

Section B: Provider Resources 1

B1: CenCal Health Contact Information..... 1

B2: Provider Resources on CenCal Health’s Website..... 2

B3: Provider Education Resources and Training Requirements 3

B4: Advanced Health Care Directive 6

B5: Community Resources 6

B6: Telemedicine Policy 6

B7: Moral Objection..... 7

Section B: Provider Resources

B1: CenCal Health Contact Information

Contact Information	Phone Numbers
Member Services	(877) 814-1861
Provider Services & Provider Relations Department	(805) 562-1676 (800) 421-2560 ext. 1676 Email: providerservices@cencalhealth.org
Claims Operations	(805) 562-1083 (800) 421-2560 ext. 1083 Email: 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 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

	<p>Video Remote Interpreter Service Web Address: cencalhp.cli-video.com VRI Access Code: 48cencalhp certifiedlanguages.com (877) 814-1861 - Sign Language</p>
Finance-Recoveries Unit	<p>(805) 562-1081 (800) 421-2560 ext. 1081</p>
Fraud, Waste & Abuse Reporting	<p>Chief Compliance Officer & Fraud Prevention Officer (877) 814-1861 Mail: CenCal Health Attn: Fraud Investigations Compliance Department 4050 Calle Real Santa Barbara, CA 93110 Fax: (805) 681-8279 Email: compliance@cencalhealth.org</p>

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 the 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 Operating Instruction Letters received by the Department of Health Care Services.
- CenCal Health Policies and Procedures - A complete library of CenCal Health policies by program is 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 Resources and Training Requirements

CenCal Health provides education and training on a variety of topics to CenCal Health's provider network to improve the quality of care and services members receive as Medi-Cal beneficiaries. These training events reflect the most current information available to contracted network providers, contractors, and subcontractors. Trainings may be offered in person or virtually and are also recorded and made available online at cencalhealth.org/providers/provider-training-resources/. Training engagements 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 new providers and rendering practitioners, including subcontractors and downstream subcontractors, credential and contract with CenCal Health, Provider Relations staff will conduct a training to give instructions and materials to help providers become acquainted with CenCal Health's programs including but not limited to member rights & responsibilities, compliance with appointment wait time standards, billing processes, provider/member grievance policy, member eligibility, Cultural Competency, Health Literacy, SPD, Linguistic & translation Interpreter Services, DEI, authorizations, and provider portal website demonstration. The NPO training provides education and training required to operate in full compliance with CenCal Health's Medi-Cal Managed Care Program.

The NPO training is offered within 10 working days and provider have 30 business days to complete the training from the date on which they become active with CenCal Health. A CenCal Health onboarding packet is made available to the provider during onboarding and is inclusive of a full review of CenCal Health policy requirements. The onboarding packet contains much of the information the provider will need to begin to provide care and services to members of CenCal Health's programs, and a New Provider Training Attestation Form is signed stating that the provider received such material. The orientation training may occur online or in person. Provider Relations staff is available by phone, email and in-person for questions and will make return visits as needed.

Provider In-Service Office Visits & Training Visits – Provider Relations staff routinely visit provider offices 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 representative to deliver current information or materials. Meetings may be scheduled at the provider's request and convenience to discuss specific issues. Additional CenCal Health staff may be included in these meetings, as appropriate.

Routine Training – Training is offered throughout the year via online training webinars for the convenience of Network Providers throughout Santa Barbara and San Luis Obispo counties. It covers a multitude of topics and

is designed to expand on the initial instruction and materials provided to new providers. CenCal Health includes routine and ongoing education regarding Member rights and responsibilities.

Claims Billing - This training content is for Network Provider's office staff that are unfamiliar with medical billing for CenCal Health. CenCal Health will educate and train on billing, invoicing, and clean claims submission including education and training about Providers' obligation to refrain from billing Members for Covered Services, even if CenCal Health pays late or denies payment for a claim. Individualized assistance with claims submittal is also available through the Claims department by a Claims Representative. Individualized assistance with claims submittal is also available through the Claims Department by a Claims Representative.

Facility/Medical Record Audit - CenCal Health assists PCP sites in preparing for Facility and Medical Record Audits as required by the Department of Health Care Services (DHCS). Audit tools, relevant policies and procedures, and other related materials are provided to the PCP site when an audit is scheduled, and CenCal Health contacts the PCP site to discuss critical elements and answer questions prior to the audit date. Additional resources, training tools, and guidelines are available online at cencalhealth.org/providers/facility-site-review-and-medical-record-review/.

PCP Quality Improvement Health Equity Trainings - These trainings are held, as needed, to focus on various tools to assist primary care providers in the provision of equitable services to CenCal Health members.

CenCal Health Provider Portal Training - These video training courses are available online and provide education on the various tools available to providers via the Provider Portal. This training includes a demonstration of the provider portal and how to use its features, i.e., checking eligibility, submitting authorizations and referrals, review of various report access, Coordination of Care portal, as well as claim submittal and access to electronic Explanation of Payments (EOP). This training may also be scheduled at the provider's request via an In-Service office training by the Provider Services Representatives for convenience.

Targeted Programs - 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 office managers and hospitals or seminars that relay information on changes to CenCal Health's programs.

Preventive Healthcare – Ongoing trainings on required preventive healthcare services, including Early Periodic Screening, Diagnosis and Testing (EPSDT) services for Members less than 21 years of age, appropriate medical record documentation, and coding requirements. This includes training on existing CenCal Health data collection and reporting requirements, quality improvement programs, Population Health Management Program requirements, health education resources, and provider and Member incentive programs. These trainings are conducted at least once every two years.

Member Access - Education on member access, including compliance with appointment waiting time standards and ensuring telephone translation, and language access is available for members during hours of operation. Trainings also include education on secure methods for sharing information between CenCal Health, providers, subcontractors, downstream subcontractors, members, and other healthcare professionals, as well as training on how to refer and coordinate care for members who need access to non-Covered Services.

Cultural Competency, Health Literacy and Seniors and Persons with Disabilities - Trains providers on a continuing basis regarding clinical protocols and evidence-based practice guidelines. This training includes an educational program for providers regarding health needs specific to this population and 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 onsite in-service Provider Services staff visit.

Trains providers and staff to 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. This includes but is not limited to education in the provider bulletin, on websites, through provider webinars, as well as outreach through onsite in-service Provider Services staff visits.

All providers must receive Cultural Competency, Health Literacy, and Sensitivity training to better meet the needs of the SPD population. In addition to periodic workshops, sensitivity training materials may be found on the CenCal Health provider website cencalhealth.org/providers/cultural-linguistic-resources/cultural-competency-health-literacy/

Emergency Policies and Procedures - Providers will receive training on CenCal Health's Emergency Policies and Procedures. This includes but is not limited to education in the provider bulletin, on the CenCal Health website, through provider webinars as well as outreach through onsite in-service Provider Relations staff visits.

Mandatory bi-annual training, which includes:

- a. Information on all member rights and responsibilities as specified in the contract between DHCS and CenCal Health;
- b. Diversity, equity, and inclusion training (sensitivity, diversity, communication skills, and cultural competency training); as specified in Exhibit A, Attachment III, Subsection 5.2.11.C (Diversity, Equity, and Inclusion Training) of the contract between DHCS and CenCal Health; and of the contract between DHCS and CenCal Health
- c. An educational program for providers regarding health needs to include, but not be limited to, the seniors and persons with disabilities (SPD) population, members with chronic conditions, members with specialty mental health service needs, members with substance use disorder needs, members with intellectual and developmental disabilities, and children with special health care needs; and
- d. Social drivers of health and diversity impacts on Members' health care.

Resources - There are a variety of educational materials and resources distributed to the providers by CenCal Health during each provider training and provided to all registered provider staff.

Attendee Tracking - Attendees are required to register for online webinars 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 Relations Department to maintain records of attendance and provide a roster from which certificates of attendance or completion may be issued. Attendance is documented through the case tracking process.

Confidentiality and Privacy - No individual identifiable health information or protected health 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 Relations 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.

CenCal Health Policy Reference:

PS-CO103 – New Provider Orientation

PS-PS103 – Provider Education and Training

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

An Advance Health Care Directive is a written legal document that relates to the provision of health care when a member is incapacitated. Advance Directives detail treatment preferences for any health care decisions when a member is unable to speak for themselves. Examples of Advanced Health Care Directives include, but are not limited to, living wills, a Durable Power of Attorney for Health Care form, and an Advance Health Care Directive form. The document must comply with State and federal law.

Members have the right to have an Advance Directive in place. CenCal Health members should fill out an Advanced Health Care Directive, as 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. To implement your right to have an Advance Directive in place, 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.

Advanced Health Care Directive information can be found online at <https://www.cencalhealth.org/health-and-wellness/>. Enter the "Search" feature and type "Advance Directives" to learn about this process.

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.

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 Relations department by email at psrgroup@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.

CenCal Health Policy Reference:

CenCal Health Policy & Procedure PS-CR26 Telehealth Services

Reference Link:

DHCS Telehealth Frequently Asked Questions

<https://www.dhcs.ca.gov/provgovpart/Pages/TelehealthFAQ.aspx>

DHCS Medi-Cal Telehealth Provider Manual

https://mcweb.apps.prd.cammiis.medi-cal.ca.gov/assets/D5289F68-C42E-4FE8-B59F-FA44A06D2863/mednetele.pdf?access_token=6UyVkrRfByXTZEWIh8j8QaYyIPyP5ULO

B7: Moral Objection

Providers may have a moral objection to some covered services. Providers have a right to not offer some covered services if they morally disagree with the services. If a provider has a moral objection, providers will help members find another provider for the needed services. CenCal Health can also help members find a provider.

Some hospitals and providers do not provide one or more of these services even if they are covered by Medi-Cal:



- Family planning
- Contraceptive services, including emergency contraception
- Sterilization, including tubal ligation at the time of labor and delivery
- Infertility treatments
- Abortion

To make sure members choose a provider who can give them the care they and their family needs, members can call the doctor, medical group, independent practice association, or clinic they want. Or they can call CenCal Health at **1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711)**. Members can ask if the provider can and will provide the services they need.

These services are available to members. CenCal Health will make sure members and their family members can use providers (doctors, hospitals, clinics) who will give them the care they need. If members have questions or need help finding a provider, they can call CenCal Health at **1-877-814-1861 (TTY/TDD 1-833-556-2560 or 711)**.