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Section B: Provider Resources

B1: CenCal Health Contact Information

Contact Information	Phone Numbers
Member Services	☎ (877) 814-1861
Provider Services	☎ (805) 562-1676 ☎ (800) 421-2560 ext. 1676 ✉ providerservices@cencalhealth.org
Claims Operations	☎ (805) 562-1083 ☎ (800) 421-2560 ext. 1083 ✉ cencalclaims@cencalhealth.org
Medical Management	☎ (805) 562-1082 ☎ (800) 421-2560 ext. 1082 ☎ (877) 931-2227 Care to Care Radiology Benefit Manager ☎ Utilization Management (805) 562-1082 Option 1 ☎ Case Management (805) 562-1082 Option 2 ☎ Adult Disease Management (805) 562-1082 Option 4 Pediatric Case Management & CCS (805) 364-4950 ☎ Behavioral Health (805) 562-1600 Secure Link: https://gateway.cencalhealth.org/form/bh ☎ CalAIM Enhanced Care Management (ECM) & Community Supports (CS) Services (805) 562-1698

Population Health	☎ (805) 617-1997
	✉ populationhealth@cencalhealth.org
Pharmacy Services	☎ (805) 562-1080
	☎ (800) 421-2560 ext. 1080
Video & Telephonic Interpreter Services	☎ Phone Interpreter Service (800) 225-5254 Operator Customer Code: 48CEN
	🖥 Video Remote Interpreter Service Web Address: **cencalhp.cli-video.com** VRI Access Code: 48cencalhp ☎ (877) 814-1861 - Sign Language
Finance-Recoveries Unit	☎ (805) 562-1081
	☎ (800) 421-2560 ext. 1081
Fraud, Waste & Abuse Reporting	☎ Compliance Hotline: 1 (866) 775-3944
	📫 Mail: CenCal Health Attn: Compliance Investigator 4050 Calle Real Santa Barbara, CA 93110
	✉ compliance@cencalhealth.org

Reference Link:
Medi-Cal Provider Manuals are available on the Department of Health Care Services website.
http://files.medi-cal.ca.gov/pubsdoco/manuals_menu.asp

CenCal Health Contact Us
www.cencalhealth.org/contact-us/

The Compliance Alert Line
https://cencalhealth.alertline.com/gcs/overview

The CenCal Health Provider Compliance website
https://www.cencalhealth.org/providers/suspect-fraud/

B2: Provider Resources on CenCal Health's Website
The CenCal Health website provides information, including resources and other helpful tools, to providers and members. Resources include, but are not limited to, the following:

- Contracted providers may use CenCal Health Provider Portal Restricted website to verify eligibility, check the status of CenCal Health claims, and submit authorizations. Providers must register with CenCal Health to utilize this restricted site.

- Provider Manual - Provides general information relative to the provision of healthcare goods and services to CenCal Health members.
- Provider Directory - Search by CenCal Health program, health network, name, specialty, or location.
- Health and Wellness - Materials are available in PDF format and downloadable in all of CenCal Health's threshold languages.
- Provider Communications - This includes the monthly provider newsletter, as well as Provider Updates based on recent information received by the Department of Health Care Services.
- CenCal Health Policies and Procedures - A complete library of CenCal Health policies by program located in the 'Forms, Manuals and Policies' section of the website.

Reference Link:
CenCal Health Provider Portal
www.cencalhealth.org/providers/provider-portal/

CenCal Health Provider Manual
www.cencalhealth.org/providers/forms-manuals-policies/provider-manual/

Search CenCal Health Provider Network Directory
www.cencalhealth.org/providers/search-provider-network/

CenCal Health & Wellness
www.cencalhealth.org/health-and-wellness/

CenCal Health Policies & Procedures
www.cencalhealth.org/providers/forms-manuals-policies/policies-procedures/

B3: Provider Education and Training Resources

CenCal Health provides education and training on a variety of topics to CenCal Health's provider network to facilitate the relationships between CenCal Health and the providers, and also between the providers and the members to improve the quality of care and services our members receive.

Our training events are primarily developed and presented by the Provider Services Department with input from other departments and may feature a guest speaker. The training events are continually updated to reflect the most current information available.

The Provider Services Department hosts the training events; issues invitations; and arranges the time, and locations. Webinar/online trainings are also hosted and recorded so they are made available on our website under Provider Training & Resources. The trainings conducted may consist of one or more speakers, visual and/or audio aids, and handouts. The length of the program varies depending on the content and concludes with a question and answer period.

New Provider Orientation (NPO) - When a new provider contracts with CenCal Health, the Provider Services Representative (PSR) conducts a training which the provider is given instruction and materials to help them become acquainted with CenCal Health's programs, the billing processes, provider/member grievance policy, member eligibility, Cultural Competency, Seniors and Persons with Disabilities, DEI, Linguistic & Interpreter Services, authorizations, provider portal website demonstration, etc.

The NPO training is offered within 10 working days and completed 30 calendar days after the provider is placed on active status. A CenCal Health onboarding packet, and the Provider Manual is made available to the provider during onboarding, and inclusive of a full review of CenCal Health's website. The orientation and Provider Manual provided contains information so the provider can begin to provide care and services to the members of CenCal Health's programs, and a New Provider Training Attestation Form is signed stating that they received such material. The PSR is available by phone and e-mail for questions, and will make return visits as needed, in person or virtually.

Provider In-Service Office Visits & Training Visits - PSRs routinely visit provider offices on an informal basis to help maintain a mutually beneficial relationship between the provider and CenCal Health. These visits create opportunities for the provider to ask questions and for the PSR to deliver current information or materials. Meetings may be scheduled at the provider's request and convenience to discuss specific issues. CenCal Health's PSR, Member Services Representative, Claims Representative, Quality Representative, and Health Service's Population Health staff may be included in these meetings.

CenCal Health Provider Orientation - This is a refresher training which covers a multitude of topics including CenCal Health's programs, provider/member grievance policy, member eligibility, Linguistic & Interpreter Services, Behavioral Health & Mental Services, Transportation Benefit, Health Education resources, Cultural Competency, SPD, DEI and provider resources. This training course is an ad hoc refresher training course to ensure new staff are adequately informed.

Claims Billing - This training is coordinated by a CenCal Health Claims Service Representative for office staff that are unfamiliar with medical billing for CenCal Health, and provides individualized assistance with claims submissions. It is provided as needed and is tailored to the provider's needs. This individualized training is usually the result of a provider's request for in-depth instruction or due to problems noted by the CenCal Health Claims Department that results in excessive numbers of the provider's claims being pended or denied.

Facility/Medical Record Audit - CenCal Health's Quality Management Coordinator (QMC) assists PCP sites in preparing for Facility and Medical Record Audits as required by DHCS. Audit tools, relevant policies and procedures, and other related materials are provided to the PCP site when an audit is scheduled, and the QMC contacts the PCP site to discuss critical elements and answer questions prior to the audit date.

Quality Improvement Health Equity Trainings - These trainings are held to focus on various tools to assist providers in their role as case manager, and to assist in providing additional education for program improvement projects. Quality programs include education on a variety of topics such as Quality of Care Incentive Program (QCIP), Asthma Management, and Adult/Adolescent Well Care.

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CenCal Health Member Eligibility Overview Training - Provider staff learn how to manage a CenCal Health Member's eligibility, education on Share of Cost (SOC), CCS members, how to check eligibility status, and learn the many different resources you can utilize with checking eligibility status via the provider portal. This training includes a live demonstration of the provider portal and how to use its features. This training may also be scheduled at the provider's request via an In-Service training with a PSR.

Authorization Overview Training – Provider staff learn about Referral Authorization Forms (RAFs), Treatment Authorization Requests (TARs) and other types of authorizations that may be required for review for medical necessity. During this training, staff receive a demonstration of the provider portal and how to use the provider portal tools to submit forms online, and check authorization status. This training may also be scheduled at the provider's request via an In-Service training with a PSR.

Targeted Programs (New Initiatives) - There are a variety of programs offered to specific audiences, or specific topics that may be conducted annually or on an as-needed basis. They are usually developed to serve an identified need or to inform certain provider types of provider-specific issues. These may include training events specific to information on changes to CenCal Health's programs.

Cultural Competency, Health Literacy and Communicating with Seniors and Persons with Disabilities Training - cultural competency and health literacy tools provide appropriate health care and services for our members regardless of race, color, national origin, creed, ancestry, religion, language, age, marital status, sex, sexual orientation, gender identity, health status, physical or mental disability, or identification with any other persons or groups. In addition, The Americans with Disabilities Act (ADA) prohibits discrimination against persons with disabilities. Both public and private hospitals and health care facilities must provide services to people with disabilities in a nondiscriminatory manner. CenCal Health provides yearly Cultural Competency, Health Literacy and Seniors and Persons with Disabilities (SPD) education to improve provider-patient communication, and Diversity, Equity, and Inclusion (DEI) training.
This process shall include an educational program for providers regarding health needs specific to this population that utilizes a variety of educational strategies, including but not limited to posting information on websites as well as other methods of educational outreach to providers during an NPO Training.

Attendee Tracking: Attendees are required to register for online webinars, and in-person trainings and then tracked for participation. If hosted in person, attendees are given name badges, and asked to sign an attendance sheet. This allows the Provider Services Department to maintain records of attendance and provide a roster from which certificates of attendance or completion may be issued.

Confidentiality and Privacy: No personally identifiable information is used or released during these training events. Blinded information may be used, or "dummy data" may be created, for demonstration purposes.

Monitoring: Attendees are requested to fill out an evaluation form after the training is completed. This allows the Provider Services Department to assess the appropriateness of the program's subject matter, content, and method of presentation. Suggestions for new topics may be obtained from providers, staff, internal committees such as the Provider Advisory Board, or may be the result of revised regulatory or procedural issues.

Reference Link:
CenCal Health Provider Training & Resources
www.cencalhealth.org/providers/provider-training-resources/

Welcome to the Network
www.cencalhealth.org/providers/welcome-to-the-network/

B4: Advanced Health Care Directive

CenCal Health members should fill out an Advanced Health Care Directive. It is a simple form that tells doctors and loved ones exactly what type of care a patient wants at the end of their life, or if they cannot speak for themselves. CenCal Health has a free, simple, and member-friendly form that is available on our website. Members can print it out, complete the form, and sign it. Then they should give copies to their doctor(s), family, and/or friends. This will make sure that the member's values and choices are met. To download the easy-to-use Advanced Health Care Directive form in English or Spanish, please visit the CenCal Health website at www.cencalhealth.org.

If members cannot print the online form, we can send them a free copy. Please contact CenCal Health's Health Education Request Line at **(800) 421-2560 ext. 3126.**

Reference Link:
CenCal Health Advanced Health Care Directive site and forms:
https://www.cencalhealth.org/health-and-wellness/advanced-healthcare-directive/

B5: Community Resources

Please note that CenCal Health is providing information as a resource only. It is not our intention to imply that organizations offer services that are covered benefits for our members.

The website findhelp.org maintains a social care network that makes it easy to find local, state, and federal resources available in our communities. Many of these resources are free or determined by income levels.

To access findhelp.org, you can also visit CenCal Health's website at cencalhealth.org/communityresources.

B6: Telemedicine Policy

CenCal Health will reimburse for care delivered via telemedicine per DHCS guidelines. Please see DHCS telemedicine billing FAQ for more information.

- Capitated providers: Telemedicine services will be included in capitation payment.
- FFS providers: Telemedicine services will be paid at the contracted rate.

- BH providers: Telemedicine services for mental health is allowable. If you are a FQHC and offer mental health services, please submit your claims with the Medi-Cal allowable codes. Visit DHCS's website and search "COVID-19 Medi-Cal Services and Telemedicine Notice."

Virtual Communication (audio and video)

Providers should continue to attempt to provide telemedicine services via HIPAA-compliant telecommunications methods. However, according to the Department of Health and Human Services (HHS) issued on March 23, 2020, "…covered health care providers may use popular applications that allow for video chats, including Apple FaceTime, Facebook Messenger video chat, Google Hangouts video, or Skype, to provide telemedicine without risk that OCR might seek to impose a penalty for noncompliance with the HIPAA Rules related to the good faith provision of telemedicine during the COVID-19 nationwide public health emergency. Providers are encouraged to notify patients that these third-party applications potentially introduce privacy risks, and providers should enable all available encryption and privacy modes when using such applications."

We ask that you notify our Provider Services Department by email providerservices@cencalhealth.org if you intend to provide services over an electronic platform.

Telephonic Communication (audio alone)

This includes a brief communication with another practitioner or with a patient, who in the case of COVID-19, cannot or should not be physically present (face-to-face). Medi-Cal providers may be reimbursed using the below Healthcare Common Procedure Coding System (HCPCS) codes G2010 and G2012 for brief virtual communications.

HCPCS code G2010: Remote evaluation of recorded video and/or images submitted by an established patient (e.g., store and forward), including interpretation with follow-up with the patient within 24 hours, not originating from a related evaluation and management (E/M) service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment.

HCPCS code G2012: Brief communication technology-based service, e.g., virtual check-in, by a physician or other qualified health care professional who can report evaluation and management services, provided to an established patient, not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion. G2012 can be billed when the virtual communication occurred via a telephone call.

Additionally, CenCal Health will waive the authorization requirement for ages 21 and over for CPT codes 98966-98968 to support providers in delivering care by telephone without video through June 30, 2020.