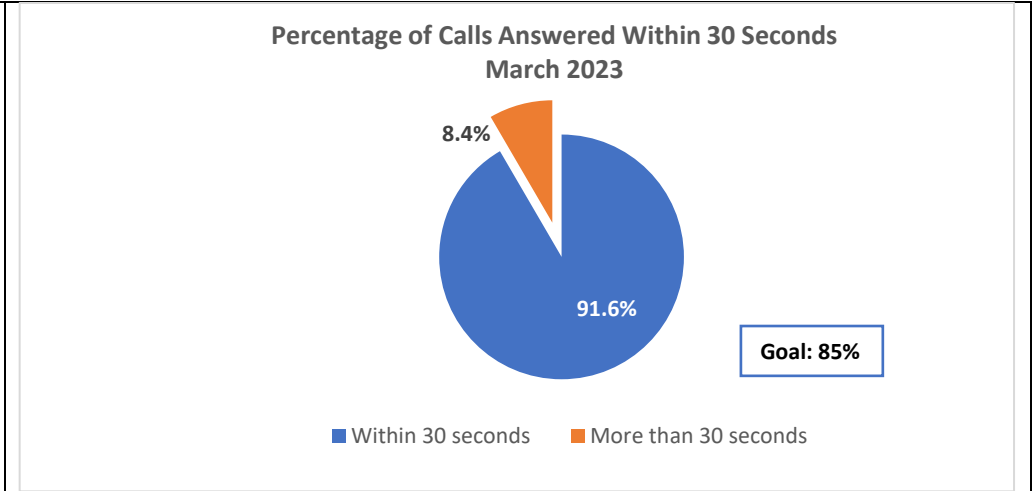
Claims Paid per 1,000 members varies by membership and claims volume. The increase in March is due to more work days which yield an increase in monthly claims receipts.



Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023
1,061	1,042	1,203	991	1,052	1,320

Analysis:  
 Goal: 85%  
 Results: 91.6%

The percentage of calls answered within 30 seconds is 91.6% against a goal of 85%. The calls not answered in 30 seconds were during peak call times and provide an opportunity to examine the adequacy of staff coverage on the phone lines.

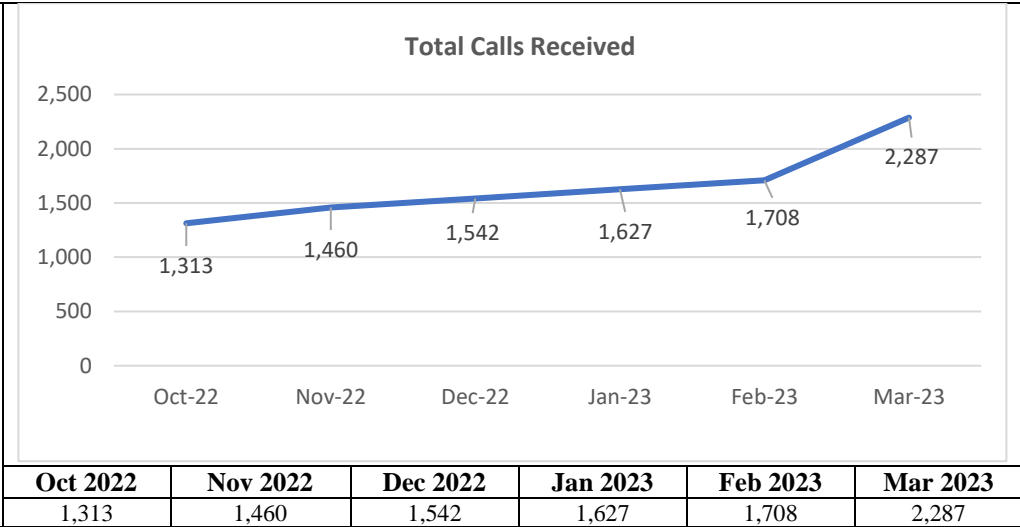


# CENCAL HEALTH

## CLAIMS OPERATIONS STATISTICS MARCH 2023

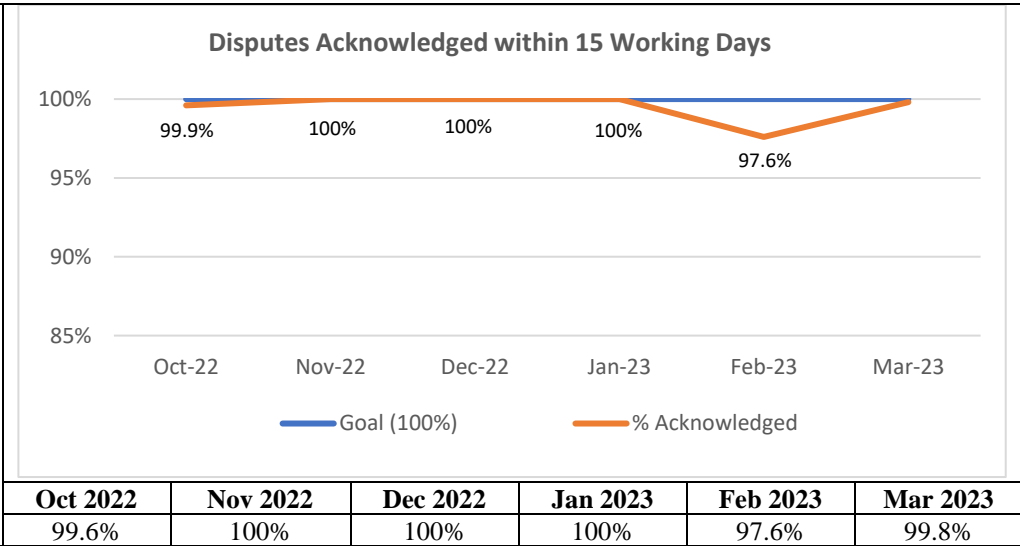
**Analysis:**  
 Calls Received: 2,287  
 Trend to compare volume per month.

The increase in calls is likely attributed to increased customer service hours. Claim status remains the top reason for calls. Self service options on the website and provider portal are offered as alternatives to callers.



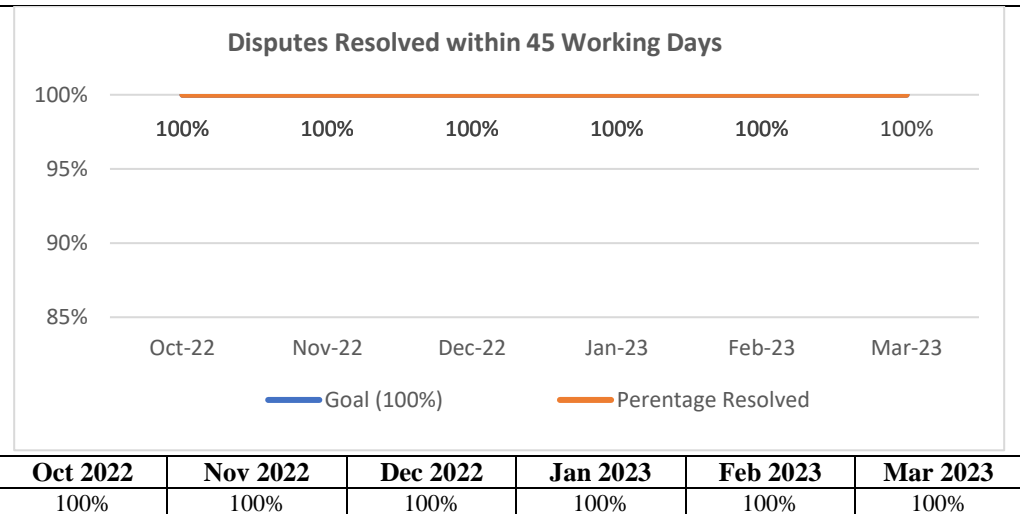
**Analysis:**  
 Goal: 100%  
 Results: 99.8%

The percentage of disputes acknowledged in 15 days trends close to goal. The slight decrease in March was due to one mis-categorized dispute.



**Analysis:**  
 Goal: 100%  
 Result: 100%

The disputes resolved in 45 days remains at 100% which is meeting goal.





## **Government Relations and Administration Report**

**Date:** April 17, 2023

**From:** Michael Harris, Government Affairs and Administrative Officer

**Through:** Marina Owen, Chief Executive Officer

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### **Government Relations**

Attached to this report is the monthly report from CenCal Health's state legislative advocate, Public Policy Advocates (PPA). PPA's report includes various legislative issues, budget issues and reports on hearings. In addition to PPA's report, CenCal Health is beginning to follow various legislative bills. Of concern to staff is Assembly Bill 1230 (Valencia), sponsored by Alignment Healthcare, which would require DHCS to offer contracts to plans for HIDE/FIDE SNPs by 2025. Headquartered in Southern California, Alignment Health offers Medicare Advantage plans in multiple states. Fully integrated dual eligible special needs plans (FIDE SNP) are for dually eligible beneficiaries under a single managed care organization. Highly integrated dual eligible special needs plan (HIDE SNP) has a higher level of integration than typical D-SNPs.

Alignment Healthcare wants to ensure its continued access to the Medicare marketplace despite the Department of Health Care Services (DHCS) intent on allowing Medi-Cal health plans to be exclusive providers of Medicare for special needs populations. As this legislation progresses, CenCal Health's health plan associations and staff will be voicing concerns and support to legislators and officials at DHCS.

Also attached to this report, is Mr. Beddoe's federal report. Most of the focus at the federal level regards the Federal budget and debt spending. In addition to that information, staff will be in Washington DC in June. The meetings will involve various federal health representatives and is part of CenCal Health's strategic engagement with partners who are to CenCal Health's mission of serving our members and communities.

### **Administrative Services**

Final interviews are in process for the position of Administrative Services Director. This role will strengthen CenCal Health's facilities, administrative and contracting functions and support the Administrative Division and CenCal Health going forward.



1015 K Street, Suite 200  
Sacramento, CA 95814-3803  
Tel 916.441.0702  
Fax 916.441.3549

**To:** Marina Owen, Chief Executive Officer  
Michael Harris, Government Affairs and Administrative Officer

**From:** Russ Noack, Legislative Advocate

**Subject:** State Legislative Update, April 2023

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After a busy week, the California Legislature recessed on March 30 for their annual Spring Break. The Session resumed on Monday, April 10 with nearly all of the approximately 2,700 measures still to be heard in their first committee.

The State Legislative Budget Subcommittees will continue to meet, working on the details of Governor's Newsom's \$297B proposed budget that anticipates a projected \$22.5 billion deficit which may grow higher under the recessionary atmosphere. The positive news is health care has been prioritized by the Governor and legislative leadership and their mutual commitment is not to make deep cuts in existing programs. To date, the Budget Subcommittee have conducted preliminary hearings on the DHCS and DMHC budgets and an extensive hearing on CalAIM to ensure the goals of improving quality outcomes and making Medi-Cal a seamless system for an expanding population of enrollees is being met. External to the budget process so far, ongoing discussions among the various stakeholders on the Managed Care Organization or "MCO" tax continues with some alacrity. Some groups are determined to make sure any new MCO tax would support rather than supplant Medi-Cal funding.

On the legislative front, despite efforts to create a single-payer healthcare plan system not getting off the ground, Senator Scott Wiener of San Francisco has amended his [Senate Bill 770](#) to lay the foundation by beginning the process of seeking a waiver from the federal government to allow Medicaid and Medicare funds to be used for a single-payer healthcare system. In a press release, the Senator expresses his commitment "to make tangible steps on a concrete timeline toward achieving universal and more affordable healthcare in California."

Although very few healthcare bills have been heard in committee as of yet, Health Access and the Care 4 All California Coalition hosted a rally to commemorate the 13<sup>th</sup> Anniversary of the Affordable Care Act and announce a list of bills they are going to support. Some of these include:

[Assembly Bill 4](#) (Arambula) ending the exclusion of the undocumented from Covered California.

[Assembly Bill 608](#) (Schiavo) providing for comprehensive perinatal services under Medi-Cal.

[Assembly Bill 716](#) (Boerner Horvath) to eliminate surprise ambulance billing by health care plans.

[Senate Bill 238](#) (Wiener) would expand the Independent Medical Review process for mental health and substance use disorders for Knox-Keene licensees.

Governor Newsom announced that the Department of Health Care Access and Information (HCAI) is issuing more than \$150 million in grants to bolster health care workforce in behavioral health and social work. The goal is to put more behavioral health professionals and social workers in areas with unmet needs to increase access to equitable and affordable health.

Finally, during the week of April 17, along with the Chief Executive Officer Marina Owen and the Director of Government and Administrative Services, Michael Harris, staff will be meeting with CenCal Health's area state legislators in Sacramento to discuss legislative priorities and developments.

# Paul V. Beddoe Government Affairs, LLC

811 4TH ST NW UNIT 911  
WASHINGTON DC 20001-4925

**To:** Marina Owen, Chief Executive Officer  
Michael Harris, Government Affairs and Administrative Officer  
CenCal Health

**From:** Paul V. Beddoe, Principal  
Paul V. Beddoe Government Affairs, LLC

**Subject:** Federal Report, April 2023

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## **Overview**

Both the House and Senate are in recess until April 17.

On March 9, the President Biden released his FY 2024 Budget, which outlines his Administration's tax, spending, and policy priorities for the federal fiscal year beginning October 1, 2023. While few of the proposals will be adopted by Congress, as is, the document provides a starting point for the appropriations process. It also serves as a declaration of his values and priorities for the 2024 election cycle, which is already underway. For example, the Budget calls for creating a federal health insurance option to cover low-income people in states that have not expanded Medicaid, and who do not qualify for Affordable Care Act subsidies.

With narrow majorities and internal divisions within the majority caucuses, it is appearing increasingly likely that neither the House nor the Senate will produce its own FY 2024 budget and that leadership will have to negotiate top-line spending limits for the appropriations bills.

## **Debt Limit and Entitlement Reform**

On March 28, House Speaker Kevin McCarthy (R-CA) issued a public letter to President Biden calling on the President to negotiate a debt limit deal, which included a number of demands. In the health care space, the letter called for clawing back unspent COVID-19 relief funds and imposing work requirements for federal assistance programs. While Medicaid was not specifically mentioned as one of the programs, Medicaid work requirements are a long-standing Republican Medicaid reform proposal. The President reiterated his call for the House to produce its own budget. While the standoff continues, it does illustrate that Medicaid cuts will be under consideration in the course of the debate.



## **Biden Administration**

Center for Medicaid and CHIP Services Director Daniel Tsai indicated on March 17 that the August 2022 Medicaid enrollment rule would likely wait until states could come into compliance with current rules and made progress in the post-COVID public health emergency redetermination process. The most recent unified regulatory agenda says that the Administration intends to issue the final rule in November.

## **Activities**

We continue to monitor the California Department of Health Care Services pending State Plan Amendments (SPAs) submitted to CMS, and CMS approved SPAs for California, and will continue to monitor and report to CenCal Health on legislation and/or proposed CMS regulations which would impact County Organized Health Systems (COHS), MCOs or D-SNPs.

## Compliance Department Report

**Date:** April 17, 2023

**From:** Karen S. Kim, JD, MPH, Chief Legal and Compliance Officer

**Contributors:** Krisza Vitocruz, Compliance Director and Privacy Officer  
Kimberly Wallem, Senior Delegation Oversight Specialist  
Allison Barteo, Senior Compliance Specialist

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The purpose of this memo is to provide the CenCal Health Board of Directors with an overview of current compliance activities for the organization. The memo highlights certain compliance activities and includes the Department of Health Care Services (DHCS) Medical Audits, DHCS APLs, and other Compliance Department updates.

### **2024 Contract Operational Readiness**

As part of the California Department of Health Care Services (DHCS) efforts to redefine how Medi-Cal managed care is delivered to the 12 million Californians receiving health care benefits, DHCS has restructured the managed care contract to hold plan partners and subcontractors more accountable for high-quality, accessible, and comprehensive care, to reduce health disparities, and to improve health outcomes. The new contract (2024 Contract or Contract) is effective January 1, 2024.

DHCS has structured the 2024 Contract Operational Readiness process into two (2) distinct periods: (1) Implementation Period; and (2) Operations Period. The Implementation Period is from August 1, 2022, through December 31, 2023. The Operations Period Commences on January 1, 2024. The Implementation Period includes a total of approximately 227 deliverables due to DHCS. The deliverables are spread across 3 waves and 10 due dates.

**CenCal Health has completed submissions for Wave 1 and 2.** Wave 1 included 63 deliverables, all of which have been approved. Wave 2 includes 63 deliverables, all but one has been approved. The Plan is currently preparing timely and high-quality submissions for the remaining 115 deliverables with due dates in April, May, June, July, and August.

CenCal Health's AIR rate (Additional Information Requested by DHCS) for Wave 1 was 13%. The current AIR rate for Wave 2 is 6%. The overall AIR rate for all current and future deliverables is 5%.

## **Department of Health Care Services (DHCS) Medical Audits**

### *2022 DHCS Medical Audit*

The 2022 Department of Health Care Services (DHCS) Medical Audit was conducted virtually, from October 17, 2022, through October 24, 2022. The 2022 audit was a limited scope audit and evaluated the Plan's compliance with contract requirements and regulations in the areas of Utilization Management, Case Management and Care Coordination, Access and Availability, Member Rights, Quality Improvement, Administrative and Organizational Capacity and State Supported Services Contract. The scope of the audit period ran from October 1, 2021, through September 30, 2022. Each year the auditors identify a delegate to evaluate and interview, the 2022 delegate was Care to Care.

CenCal Health participated in a preliminary exit conference with DHCS in mid-November 2022, where the Department provided initial feedback of Plan performance during the 2022 Routine Medical Audit. CenCal Health was given an opportunity to provide supporting documents and evidence, for DHCS to review and consider as they prepare a draft report of findings. Following receipt of the draft report CenCal Health will be afforded another opportunity to provide additional evidence, a written response, and to formally agree, partially agree, or disagree with audit findings as part of the public record. The 2022 DHCS Medical Audit Draft Report is currently being finalized and an **exit conference is expected to occur by the end of April 2023**.

### *2023 DHCS Medical Audit Readiness*

CenCal Health initiated its 2023 Medical Audit readiness activities through analysis of its 2022 Medical Audit preliminary findings, review of current gaps, and implementation of corrective action plans to minimize audit findings for the 2023 Medical Audit. In the months of February and March 2023 CenCal Health conducted a gap analysis in the areas of transportation, continuity of care, and Behavioral Health. Staff is currently identifying actions to be taken to complete recommendations found during the review.

## **Audit and Monitoring**

### *Delegation Oversight*

Compliance is currently overseeing credentialing and re-credentialing audit of the UCLA Medical Group. The 2023 Annual Audit of ChildNet and CHLA Medical Group were completed and closed in March 2023, who are delegated for credentialing and re-credentialing functions.

### **Department of Health Care Services: All Plan Letters**

The Department of Health Care Services (DHCS) released the following four (4) All Plan Letters (APLs) in the month of March:

- **APL 23-003: California Advancing and Innovating Medi-Cal Incentive Payment Program**
  - Supersedes APL 21-016
  - Released March 8<sup>th</sup> 2023
  
- **APL 23-004: Skilled Nursing Facilities -- Long Term Care Benefit Standardization and Transition of Members to Managed Care**
  - Supersedes APL 22-018
  - Released March 14<sup>th</sup> 2023
  
- **APL 23-005: Requirements For Coverage of Early and Periodic Screening, Diagnostic, and Treatment Services for Medi-Cal Members Under the Age of 21**
  - Supersedes APL 19-010
  - Released March 16<sup>th</sup> 2023
  
- **APL 23-006: Delegation and Subcontractor Network Certification**
  - Supersedes APL 17-004
  - Released March 28<sup>th</sup> 2023
  - Attachment A: [Subcontractor Network Certification Instruction Manual](#)
  - Attachment B: [Subcontractor Network Exemptions Request](#)
  - Attachment C: [Network Adequacy and Access Assurances Report](#)

## **Performance Division Report**

**Date:** April 17, 2023

**From:** Chris Morris, MSOD, Chief Performance Officer

**Contributors:** Andrew Hansen, Operational Excellence Director

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The following report provides updates surrounding the development and execution of Performance Division functions, where applicable, including human resources, organizational development, strategic development, and operational excellence.

### **Human Resources**

#### *Recruitment*

As a result of Board approval of new FTE through in the CY23 budget, total vacancy currently is currently 18.5%, decreasing from 21.2% in March 2023. Action planning is in process to enhance recruiting capacity to ensure the organization is appropriately enabled in 2023. Highlights surrounding key leadership team recruitments include:

- Denise Filotas, who joined CenCal Health as our new Cultural and Linguistic Services Manager in April 2023.
- Amber Sabiron, MSN, BSN, PHN, RN, who will rejoin CenCal Health as our new Population Health Manager in May 2023.
- Recruitment for the following leadership positions is underway: Administrative Services Director, Behavioral Health Operations Manager, Chief Operating Officer, Human Resources Director, Medical Director, Provider Contracts Manager, and Strategic Engagement Director.

### **Operational Excellence Update**

#### *Organizational Dashboard Update*

Additional metric development is on track towards the production of an *Executive Level Dashboard* prototype for your Board in May 2023. The *Executive Level Dashboard* will provide quarterly organizational performance measurement to centralize insight into comprehensive health plan performance. The *Executive Level Dashboard* prototype will be comprised of approximately 100 metrics spanning all areas of core health plan operations and will evolve to 150 – 200 metrics following initial prototype production. Metric performance will be aggregated using a composite methodology to produce top level performance indicators for executive oversight.

### *2023 Operating Plan Update*

The *2023 Operating Plan* is comprised of thirty-nine (39) tactics. 32 tactics (82%) are responsive to the Strategic Plan and the remaining 7 tactics (18%) are necessary to maintain the health plan operations. Operational Excellence currently provides facilitation support for 16 active tactics on the *2023 Operating Plan*, 100% of which are on-track.

An updated *2023 Operating Plan* will be provided to the Board in May 2023 for visibility into execution progress.



## **Information Technology Report**

**Date:** April 17, 2023

**From:** Bill Cioffi, Chief Information Officer

**Contributors:** Jai Raisinghani, Deputy Chief Information Officer

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The following information is provided as an update to the board on ongoing operational and project-oriented priorities of the IT functions within the organization.

### **Technology Operations**

*Claims Statistics:* During the month of March 2023, the Health Plan received approximately 297,000 claims in total. This represents an increase of 28% from the month prior. HIPAA Compliant 837I/837P was the source of 92% of total claims and CenCal Health's Provider Portal was used for 4% of claim submissions. In total 98% of total claims were received via electronic method (HIPAA 837I/ 837P/ Proprietary files). Auto-adjudications rates for the month was at 94%.

*Authorizations Statistics:* During the month of March 2023, the Health Plan received approximately 11,400 authorization requests in total. 89% of total authorizations were entered using CenCal Health's Provider Portal and 11% of total requests were part of data transmission from that Plan's Radiology Benefit Manager (RBM).

*Employee Support:* IT received total of 890 requests during month of March via IT Service Desk system related to various systems and services supported by the IT department. During the month, 915 total requests were closed and at the time of reporting, there are a total of approximately 230 open requests in department queue.

*IT Network Monitoring:* For month of February 2023, IT Network uptime and connectivity recorded average availability of 99% or higher.

### **HIS Database Upgrade**

IT performed an upgrade of our application database to the latest release during month of March 2023. This upgrade was part of our ongoing efforts to enhance the security and performance of our systems.

The latest release of the database software includes several important updates and patches that address known vulnerabilities and improve overall performance. By upgrading to the latest release, we are ensuring that our database is running on the most secure and efficient version available.

# March 2023 Look Back

**To:**  
CenCal Health's Board of Directors

**From:**  
Nicolette Worley Marselian  
Director, Communications &  
Community Relations

**Date:**  
April 17, 2023

## CONGRATULATIONS!

- Chief Customer Experience & Health Equity Officer Dr. Van Do-Reynoso 2023 Women of the Year Award
- Board Member Sue Andersen & CEO Marina Owen Top 50 Women in Business

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- Earned Media
- Media Coverage Report
- Clippings Samples
- Press Releases

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## COMMUNITY RELATIONS.....pg. 16

- Sponsorships & Events
- Community Meetings Update

## CONGRATULATIONS!

### Chief Customer Experience & Health Equity Officer Dr. Van Do-Reynoso 2023 Women of the Year Award



**Dr. Van Do-Reynoso, Goleta**

Dr. Van Do-Reynoso is the Chief Customer Experience Officer at CenCal Health, the Medi-Cal managed care plan for Santa Barbara and San Luis Obispo Counties. From 2018 to 2022, she served as the Public Health Director for Santa Barbara County Public Health – leading public health operations through the COVID-19 pandemic, where she spearheaded the creation of the Latinx & Indigenous Migrant COVID 19 Response Task Force, as well as the Thomas Fire and Montecito Debris Flow.

CenCal Health congratulates Chief Customer Experience & Health Equity Officer Dr. Van Do-Reynoso for her 2023 Women of the Year recognition from Congressman Salud Carbajal, representing California's 24th Congressional District. CenCal Health lauds the accomplishments of Dr. Do-Reynoso and all the women recognized.

A press release announcing the six winners of the sixth annual Congressional Women of the Year Award was published by Congressman Carbajal's office at the end of March.

### Board Member Sue Andersen & CEO Marina Owen Top 50 Women in Business



CenCal Health also congratulates Board Member Sue Andersen and our CEO Marina Owen for being recognized by *Pacific Coast Business Times* among the Top 50 Women in Business. The special annual report highlights female leaders in the Tri-Counties region, including decision-makers in healthcare, public service, education, the nonprofit sector, and more!

# March 2023 Look Back

To: CenCal Health's Board of Directors

From: Nicolette Worley Marselian, Director, Communications & Community Relations

Date: April 7, 2023



## EXTERNAL COMMUNICATIONS

### Owned Media



### 2022/2023 Community Report

The Communications & Community Relations department is pleased to announce the launch of CenCal Health's 2022/2023 Community Report. With this year's theme of "forward leading, looking back," the annual overview – available in English and Spanish – emphasizes both the organization's 40-year history and opportunities for the future in delivering access to health care for Central Coast residents.

The report describes early accomplishments in implementing California's ambitious long-term initiative known as California Advancing and Innovating Medi-Cal (CalAIM). With stories, videos, and imagery, the 2022/2023 Community Report highlights some of the first CalAIM components to go live, like the Enhanced Care Management benefit, Community Supports services, and the Incentive Payment Program for CalAIM providers.

Detailing the ongoing collaboration between CenCal Health and its provider and community partners, the report thanks them for 40 years of support. In addition, CenCal Health recognizes its membership and staff in the Kind Words section, a poignant presentation of voice recordings from individuals who called CenCal Health with employee compliments and customer service accolades.

For the fifth consecutive year, the annual report is entirely digital. It is also enhanced for mobile use. Since its launch, the microsite has received over 270 unique visitors. To read the annual report, visit [cencal2023.org](http://cencal2023.org).

# March 2023 Look Back

To: CenCal Health's Board of Directors  
From: Nicolette Worley Marselian, Director, Communications & Community Relations  
Date: April 7, 2023



## EXTERNAL COMMUNICATIONS

### Owned Media (cont.)

#### All About CalAIM web page & video series

In March, the Communications & Community Relations department launched the All About CalAIM web page. This "CalAIM 101" digital resource offers members, providers, staff, and the public an overview of the long-term initiative that aims to transform and strengthen Medi-Cal.

The key components of the landing page are five videos featuring interviews with internal leaders, Board members, and CalAIM providers, who detail the health plan's history and role in implementing CalAIM, and also highlight the CalAIM components implemented to date with the support of CenCal Health's community and provider partners.

Through the video series, graphics, and brief text, the landing page provides education on the following topics:

1. Who is CenCal Health?
2. What is CalAIM?
3. What are Enhanced Care Management & Community Supports?
4. What is the Housing & Homelessness Incentive Program?
5. What is the Student Behavioral Health Incentive Program?

Visitors are also pointed to additional resources, including the Department of Health Care Services' CalAIM News & Updates web page, CalAIM press releases distributed by CenCal Health, CenCal Health's two CalAIM Community Steering Committees, and CalAIM web pages for our members and providers.

To view the All About CalAIM web page, visit [cencalhealth.org/calaim](https://cencalhealth.org/calaim).





# March 2023 Look Back

To: CenCal Health's Board of Directors  
 From: Nicolette Worley Marselian, Director, Communications & Community Relations  
 Date: April 7, 2023



## EXTERNAL COMMUNICATIONS

### Owned Media (cont.)

#### Collateral Materials

#### 1. Provider-focused | Provider Bulletin

**PROVIDER BULLETIN**  
 A QUARTERLY PUBLICATION FOR PROVIDERS  
 VOL. 33 NO. 2 | MARCH 2023

**PROVIDER NEWS**

- Medi-Cal Redetermination will begin April 2023
- Provider Bulletin update
- Discontinuation of COVID-19 Emergency Medi-Cal Provider Enrollment
- New Facility Site Review, Medical Record Review Standards Finalized
- New Cognitive Health Assessment Requirements

**CLINICAL CORNER**

- Pediatric preventive health exams essential
- Initial Health Identify health disparities
- Health Promotion update: Tobacco cessation program helps patients quit

**CARE MANAGEMENT NEWS**

- Enhanced Case Management-Children/Youth Populations of Focus serving care

**BEHAVIORAL & MENTAL HEALTH UPDATES**

- Improved access to ABA services for CenCal Health members
- Psychologists: A simple formula for successful authorization submission

**PHARMACY UPDATES**

- Medi-Cal Rx Implementation Plan: Phase II begins March 26

**CLAIMS CORNER**

- New office hours for Claims: Treatment to better serve you
- Prop 2 to add on payment process

**PROVIDER NEWS**  
**Medi-Cal Redetermination will begin April 2023**

The Consolidated Appropriations Act of 2023, passed on December 23, 2022, provided a fixed end date for Medicaid continuous coverage as of March 31, 2023, uncoupling the continuous coverage requirements from the COVID-19 Public Health Emergency.

States are required to restart their Medicaid eligibility redetermination process in California. Medi-Cal beneficiaries will begin April 1, 2023. Medi-Cal beneficiaries will begin receiving Renewal Packets towards the end of April 2023, with the first discontinuance beginning as early as July 2023 for those that do not provide the requested information to verify eligibility requirements.

**Important information for Providers to Share with Medi-Cal Members**

- Department of Health Care Services (DHCS) created a new, Medi-Cal Renewal Website: [www.medi-cal.com/renewal](https://www.medi-cal.com/renewal) for members to verify their contact information is correct in order to receive their Renewal Packet. Please share this website as much as possible with your Medi-Cal members.
- Some beneficiaries will be auto-renewed and will receive a Letter of Approval, and the majority will receive a Renewal Packet by mail to complete and return to their local DSS office or on-line following the instructions at their client portals at: [www.mybenefitcal.com](http://www.mybenefitcal.com) or <https://benefitcal.com>. If address and phone number information is not up to date, this very important information cannot be delivered and members risk discontinuance for lack of returned information.
- DHCS also created a Renewal Toolkit for health plans to share with our providers and community partners. DHCS wants them to be used in their current format so that correct messaging is sent to beneficiaries across California. You can access these posters, text scripts, flyers, call scripts and social media website content for use in your offices and correspondence with Medi-Cal members. The DHCS Renewal Toolkit can be found here: [www.dhcs.ca.gov/health/Tools/Medi-Cal-Continuous-Coverage-Unwinding.aspx](https://www.dhcs.ca.gov/health/Tools/Medi-Cal-Continuous-Coverage-Unwinding.aspx)

**Outreach Strategies from DHCS & CenCal Health**

DHCS is providing a significant outreach campaign for this renewal process from February 2023 - June 2024 through traditional and digital media channels, including radio, Facebook, and display advertising, as well as through out-of-home advertising, such as billboards and public transit signage. Direct mail, text messaging, and email will be utilized to reach members individually.

CenCal Health's outreach campaign will augment this outreach and consists of social media, website, call center readiness and training call scripts, a text and robocall campaign, and press releases for awareness.

**CLINICAL CORNER**  
**Pediatric preventive health exams essential**

Regular checkups for your pediatric patients are an essential way to keep track of their health and development and ensure children are up-to-date on critical vaccinations. Well-child visits are also a time for parents to discuss their child's development or challenges in daily routines.

The American Academy of Pediatrics (AAP) Bright Futures periodicity schedule identifies screenings and assessments recommended at each well-child visit from infancy through adolescence. To learn more about Bright Futures please go to <http://brightfutures.aap.org/>

Below are a few of the recommended health screenings that can be completed. The comprehensive list of recommendations can be found online at [https://downloads.aap.org/AAP/BF/PDF/periodicity\\_schedule.pdf](https://downloads.aap.org/AAP/BF/PDF/periodicity_schedule.pdf)

Recommended Screenings during a Well Care Visit	CPT Codes
Developmental Screening	96110
Depression Screening	96127 - Positive with f/i plan: 68A31 Negative Screen: 68510
Lead Screening	83605
Tuberculosis Testing	86080, 86480 (Blood test)
Adverse Childhood Experiences Screening (ACEs)	99919- Positive test (Score = 4+) 99920- Negative test (Score = 0 to 3)
Tobacco Use	99406, 99407, 40046, 1036F

Developmental, psychosocial, and chronic disease issues for children and adolescents may require more frequent counseling and treatment visits separate from preventive care visits.

Every visit should also be an opportunity to update and complete immunizations. These recommendations can be found online at <https://publications.aap.org/bookbox/immunization-schedules/autologcheck-redirect>

**Schedule your patient's well-child visit today!**

**QUICK TIP:**  
 You can also access the Provider Portal under the Quality Care Incentive Program (CCIP) tool to find members due for various aspects of care or go to [www.cen-cal.com/provider-portal](https://www.cen-cal.com/provider-portal) to identify self-care therapy care incentive programs for more resources!

**IMPROVED ACCESS TO ABA SERVICES FOR CENCAL HEALTH MEMBERS**

CenCal Health provides coverage of all medically necessary ABA (Applied Behavioral Analysis) services for eligible beneficiaries under 21 years of age for which a licensed physician, surgeon, or psychologist deems that ABA services are medically necessary.

In order to remove barriers to care, CenCal Health now allows any qualifying provider to make a referral for ABA services. Qualifying providers include Psychologists, Psychiatrists, and Surgeons, both contacted and non-contacted with CenCal Health.

When a qualified provider determines the need for ABA services, they may fill out a Behavioral Health 50+ Treatment Authorization Request Form for submission to CenCal Health. These forms can be found online at [www.cen-cal.com/aba-authorization](https://www.cen-cal.com/aba-authorization) or drop down tab.

CenCal Health also supports the member's choice to choose their provider. Our provider partners and members can find a list of our ABA providers within the Provider Director at [www.cen-cal.com/aba-providers](https://www.cen-cal.com/aba-providers).

Ensuring that members are referred to providers who speak their primary language, are geographically accessible for the members, and are open to accept new referrals ABA providers, if needed.

**BEST PRACTICE TIP:**  
 Some ABA providers prefer a friendly call prior to referrals to inform you of their availability to serve school-age children who primarily need afternoon appointments for ABA treatment due to attending school during the morning/afternoon.

**Psychologists: A simple formula for successful authorization submission**

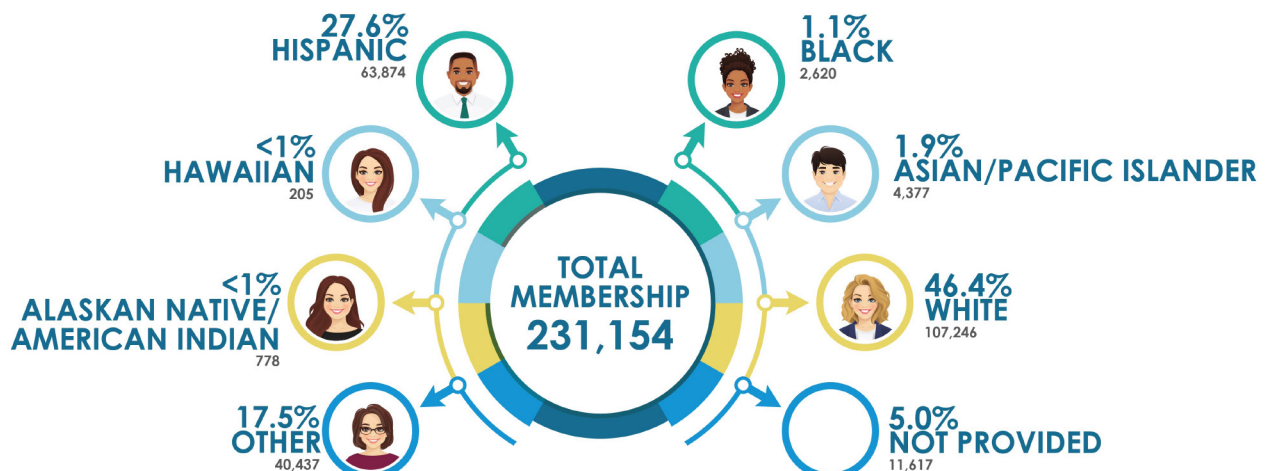
Psychologists who receive referrals to complete a Psychological Evaluation are encouraged to utilize our new template. It provides direction on coordinating care for members based on findings and recommendations of the Psychological Evaluation.

As a reminder, Psychological Evaluations do not require a referral or pre-authorization from CenCal Health if you bill one (1) Unit with procedure code 90.01, if a provider requires more than one (1) Unit of service, please complete a psychological evaluation and pre-approval by submitting a Treatment Authorization Request (TAR) and upload your clinical justification for approval of additional Units of Service.

Please reference the new Psychological Evaluation template for guidance online at [cen-cal.com/aba-authorization](https://www.cen-cal.com/aba-authorization) or health-treatment-and-mental-health-services/located under the Mental Health Provider Content tab.

While a digital Provider Bulletin is produced monthly, a print issue is produced every quarter. This is the first quarterly print issue of the year.

#### 2. Member-focused | Membership Demographics



as of 2/28/2023

The graphic is posted on CenCal Health's website.

# March 2023 Look Back

To: CenCal Health's Board of Directors  
From: Nicolette Worley Marselian, Director, Communications & Community Relations  
Date: April 7, 2023



## EXTERNAL COMMUNICATIONS

### Paid Media

#### Ad in Top 50 Women in Business issue

A half-page congratulatory message for Ms. Owen was featured in the *Pacific Coast Business Times'* special issue Top 50 Women in Business. The report was published on March 24.

## Congratulations to all those recognized!

CenCal Health recognizes our CEO Marina Owen and congratulates all the Top Women in Business who bring healthcare to our members and our communities at large.



**CenCalHEALTH**  
Local. Quality. Healthcare.



Learn more about our 2023-2025 Strategic Plan:  
[cencalhealth.org/strategicplan](https://cencalhealth.org/strategicplan)

CenCal Health is a community-accountable health plan serving more than 231,000 Medi-Cal members exclusively in Santa Barbara and San Luis Obispo counties.





# March 2023 Look Back

To: CenCal Health's Board of Directors

From: Nicolette Worley Marselian, Director, Communications & Community Relations

Date: April 7, 2023



## EXTERNAL COMMUNICATIONS

### Earned Media

In March, the Communications & Community Relations department distributed the following press release:

- **Medi-Cal Recipients on Central Coast Urged to Reconfirm Eligibility**

Community health plan alerts members “to not lose your health coverage”

In addition, positive publicity continued for the following press release, which was distributed by the department in October 2022:

- **Local Health Care Providers Propel CenCal Health to top 5% Nationwide in Postpartum Care**

Two industry audits substantiate high quality of pediatric care provided by Medi-Cal physicians on Central Coast

CenCal Health Ranks No. 1 in Customer Service for Child Members in California Survey

(Note: To read the press releases, go to page 10.)

The digital media outlet *Healthcare Innovation* highlighted the October press release, interviewing Ms. Owen on how the health plan has achieved exceptional health outcomes. Following the news item's publication, the story was picked up by the Local Health Plans of California (LHPC), who amplified coverage of the story in its media monitoring email *Member Mentions*.

In addition, *The Pulse*, the Central Coast Medical Association's (CCMA) bimonthly e-newsletter, put a spotlight on CenCal Health's announcement about Medi-Cal redetermination with a “Keep Your Family Covered” image and link to a CenCal Health web page that provides education on how people can renew Medi-Cal in our service areas.

Each year, *Pacific Coast Business Times* produces a special publication called Book of Lists — a compilation of top businesses, nonprofit organizations, and local leaders in the Tri-Counties region who were featured in special reports published by the business journal. In the 2023 Book of Lists (representing all lists published in 2022), CenCal Health was listed #17 in Best Places to Work, and Ms. Owen was listed in the Women in the C-Suite list.

The Santa Barbara County Continuum of Care Program mentioned CenCal Health in its April e-newsletter, which was published on March 31. CenCal Health was acknowledged for contributing matching funds for the New Beginnings Counseling Center Rapid Re-Housing project. The health plan's financial contribution is part of the Housing and Homelessness Incentive Program under CalAIM. CenCal Health's matching funds increased the score of the Santa Barbara County Housing and Community Development Division's grant application, which was submitted to the U.S. Department of Housing and Urban Development (HUD). The article indicates that the high scores likely resulted in HUD awarding funds for all projects in Santa Barbara County's application.

# March 2023 Look Back

To: CenCal Health's Board of Directors  
 From: Nicolette Worley Marselian, Director, Communications & Community Relations  
 Date: April 7, 2023



## EXTERNAL COMMUNICATIONS

### Media Coverage Report

CenCal Health received eight media mentions in March 2023.

CenCal Health Media Coverage Report - March 2023						
Date	Name	Type	Page	Section	Subject	Headline
3/31/2023	Press Release from U.S. Congressman Salud Carbajal	Digital		Press Releases	CenCal Health Chief Customer Experience & Health Equity Officer Dr. Van Do-Reynoso recognized with 2023 Women of the Year Award	<b>At Close of Women's History Month, Carbajal Announces 2023 Women of the Year Award Winners</b>
*3/31/2023	Santa Maria/ Santa Barbara County Continuum of Care e-newsletter	Email		Santa Barbara County Local News and Events	CenCal Health provides matching funds for housing project	<b>U.S. Department of Housing and Urban Development</b>
*3/27/2023	LHPC's Member Mentions e-newsletter	Email		Member Mentions	CenCal Health CEO News	<b>Top Women in Business Pacific Coast Business Times</b>
3/24/2023	Pacific Coast Business Times	Print & digital	26A & 29A	Special Report	CenCal Health CEO and Board Member News	<b>Pacific Coast Business Times Top 50 Women</b>
*3/16/2023	CCMA's The Pulse e-newsletter	Email		News	Medi-Cal Redetermination	<b>Urge Your Medi-Cal Members to Update, Renew in April</b>
*3/6/2023	LHPC's Member Mentions e-newsletter	Email		Member Mentions	2022 HEDIS Results	<b>CenCal's Story: How One Medi-Cal Plan Has Achieved Exceptional Health Outcomes</b>
*3/2/2023	Healthcare Innovation	Digital		Medicare Medicaid	2022 HEDIS Results	<b>CenCal's Story: How One Medi-Cal Plan Has Achieved Exceptional Health Outcomes</b>
*3/1/2023	Pacific Coast Business Times 2023 Book of Lists	Print	35 & 38	2022 Best Places to Work, Women in C-Suite	CenCal Health on 2022 Best Place to Work list; CenCal Health CEO in Women in C-Suite	<b>CenCal Health #17 of 2022 Best Places to Work; Marina Owen (#12)</b>

\*Clippings of online and/or print articles included below.

# March 2023 Look Back

To: CenCal Health's Board of Directors  
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Date: April 7, 2023



## Clippings Samples

Of the media mentions listed above, below are six notable samples.

1

3/31/2023

**Santa Maria/ Santa Barbara County Continuum of Care e-newsletter,**

U.S. Department of Housing and Urban Development



On March 28, 2023, The department of Housing and Urban Development (HUD) announced the 2022 Continuum of Care (CoC) Program awards. The HUD CoC Program is one of the few on-going funding sources to address homelessness that we receive locally. Our 2022 annual award amount is \$2,686,711, a 15% increase from 2021.

Nationally the process is very competitive, and the Santa Barbara County Housing and Community Development Division (HCD) is excited to report that all projects included in the 2022 submitted to HUD were funded.

An expansion of New Beginnings Counseling Center Rapid Re-Housing project was fully funded; a huge thank you to CenCal Health for contributing match funding for this application. CenCal match funds increased the over all score, likely resulting in all projects being awarded.

2

3/27/2023

**Member Mentions, LHPC's media monitoring email,**

Top Women in Business  
Pacific Coast Business Times

[Top Women in Business](#)

Pacific Coast Business Times

March 24 - 30, 2023

Marina Owen spent 15 years of her career at CenCal Health before leaving for the Chief Operating Office at a like-plan, Central California Alliance for Health.

In 2021 she returned to the local Medi-Cal health plan as CEO, only the fourth CEO in the organization's nearly four decades, and the first woman. As CEO of one of the first and oldest Medicaid-only managed care plans of its kind in the nation, Owen is responsible for the overall strategic direction, management and administration of programs and services while ensuring that CenCal Health fulfills its mission, goals and objectives.

3

3/16/2023

**The Pulse, CCMA's bimonthly e-newsletter,**

Urge Your Medi-Cal Members to Update, Renew in April



[Register Now for CMA's Health IT Conference](#)  
May 22, 2023, in Sacramento.

The CMA Health IT Conference will bring together thought leaders from across California and the nation to explore the intersection of technology and payment reform. CMA expects a diverse set of attendees that will include physicians, medical groups and IPAs, health plans, health information organizations (HIOs) and others who will take the learnings from this conference to change how care is delivered in this state.



[Urge Your Medi-Cal Members to Update, Renew in April.](#)

During the COVID crisis, the Federal government suspended the annual Medicaid redetermination process in order to keep health insurance in place for the country's most vulnerable, especially seniors and children. That temporary suspension of eligibility renewals will end nationwide on March 31. California's Medi-Cal members will begin to receive communication about the annual redetermination packages in April, and must respond to maintain their benefits.

# March 2023 Look Back

To: CenCal Health's Board of Directors  
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 Date: April 7, 2023



## Clippings Samples (cont.)

4

3/6/2023

**Member Mentions,**  
**LHPC's media monitoring email,**  
**CenCal's Story: How One**  
**Medi-Cal Plan Has Achieved**  
**Exceptional Health Outcomes**



LHPC Member Mentions

[CenCal's Story: How One Medi-Cal Plan Has Achieved Exceptional Health Outcomes](#)

Healthcare Innovations

March 2, 2023

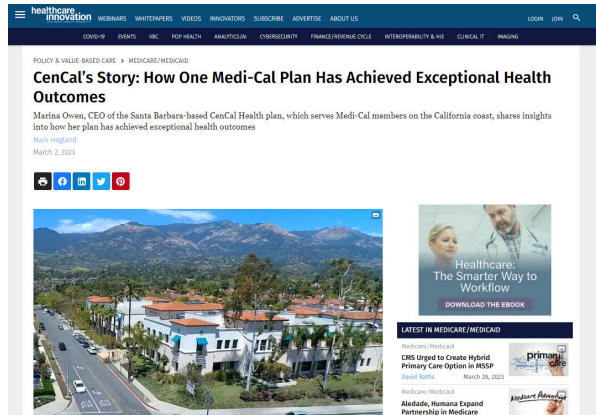
By Mark Hagland

Can the leaders of health plans serving Medicaid recipients compete when it comes to quality outcomes? They absolutely can. Indeed, **CenCal Health**, the Santa Barbara-based health plan serving Medi-Cal (what Medicaid is called in California) recipients in Santa Barbara and San Luis Obispo Counties on the California coast, has demonstrated outstanding results when it comes to caring for children, new mothers, and members with diabetes.

5

3/2/2023

**Healthcare Innovation,**  
**CenCal's Story: How One**  
**Medi-Cal Plan Has Achieved**  
**Exceptional Health Outcomes**



6

3/1/2023

**Pacific Coast Business Times,**  
**CenCal Health # 17 of 2022**  
**Best Places to Work**

THE LIST		Best Places To Work		Ranked by total score		
Rank	Company	Phone / Website	Score	Tri-county employees	Industry	Regional contact(s)
1	Avaya	(855) 648-8200 avaya.com	92.9	200	Energy	Eric Lester, Amy Forno
2	Avaya Energy	(855) 648-8200 avayaenergy.com	92.9	200	Energy	Eric Lester, Amy Forno
3	Avaya Financial & Work, LLP	(855) 648-8200 avayafinancial.com	92.9	200	Energy	Eric Lester, Amy Forno
4	Avaya Health	(855) 648-8200 avayah.com	92.9	200	Energy	Eric Lester, Amy Forno
5	Avaya Insurance	(855) 648-8200 avayainsurance.com	92.9	200	Energy	Eric Lester, Amy Forno
6	Avaya Life	(855) 648-8200 avayalife.com	92.9	200	Energy	Eric Lester, Amy Forno
7	Avaya Property Management	(855) 648-8200 avayaproperty.com	92.9	200	Energy	Eric Lester, Amy Forno
8	Avaya Technology Inc. - FSI Services	(855) 648-8200 avayatech.com	92.9	200	Energy	Eric Lester, Amy Forno
9	Avaya Technology Inc. - FSI Services	(855) 648-8200 avayatech.com	92.9	200	Energy	Eric Lester, Amy Forno
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# March 2023 Look Back

To: CenCal Health's Board of Directors  
From: Nicolette Worley Marselian, Director, Communications & Community Relations  
Date: April 7, 2023



## Press Release #1

### Medi-Cal Recipients on Central Coast Urged to Reconfirm Eligibility

Community health plan alerts members "to not lose your health coverage"

**SANTA BARBARA, Calif.** – March 29, 2023 – CenCal Health, the Medi-Cal health plan for two counties on the Central Coast, announces the resumption of the annual "eligibility check" or redetermination of an individual's Medi-Cal health coverage. During the COVID crisis, the Federal government suspended this annual redetermination process in order to keep health insurance in place for the country's most vulnerable, especially seniors and children. But as of March 31 of this year, that temporary suspension of eligibility renewals will end nationwide. California's Medi-Cal members will begin to receive communication about the annual redetermination packages in April, and must respond to maintain their benefits. CenCal Health is the community health plan that partners with local providers to deliver health care services to one in four residents of Santa Barbara County and one in five residents of San Luis Obispo County.

"We urge our members to update their contact information with their local Department of Social Services to ensure they receive the renewal package in the mail. This is especially important if the member has moved or their mailing address has changed in the last two years," said CenCal Health Chief Customer Experience & Health Equity Officer Van Do-Reynoso, MPH, Ph.D. "Access to care is a critical step towards health equity. So please – check, update, and respond to keep yourself and your family covered."

To maintain healthcare coverage, other life changes also need to be reported, including changes to income, disability status and family size. If members are unsure about what to report, they can contact their local California Department of Social Services (DSS) for answers. Account information updates can be done in person, by phone, fax or online. More details on the redetermination process, including contact information for local DSS offices, can be found in both Spanish and English at [cencalhealth.org/keep](https://cencalhealth.org/keep). The State has also provided the [KeepMediCalCoverage.org](https://KeepMediCalCoverage.org) website to help members update their Medi-Cal information.

In Santa Barbara and San Luis Obispo counties, all Medi-Cal eligibility and enrollment decisions are made by each county's respective DSS. CenCal Health does not determine Medi-Cal eligibility. The federal government administers Medicaid; Medi-Cal is the name of California's Medicaid benefits program. The California Department of Health Care Services (DHCS) funds health care services for nearly 15 million Medi-Cal beneficiaries. About one-third of Californians receive health care services financed or organized by DHCS.

"CenCal Health, in cooperation with the DHCS, is committed to making sure enrollees understand the renewal process and how to take action to avoid gaps in coverage," said Do-Reynoso. "The unprecedented task of resuming renewal operations after the pandemic requires public education, as well as ongoing work with all our Medi-Cal partners and providers."

# March 2023 Look Back

To: CenCal Health's Board of Directors

From: Nicolette Worley Marselian, Director, Communications & Community Relations

Date: April 7, 2023



## Press Release (cont.)

Since 1983, CenCal Health has partnered with local providers – physicians, hospitals, clinics, public health departments, social service agencies, community non-profits and others – to deliver quality care to nearly 232,000 Medi-Cal members on the Central Coast. For more information on how to apply for Medi-Cal, including phone numbers for local DSS offices, visit [cencalhealth.org/how-to-apply](https://cencalhealth.org/how-to-apply).

"It's a privilege to help improve the health of our communities in San Luis Obispo and Santa Barbara," said CenCal Health CEO Marina Owen. "We can better serve our members if they update their account information as soon as possible, and by responding to communication from our Medi-Cal partners, members will be able to keep their health coverage. Together, we can build a healthier Central Coast for all residents."

More information on CenCal Health is available at [cencalhealth.org](https://cencalhealth.org).



# March 2023 Look Back

To: CenCal Health's Board of Directors  
From: Nicolette Worley Marselian, Director, Communications & Community Relations  
Date: April 7, 2023



## Press Release #2

### Local Health Care Providers Propel CenCal Health to top 5% Nationwide in Postpartum Care

Two industry audits substantiate high quality of pediatric care provided by Medi-Cal physicians on Central Coast

*CenCal Health Ranks No. 1 in Customer Service for Child Members in California Survey*

**SANTA BARBARA, Calif.** – Oct. 6, 2022 – CenCal Health, the community health plan for Medi-Cal in Santa Barbara and San Luis Obispo counties, received high marks in two respected professional health care assessments– the national Healthcare Effectiveness Data and Information Set (HEDIS®), and the state-wide report on Consumer Assessment of Healthcare Providers and Systems (CAHPS®). With results released in 2022, the findings in both annual audits concluded that, in multiple categories, CenCal Health and its providers delivered exceptional care to child members, as well as members that are new mothers and members with diabetes.

According to the HEDIS results for pediatric members of the nation's Medicaid plans, San Luis Obispo County rated in the top 5% for weight assessment, physical activity counseling, and nutrition counseling for children and adolescents. Santa Barbara County rated in the top 10% nationally for meningococcal, Tdap and human papillomavirus (HPV) immunizations for adolescent plan members, ages 9-13.

In addition, for the second year in a row, both counties covered by CenCal Health received the highest HEDIS rating – top 5% in the nation – for timeliness of women's postpartum care. This year, the community health plan also rated in the top 10% nationally for having a low rate of diabetic members with HbA1c poor control. This means that a higher percentage of CenCal Health members with diabetes had better blood glucose control compared to Medicaid members with diabetes in other plans nationwide. CenCal Health's HEDIS measurements are independently audited and reported annually to the National Committee for Quality Assurance (NCQA) to demonstrate the quality of care rendered by CenCal Health's providers.

"CenCal Health prides itself on partnering with committed and compassionate physicians, clinics, hospitals and health care specialists in both counties," said CenCal Health CEO Marina Owen. "It is because of these outstanding provider partners – with support from CenCal Health – that our organization and community have achieved these excellent results in both evaluations."

"CenCal Health, in cooperation with the DHCS, is committed to making sure enrollees understand the renewal process and how to take action to avoid gaps in coverage," said Do-Reynoso. "The unprecedented task of resuming renewal operations after the pandemic requires public education, as well as ongoing work with all our Medi-Cal partners and providers."

# March 2023 Look Back

To: CenCal Health's Board of Directors

From: Nicolette Worley Marselian, Director, Communications & Community Relations

Date: April 7, 2023



## Press Release (cont.)

CAHPS is the health care survey on patient experience that asks consumers and patients to report on and evaluate their experiences with health plans, providers and healthcare facilities. With funding from the California Department of Health Care Services (DHCS), the Health Services Advisory Group (HSAG) is the designated External Quality Review Organization that administered the current CAHPS survey. DHCS and CenCal Health use CAHPS results to improve patients' experiences with care.

In 2021, HSAG surveyed consumers in 25 health plans in California, ranking CenCal Health No. 1 in Customer Service for Child Members, No. 2 in Overall Rating of Health Plan for Child Members, and No. 3 in Overall Rating of Personal Doctor for Child Members.

"During the pandemic, we saw diminished preventative care-seeking behaviors in our local population," said Dr. Tamara Battle of Central Coast Pediatrics. "Recovery has been an important part of supporting the health and well-being of our patients. Central Coast Pediatrics strives to assist families in achieving health outcomes that enrich the lives of children in our community."

The measurement period for the latest HEDIS report ended December 31, 2021. For CAHPS, the survey was available to consumers from February to May 2021, with ratings representing members' experiences of care and service over the prior six months.

Detailed HEDIS performance results for the health plan are available on CenCal Health's website. More information about CAHPS survey reports can be found at [www.dhcs.ca.gov](http://www.dhcs.ca.gov).

### About HEDIS®

HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).

HEDIS is a set of standardized performance measures designed to ensure that purchasers and consumers have the information they need to reliably compare health care quality. The NCQA accredits and certifies a wide range of health care organizations and manages the evolution of HEDIS, the performance measurement tool used by more than 90 percent of the nation's health plans.

### About CAHPS®

Developed by The Agency for Healthcare Research and Quality (AHRQ), the Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a standardized HEDIS survey instrument to assess the patient experience of health plan members. The survey prompts consumers and patients to report on and evaluate their experiences with health plans and providers. The survey results are used to improve patients' experiences with care. CAHPS is a registered trademark of the Agency for Healthcare Research and Quality.

# March 2023 Look Back

To: CenCal Health's Board of Directors  
From: Nicolette Worley Marselian, Director, Communications & Community Relations  
Date: April 7, 2023



## INTERNAL COMMUNICATIONS

### 40th Anniversary Activities

To commemorate CenCal Health's 40 years of service in Santa Barbara County and 15 years in San Luis Obispo County, in January, the Communications & Community Relations department kicked off planning efforts with a focus on anniversary activities that highlight the following:

- Our accomplishments achieved together with our community partners.
- Our collective impact on our membership and communities.
- Recognizing the people and organizations that have helped us reach this milestone.



To recognize our dedicated colleagues who have been instrumental in carrying out CenCal Health's mission, vision, and values over the past four decades, the department is securing efforts to deliver and produce the following:

Anniversary pins for employees who have worked at CenCal Health for 5 years or more. The pins will be delivered at CenCal Health's annual summer company picnic.



An anniversary video featuring long-term employees, including employees who were formerly CenCal Health members. The video will include memorable anecdotes, photos and more.



# March 2023 Look Back

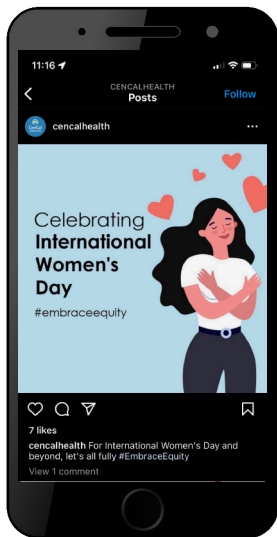
To: CenCal Health's Board of Directors  
From: Nicolette Worley Marselian, Director, Communications & Community Relations  
Date: April 7, 2023



## SOCIAL MEDIA

CenCal Health uses social media platforms to communicate with our members, providers, staff, and communities.

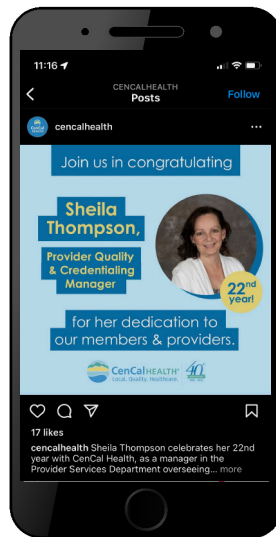
### March Campaigns (Samples)



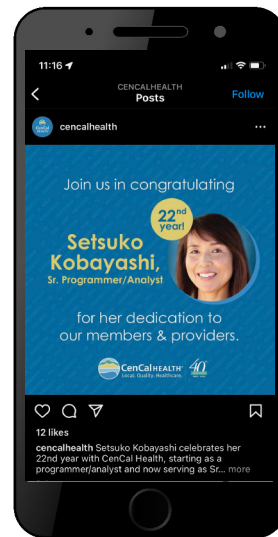
**Celebrating International Women's Day**



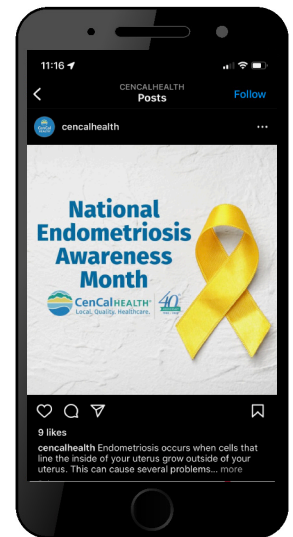
**Service Recognition Jeff Januska Pharmacy Services Director**



**Service Recognition Sheila Thompson Provider Quality & Credentialing Manager**



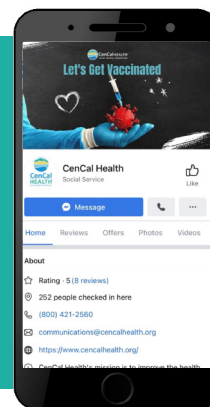
**Service Recognition Setsuko Kobayashi Sr. Programmer/Analyst**



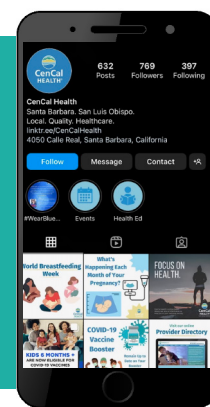
**National Endometriosis Awareness Month**

As a reminder, we encourage members of the Board to:

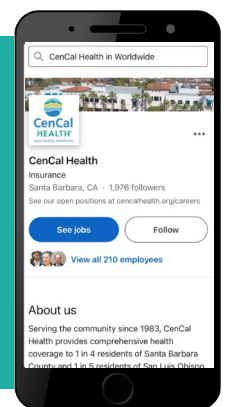
- **Follow** CenCal Health on Facebook, Instagram, and LinkedIn.
- **"Like"** posts.
- **Post comments** as appropriate.
- **Share posts** you think others may find interesting or informative.



Facebook



Instagram



LinkedIn

On social media, you will see that our Facebook and Instagram content provides targeted information for our members and providers. On LinkedIn, our posts recruit, inform, and repost content from our network providers and community-based organizations with whom we work closely. We also communicate to teleworking CenCal Health staff.



# March 2023 Look Back

To: CenCal Health's Board of Directors  
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Date: April 7, 2023



## COMMUNITY OUTREACH

### Sponsorships & Events

#### Sponsorship & Donation Program Report

CenCal Health's Sponsorship and Donation program aims to foster long-term collaborative partnerships with local nonprofits and other community partners whose mission is to serve vulnerable and low-income populations in our communities. These organizations provide a service that complements or enhances CenCal Health's services, or provide a secondary benefit to our membership.

Below is a list of organizations and their events to which CenCal Health committed funds in March 2023.

Organization Name	Event Name	Event Date
Alzheimer's Association	Walk to End Alzheimer's	9/30/2023, 10/14/2023, 11/4/2023
American Cancer Society	Construction vs Cancer of the Central Coast	9/2023
The Foodbank of Santa Barbara County	Empty Bowls Event	Lompoc 7/6/2023 & Santa Barbara (TBD)
Lompoc Hospital District Foundation	Lompoc Senior Expo	5/19/2023
Family Service Agency of Santa Barbara County	Dreams In Bloom	5/13/2023
Jodi House	9th Annual Run, Walk, & Roll 5K	5/6/2023
Channel Islands YMCA	23rd Annual Reaching for Stars	4/26/2023
Pacific Coast Business Times	Top Women in Business	4/20/2023
Santa Barbara Cottage Hospital Foundation	Tiara Ball 2023 – Constellation of Caring	3/25/2023
El Camino Homeless Organization	Empty Bowls	Multiple Dates

#### Event Participation

Through event participation, the Communications & Community Relations department seeks to:

- Outreach to members and prospective Medi-Cal beneficiaries within our service areas.
- Promote health education.
- Increase the health plan's reputation as a partner within the business and healthcare communities.
- Fulfill CenCal Health's dedication to being a trusted partner in advancing health equity.

Events are supported by volunteer staff, known as Ambassadors, who represent CenCal Health. Listed below are community events attended by CenCal Health Ambassadors in March 2023.

Organization Name	Event Name	Event Date
Santa Barbara Cottage Hospital Foundation	Tiara Ball 2023 – Constellation of Caring	3/25/2023
First 5 San Luis Obispo County	Pediatric Town Hall: Mental Health in the Context of Early Childhood	3/21/2023

# March 2023 Look Back

To: CenCal Health's Board of Directors

From: Nicolette Worley Marselian, Director, Communications & Community Relations

Date: April 7, 2023



## COMMUNITY RELATIONS

### Sponsorships & Events (cont.)

#### Event Spotlight

The following image highlights an event attended by a CenCal Health Ambassador.



CenCal Health Ambassador Lauren Geeb and her husband attended the Santa Barbara Cottage Hospital Foundation's Tiara Ball 2023 – Constellation of Caring.

### Community Meetings Update

CenCal Health staff are active on community boards, councils, and committees representing issues on access to healthcare, children and senior issues, behavioral health, Latine/x outreach, individuals with developmental disabilities, and homelessness. Our objective is to improve access to high-quality healthcare, reduce health inequities, provide education and promote a healthy lifestyle.

To maximize information-sharing and enhance collaborations between community partners and CenCal Health, subject matter experts from various departments are now attending community meetings rather than a single staff member from the Communications & Community Relations department. For example, staff from the Pediatrics division of the Medical Management department now attend community meetings focused on children, while staff from the Behavioral Health department attend community meetings focused on mental and behavioral health issues. Based on this change, the Community Meetings section will not be included in this and future reports submitted by the Communications & Community Relations department.



# PROVIDER BULLETIN

A QUARTERLY PUBLICATION  
FOR PROVIDERS

VOL. 33 NO. 2 • MARCH 2023

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- Provider Bulletin update
- Discontinuation of COVID-19 Emergency Medi-Cal Provider Enrollment
- New Facility Site Review, Medical Record Review Standards finalized
- New Cognitive Health Assessment Requirements

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- Psychologists: A simple formula for successful authorization submission

## PHARMACY UPDATES

- Medi-Cal Rx Reimplementation Plan: Phase III began March 24

## CLAIMS CORNER

- New office hours for Claims Department to better serve you
- Prop 56 add-on payment process update

## PROVIDER NEWS

# Medi-Cal Redetermination will begin April 2023

**The Consolidated Appropriations Act of 2023, passed on December 23 2022, provided a fixed end date for Medicaid continuous coverage as of March 31, 2023, uncoupling the continuous coverage requirements from the COVID-19 Public Health Emergency.**

States are required to restart their Medicaid eligibility redetermination process in California, Medi-Cal beneficiaries will begin April 1, 2023. Medi-Cal beneficiaries will begin receiving Renewal Packets towards the end of April 2023, with the first discontinuances beginning as early as July 2023 for those that do not provide the requested information to verify eligibility requirements.

### Important Information for Providers to Share with Medi-Cal Members

- Department of Health Care Services (DHCS) created a new, Medi-Cal Renewal Website: [www.KeepMediCalCoverage.org](http://www.KeepMediCalCoverage.org) for members to verify their contact information is correct in order to receive their Renewal Packet. Please share this website as much as possible with your Medi-Cal members.
- Some beneficiaries will be auto-renewed and will receive a Letter of Approval, and the majority will receive a Renewal Packet by mail to complete and return to their local DSS office or on-line following the instructions at their client portals at: [www.mybenefitscalwin.org/](http://www.mybenefitscalwin.org/) or <https://benefitscal.com/>. If address and phone number information is not up to date, this very important information cannot be delivered and members risk discontinuance for lack of returned information.
- DHCS also created a Renewal Toolkit for health plans to share with our providers and community partners. DHCS wants these to be used in their current formats so that common messaging is out to beneficiaries across California. You can access these posters, text scripts, flyers, call scripts and social media/website content for use in your offices and correspondence with Medi-Cal members. The DHCS Renewal Toolkit can be found here: [www.dhcs.ca.gov/toolkits/Pages/Medi-Cal-Continuous-Coverage-Unwinding.aspx](http://www.dhcs.ca.gov/toolkits/Pages/Medi-Cal-Continuous-Coverage-Unwinding.aspx)

### Outreach Strategies from DHCS & CenCal Health

DHCS is providing a significant outreach campaign for this renewal process from February 2023 – June 2024 through traditional and digital media channels, including radio, Facebook, and display advertising, as well as through out-of-home advertising, such as billboards and public transit signage. Direct mail, text messaging, and email will be utilized to reach members individually.

**CenCal Health's outreach campaign will augment this outreach and consists of social media, website, call center readiness and training on call scripts, a text and robocall campaign, and press releases for awareness.**



## New Cognitive Health Assessment Requirements

CenCal Health members aged 65 years and older should receive an annual cognitive health assessment to screen for signs of Alzheimer’s disease or related dementias. In order for CenCal Health providers to receive reimbursement for the screening of members, the DHCS Dementia Care Aware cognitive health assessment training must be completed prior to providing the screening. More information regarding the training is available at [www.dementiacareaware.org](http://www.dementiacareaware.org).

**The following cognitive assessment tools have been approved by DHCS for screening CenCal Health members:**

- **Patient Assessment Tools**
  - General Practitioner assessment of Cognition (GPCOG) <https://www.alz.org/media/documents/gpcog-screening-test-english.pdf>
  - Quick Screening for Early Dementia Detection (Mini-Cog) <https://mini-cog.com/download-the-mini-cog-instrument/>
- **Informant tools (family members and close friends)**
  - AD8 Dementia Screening Interview <https://www.alz.org/media/Documents/ad8-dementia-screening.pdf>
  - GPCOG <https://www.alz.org/media/documents/gpcog-screening-test-english.pdf>
  - Short Form of the Informant Questionnaire on Cognitive Decline in the Elderly <https://www.alz.org/media/documents/short-form-informant-questionnaire-decline.pdf>

Following completion of at least one of the above assessment tools, Providers will be able to determine whether a full dementia evaluation is needed and coordinate appropriate care for members.

Providers that have questions regarding the training or screening requirements may reach out to their Provider Services Representative at (805) 562-1676.

## Discontinuation of COVID-19 Emergency Medi-Cal Provider Enrollment

In March 2020, due to the COVID-19 public health emergency (PHE), the Department of Health Care Services (DHCS) implemented an amended enrollment process to allow providers to temporarily and provisionally enroll in the Medi-Cal Program.

## New Facility Site Review, Medical Record Review Standards finalized

**The Department of Health Care Services (DHCS) finalized revisions to the Facility Site Review (FSR) and Medical Record Review (MRR) process.**

The updates DHCS made to the FSR and MRR standards and criteria reflect the current guidelines of professional organizations with an emphasis on preventive care, particularly for pediatric practices

CenCal Health’s Site Review staff proactively planned the timing of periodic FSR/MRR surveys for existing primary care sites to allow for the finalization of training videos and provider toolkits, and we are excited to share those online at [cencalhealth.org/providers/facility-site-review-and-medical-record-review/](http://cencalhealth.org/providers/facility-site-review-and-medical-record-review/)

Also located on our website is a Provider Toolkit that contains sample logs, policies and procedures you may adapt for your practice, and the complete standards and criteria. Our goal is to ensure that our providers have the support needed to complete a successful FSR/MRR, and we are here to help your practice succeed.

We encourage you to participate in a mock FSR/MRR audit which CenCal Health’s Site Review Nurse can offer to your office. If you are interested in a mock audit to assist with preparedness, or have any questions or concerns, please contact [myoung@cencalhealth.org](mailto:myoung@cencalhealth.org)

Effective March 29, 2023, DHCS discontinued this expedited enrollment process. Any provider enrolled under the PHE temporary enrollment requirements who wishes to remain enrolled in Medi-Cal must submit a complete enrollment application via the Provider Application and Validation for Enrollment (PAVE) portal.

**Providers will have 90 days from the end of the waiver period to submit the enrollment application via PAVE, and those who have not submitted an updated application by June 27 will have their temporary enrollment deactivated on June 28, 2023.**

If you have any questions or if CenCal Health may assist you with next steps in the enrollment process, please reach out to your Provider Services Representative at (805) 562-1676.

# Pediatric preventive health exams essential

Regular checkups for your pediatric patients are an essential way to keep track of their health and development and ensure children are up-to-date on critical vaccinations. Well child visits are also a time for parents to discuss their child’s development or challenges in daily routines.

**The American Academy of Pediatrics (AAP) Bright Futures periodicity schedule identifies screenings and assessments recommended at each well-child visit from infancy through adolescence. To learn more about Bright Futures please go to <http://brightfutures.aap.org/>**

Below are a few of the recommended health screenings that can be completed. The comprehensive list of recommendations can be found online at [https://downloads.aap.org/AAP/PDF/periodicity\\_schedule.pdf](https://downloads.aap.org/AAP/PDF/periodicity_schedule.pdf)

Recommended Screenings during a Well Care Visit	CPT Codes
Developmental Screening	96110
Depression Screening	96127 – Positive with f/u plan: G8431 Negative Screen: G8510
Lead Screening	83655
Tuberculosis Testing	86580, 86480 (blood test)
Adverse Childhood Experiences Screening (ACEs)	G9919: Positive test (Score = 4+) G9920: Negative test (Score = 0 to 3)
Tobacco Use	99406, 99407, 4004F, 1036F

Developmental, psychosocial, and chronic disease issues for children and adolescents may require more frequent counseling and treatment visits separate from preventive care visits.

Every visit should also be an opportunity to update and complete immunizations. These recommendations can be found online at <https://publications.aap.org/redbook/pages/immunization-schedules?autologincheck=redirected>

**Schedule your patient’s well-child visit today!**



**QUICK TIP:**

You can also access the Provider Portal under the Quality Care Incentive Program (QCIP) tool to find members due for various aspects of care or go to [cencalhealth.org/providers/quality-of-care/quality-care-incentive-program/](http://cencalhealth.org/providers/quality-of-care/quality-care-incentive-program/) for more resources!

# Help CenCal Health identify health disparities

Social Determinants of Health (SDOH) are the conditions that impact a person's health outcomes, including the place where a person is born, lives, learns, works, plays, worships, and age. We need your help to identify the health disparities and their root causes that negatively impact our 'members' health.

**Any person's care team member can collect this data during any encounter. Consistent collection and claims reporting of SDOH will support our efforts to find solutions to help our members thrive and achieve optimal health.**

For more information on Coding for SDOH, please visit: [cencalhealth.org/providers/social-determinants-of-health/](http://cencalhealth.org/providers/social-determinants-of-health/)



## Initial Health Appointment Update

**On January 1, 2023, the Initial Health Appointment (formerly known as the Initial Health Assessment), which occurs during a members encounter with a Primary Care Physician will no longer require the components of Individual Health Education Behavioral Assessment (IHEBA) or a Staying Healthy Assessment (SBA).**

An Initial Health Appointment is required for all members periodically and re-administered according to the requirements in the Population Health Management Policy Guide and Contract requirements.

**As a reminder, the Initial Health Appointment must include the following components:**

- A history of the Member's physical and mental health;
- An identification of risks;
- An assessment of need for preventive screens or services;
- Health education; and
- The diagnosis and plan for treatment of any diseases

Additional information on the Population Health Management Policy Guide can be found here: [www.dhcs.ca.gov/CalAIM/Documents/2023-PHM-Program-Guide-a11y.pdf](http://www.dhcs.ca.gov/CalAIM/Documents/2023-PHM-Program-Guide-a11y.pdf) For any additional questions you can reach out to the Provider Services department at (805) 562-1676 or [providerservices@cencalhealth.org](mailto:providerservices@cencalhealth.org)

## Health Promotion update: Tobacco cessation program helps patients quit

Kick It California provides free tobacco cessation education, training, and technical assistance. They also offer options for you to refer your patients and clients to their Quit Services securely. Visit <https://kickitca.org/health-professionals> to learn more.

**Ask every patient/client if they use tobacco (smoke, vape, or chew).**

**Advise tobacco users to quit, even if they've tried before and failed. Every attempt is important.**

**Refer tobacco users to Kick It California for a free, personalized quit plan from trained Quit Coaches.**



## Enhanced Care Management- Children/Youth Populations of Focus coming soon

**CenCal Health is preparing to offer the Enhanced Care Management (ECM) benefit for Children and Youth Population of Focus going Live 7/1/2023.**

**The Populations of Focus are Children and Youth (20 and under) who are:**

- Experiencing homelessness
- At Risk for Avoidable Hospital or E.D. Utilization
- With Serious Mental Health and/or SUD Needs
- Enrolled in CCS or CCS WCM with additional needs beyond the CCS condition
- Are involved in Child Welfare Services
- With an Intellectual/Development Disability
- Pregnant or Postpartum

ECM Services are designed to recognize the unique needs of children/youth and their families (e.g. caregiver, auth rep, foster parent) and provide systematic coordination of services across other children/youth care management programs, specialty mental health services, Child Welfare Services, foster care systems— and will include services that are community-based and high-touch through a whole person approach.

**CenCal Health will identify Children and Youth eligible for ECM utilizing the Department of Health Care Services ECM eligibility criteria and through ECM referrals that can be submitted by various referral sources such as Network providers, Members and Community-based organizations.**

To learn more about the specific eligibility criteria for the various Population of Focus please visit DHCS Enhanced Care Management and Community Supports (ILOS) resources online: [www.dhcs.ca.gov/Pages/ECMandILOS.aspx](http://www.dhcs.ca.gov/Pages/ECMandILOS.aspx) or visit [cencalhealth.org/providers/calaim/](http://cencalhealth.org/providers/calaim/)

If you are interested in becoming an ECM provider for Children and Youth population, please contact the Provider Services Department at (805) 562-1676 or email [ecmandcs@cencalhealth.org](mailto:ecmandcs@cencalhealth.org)

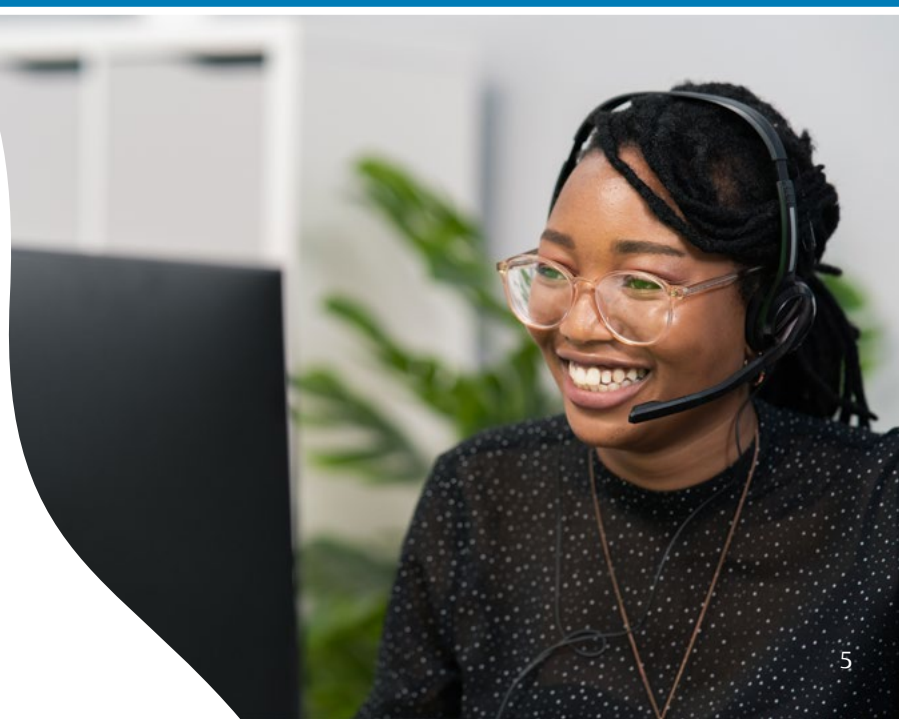


### CLAIMS CORNER

## New office hours for Claims Department to better serve you

To better assist our provider community, the claims customer service team is now available for claim-related questions from 8 a.m. – 5 p.m.

Please feel free to reach out during these times by calling (805) 562-1083 or via email at [cencalclaims@cencalhealth.org](mailto:cencalclaims@cencalhealth.org)



## Improved access to ABA services for CenCal Health members

CenCal Health provides coverage of all medically necessary ABA (Applied Behavioral Analysis) services for eligible beneficiaries under 21 years of age for which a licensed physician, surgeon, or psychologist deems that ABA services are medically necessary.

In order to remove barriers to care, CenCal Health now allows any qualifying provider to make a referral for ABA services. Qualifying providers include Psychologists, Physicians, Psychiatrists, and Surgeons, both contracted and non-contracted with CenCal Health.

When a qualified provider determines the need for ABA services, they may fill out a Behavioral Health 50-1 Treatment Authorization Request Form for submission to CenCal Health. These forms can be found online at [cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/](https://cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/) under the 'Behavioral Health Treatment (ABA) Provider' Content drop down tab.

CenCal Health also supports the member's choice to choose their provider. Our provider partners and members can find a list of our ABA providers within the Provider Director at [providir.cencalhealth.org/](https://providir.cencalhealth.org/).

Ensuring that members are referred to providers who speak their primary language, are geographically accessible for the members, and are open to accept new referrals is important. CenCal Health is able to assist with referrals to appropriate ABA providers, if needed.

### BEST PRACTICE TIP:

Some ABA providers prefer a friendly call prior to referrals to inform you of their availability to serve school-age children who primarily need afternoon appointments for ABA treatment due to attending school during the morning/afternoon.



## Psychologists: A simple formula for successful authorization submission

Psychologists who receive referrals to complete a Psychological Evaluations are encouraged to utilize our new template. It provides direction on coordinating care for members based on findings and recommendations of the Psychological Evaluation.

**As a reminder, Psychological Evaluations do not require a referral or pre-authorization from CenCal Health if you bill one (1) Unit with procedure code 90791.** If a provider requires more

than one (1) Unit of Service, please complete a psychological evaluation and pre-approval by submitting a Treatment Authorization Request (TAR) and upload your clinical justification for approval of additional Units of Service.

Please reference the new Psychological Evaluation template for guidance online at [cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/](https://cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/) Located under the 'Mental Health Provider Content' tab.

# Medi-Cal Rx Reimplementation Plan: Phase III began March 24

Phase III of the Medi-Cal Rx Reinstatement Plan started March 24, 2023. Medi-Cal Rx will initiate a series of transition policy lifts for beneficiaries 22 years of age and older. For beneficiaries 22 years of age and older who were receiving a medication through the Transition Policy (due to historical paid claims data or grandfathered P.A.s that are expiring), the prescription will now be subject to Medi-Cal Rx PA requirements if the medication is identified for transition lift.

For more information, visit the Medi-Cal Rx Education & Outreach page website resource at [medi-calrx.dhcs.ca.gov/home/education/](https://medi-calrx.dhcs.ca.gov/home/education/) or the Medi-Cal Rx Web Portal at [medi-calrx.dhcs.ca.gov/home/](https://medi-calrx.dhcs.ca.gov/home/) and select **Medi-Cal Rx Reinstatement**. Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273, which is available 24 hours a day, 7 days a week, 365 days per year.

CenCal Health Pharmacy Services is also available to answer any pharmacy inquiry. Please visit [cencalhealth.org/providers/pharmacy/](https://cencalhealth.org/providers/pharmacy/) for information regarding: Medi-Cal Rx, Medical-Pharmacy Benefit (Physician-Administered Drugs), Drug Utilization Review, and COVID-19 Treatment Resources.

Providers can also speak with the CenCal Health Pharmacy Department at (805) 562-1080.

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## COMMUNICATIONS UPDATE

# Our 2022/2023 Community Report is now available!

Our 2022/2023 Community Report is now available! This year's theme is "Forward Leading, Looking Back." The 15-month overview emphasizes the ongoing collaboration with our provider and community partners and highlights our early collective accomplishments to implement CalAIM locally, the State's ambitious, long-term commitment to transform and strengthen Medi-Cal. The report guides viewers through CenCal Health's Strategic Plan priorities (referred to as "goals" in the report) that will serve as the key framework going forward to carry out local CalAIM efforts. **This year's report also celebrates our providers and colleagues for 40 years of service in Santa Barbara County and acknowledges our community partners for 40 years of support.**

The 2022/2023 Community Report also features content highlighting:

- The Incentive Payment Program for CalAIM providers.
- The Quality Care Incentive Program for primary care physicians.
- Industry audits that substantiate high-quality pediatric care delivered by our providers.
- Initiatives implemented by CEO Marina Owen to maximize the organization's preparedness by adding Chief positions, reorganizing, and starting a CEO Advisory Committee, as examples.
- Award-winning collaborations.
- Member testimonials.
- And more!

Please visit [cencal2023.org](https://cencal2023.org)

Scan the QR code below





# Provider Bulletin update

CenCal Health is now publishing quarterly Provider Bulletins in March, June, September, and December, in addition to monthly digital Bulletins!

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, sign up today by scanning the QR code or with your email address online at [cencalhealth.org/providers/provider-bulletin-newsletter/](https://cencalhealth.org/providers/provider-bulletin-newsletter/)



## CenCal Health Holiday Closures

- Monday, May 29, 2023 (Memorial Day observed)
- Monday, June 19, 2023 (JuneTeenth National Independence Day observed)

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



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### CLAIMS CORNER

## Prop 56 add-on payment process update

In November 2016, California voters passed Proposition 56, also known as the California Healthcare Research and Prevention Tobacco Tax Act. The proposition allocated a large portion of funds to support Medi-Cal providers. The program provides supplemental payments for certain eligible medical and screening services provided to Medi-Cal beneficiaries. More information on the program can be found here: [www.dhcs.ca.gov/provgovpart/Prop-56/Pages/default.aspx](https://www.dhcs.ca.gov/provgovpart/Prop-56/Pages/default.aspx)

### What Is Changing?

- Beginning in April 2023, claims received and paid where Prop 56 add on payments are due will no longer be reflected on the individual claims, but instead will be paid monthly via a separate check from CenCal Health.
- Providers will now see an Explain Code **'HT- PROP 56 SUPPLEMENTAL PAYMENT PAID SEPARATELY'** which will be applied to these service lines explaining that a separate payment will be made. This code will be used through June 2023 to remind providers of the transition.
- These payments will be made by the 15th of the following month after the Prop 56 service was paid.
- A new Itemized report will be available in our secure Provider Portal soon!

Please contact the Claims Department at (805) 562-1083 if you have additional questions.

