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**Section F: Services Covered by Other Agencies**

There are services offered under the Medi-Cal program for which CenCal Health does not have direct responsibility. CenCal Health may work with providers of non-covered services offered under the Medi-Cal program to ensure the coordination of care for CenCal Health members.

**F1: Dental Services for Medi-Cal Members**

The Medi-Cal program covers some dental services, including:

- Diagnostic and preventative dental hygiene (such as examinations, X-rays, and teeth cleanings)
- Emergency services for pain control
- Tooth extractions
- Fillings
- Root canal treatments (anterior/posterior)
- Crowns (prefabricated/laboratory)
- Scaling and root planning
- Periodontal maintenance
- Complete and partial dentures
- Orthodontics for children who qualify

CenCal Health has a dental liaison available to Medi-Cal dental providers to assist with referring the member to other covered services, which include but are not limited to laboratory services, pre-admission physical examinations required for admission to an outpatient surgical service center, or an inpatient hospitalization required for a dental procedure (including facility fees and anesthesia services for both inpatient and outpatient services). CenCal Health may require prior authorization for medical covered services needed in support of dental procedures.

Most of these services are offered through the Medi-Cal Dental Program, not CenCal Health. If members have any questions, want to learn more about dental services or want to find a dentist in your area, call the Medi-Cal Dental Program at 1-800-322-6384 (TTY 1-800-735-2922). You may also visit the Medi-Cal Dental Program website at <https://www.dental.dhcs.ca.gov> or <https://smilecalifornia.org/>

**CenCal Health Policy Reference:**

CenCal Health Policy & Procedure MM-UM12 Dental Services - IV Sedation and General Anesthesia Coverage

**F2: Specialty Mental Health Services**

County mental health plans (MHPs) are responsible for the authorization and payment of a full continuum of specialty mental health services for CenCal Health members. Medically necessary specialty mental health services include the following:

- Individual, family, and group psychotherapy and rehabilitation services.
- Medication support services.
- Crisis intervention, stabilization, and residential services.
- Targeted case management services.
- Therapeutic Behavioral Services, Intensive Home-Based Services, Intensive Care Coordination, and Therapeutic Foster Care for members under the age of 21.
- Psychiatric consultation in the Emergency Department.
- Residential treatment, Partial Hospital Treatment, or Intensive Outpatient services for a mental health or eating disorder.
- Electroconvulsive Therapy (ECT).

### **Medical Necessity**

To qualify for specialty mental health services, adult members (over the age of 21) must meet the County Mental Health Plan’s medical necessity for services. Members can be referred to the County Access Line or CenCal Health’s Behavioral Health Department for screening and referral.

CenCal Health children and youth under the age of 21 qualify for specialty mental health services under EPSDT if the services are “medically necessary.”

### **Referral**




Members can be referred to CenCal Health’s Behavioral Health Department to coordinate their referral to the County Department of Behavioral Health.

Mental Health providers who are referring the member to the County Mental Health Plan should complete the DHCS-required Transition of Care tool to CenCal Health’s Behavioral Health Department via fax (805) 681-3070 or the Behavioral Health Department [secure link](#).

The DHCS required Transition of Care Tool is located on the Behavioral Health Department provider website for [download](#).



### **CenCal Contact Numbers**

#### CenCal Health Behavioral Health Department



-  Member Line: (877) 814-1861
-  Provider Line: (805) 562-1600
-  Fax number: (805) 681-3070

Secure Link: <https://gateway.cencalhealth.org/form/bh>

#### Santa Barbara County Department of Behavioral Wellness

-  Access Line (24/7) (888) 868-1649
-  Psychiatry Consultation Services: (805) 681-5103

#### San Luis Obispo Department of Behavioral Health

-  Access Line (24/7) (800) 838-1381
-  Psychiatry Consultation Services: (805) 781-4719

### **F3: County Substance Use Services**

Substance Use Treatment is provided by the County Alcohol and Drug Services for CenCal members who meet medical necessity. The county provides a continuum of care for the treatment of substance use disorders modeled after the American Society of Addiction Medicine (ASAM) criteria. Covered services include:

- Withdrawal Management
- Intensive Outpatient & Outpatient services
- Opioid (Narcotic) Treatment Programs
- Recovery Services
- Case Management
- Perinatal & Non-Perinatal Residential Substance Abuse services
- Outpatient therapy or medication services for a primary substance-use diagnosis.
- Residential treatment/Partial Hospital Treatment or Intensive Outpatient services for dual diagnosis, substance use disorders, or alcohol use disorders.

## Referral

Members who are interested may contact the Behavioral Health Department directly to coordinate their referral at (877) 814-1861 or the County Access Line



[Santa Barbara County Department of Behavioral Wellness](#)  
Access Line (24/7) (888) 868-1649



[San Luis Obispo Department of Behavioral Health](#)  
Access Line (24/7) (800) 838-1381

CenCal Health Primary Care Providers and Mental Health providers who determine a member would benefit from Substance Use Treatment Services can submit a [Behavioral Health Care Coordination Referral](#) to the Behavioral Health Department via fax (805) 681-3070, provider portal or the Behavioral Health Department [secure link](#).

### Reference Link:

Santa Barbara County Alcohol and Other Drugs Services  
<https://www.countyofsb.org/531/Alcohol-Other-Drugs>

San Luis Obispo County

[https://www.slocounty.ca.gov/Departments/Health-Agency/Behavioral-Health/Drug-Alcohol-Services/Services/Drug-Medi-Cal-Outpatient-Delivery-System-\(ODS\).aspx](https://www.slocounty.ca.gov/Departments/Health-Agency/Behavioral-Health/Drug-Alcohol-Services/Services/Drug-Medi-Cal-Outpatient-Delivery-System-(ODS).aspx)

## F4: Tri Counties Regional Center

Tri-Counties Regional Center (TCRC) is one of 21 non-profit Regional Centers in California providing lifelong services and supports for people with developmental disabilities residing in San Luis Obispo, Santa Barbara, and Ventura Counties.

TCRC operates two separate programs, each with different eligibility rules.

1. The Early Start program is for infants birth to 36 months who are at risk of developmental disabilities or who have a developmental disability. An infant or toddler (birth to 36 months) is eligible for Early Start if they have a developmental delay of 33% in one or more of the following areas of development: Social, Adaptive, Physical, Communication, and Cognitive. In addition, children with multiple medical factors that place them at risk for a developmental delay, such as low birth weight, prematurity (less than 32 weeks), prenatal exposure to drugs, alcohol, or teratogens, or if born with a condition with a known probability of causing a disability or delay such as Down Syndrome or other genetic conditions. Eligible children and their families may receive a variety of early intervention services including, but not limited to:
  - Infant stimulation (specialized instruction) in your home or community.
  - Family resource centers for parent-to-parent support.

2. The Regional Center general services program is for individuals older than 36 months who have a diagnosis of Autism, Epilepsy, Intellectual Disability, Cerebral Palsy, or a condition similar to Intellectual Disability that require treatment similar to a person with Intellectual Disability. In addition, their condition needs to be substantially handicapping and to have begun before their 18<sup>th</sup> birthday. Once eligibility is established, services are available to the member for the duration of their life. Services may include but are not limited to:
- Respite services
  - Independent Living Supports
  - Supported living services
  - Community Care facilities
  - Employment support
  - Safety supports i.e. tracking devices, crisis support services

### **CenCal Health Provision of Responsibilities**

- CenCal Health is responsible for providing medically necessary BHT services as required by the Early and Periodic Screening, Diagnostic, and Treatment mandate, including coordination of a member's health care with the Regional Center to ensure non-duplication of services.
- CenCal Health is responsible for primary care and all other medically necessary services, including comprehensive diagnostic evaluations.
- CenCal Health and its providers must ensure that they provide care coordination and necessary member information to the Regional Center as it relates to the identification of all medically necessary services or coordination of care issues, including the development of Individual Program Plans and Individualized Family Service Plans (IFSP).

### **Regional Center Provision of Responsibilities**

- The Regional Center shall provide Targeted Case Management (TCM) services to eligible members and their families to ensure timely access to health, developmental, social, educational, and vocational services. Targeted Case Management services include:
  - Coordination of services with CenCal Health to ensure non-duplication of services.
  - Provision of referrals to specialty centers and follow-up with schools, social workers, and other agencies involved with the member's care pursuant to the Individual Program Plan and the Individualized Family Service Plan (IFSP)
- Non-medical services not limited to, respite, out-of-home placement, and supportive living.

### **Referral**

Members who are identified with conditions that are known to lead to developmental delays or those in whom a developmental delay is suspected or whose early health history places them at risk of delay may be eligible to receive services from the Early Start program and may be referred by contacting the Regional Center to request an eligibility evaluation. The Regional Center evaluation process may take up to 90 days.

Members who are identified as having a developmental disability may be referred to the Regional Center for evaluation and for access to non-medical services provided by the Regional Center.

For more information regarding TCRC, please contact the specific county in which a CenCal Health member currently resides or please visit the [Tri-Counties Regional Center](#) website.

**Santa Barbara County Offices:**

Santa Barbara: (805) 962-7881 or (800) 322-6994

FAX: (805) 884-7229

Santa Maria: (805) 922-4640 or (800) 266-9071

FAX: (805) 922-4350

**San Luis Obispo County Offices:**

San Luis Obispo: (805) 543-2833 or (800) 456-4153

FAX: (805) 543-8725

Atascadero: (805) 461-7402

FAX: (805) 461-9479

**Reference Link:**

Tri-Counties Regional Center

<https://www.tri-counties.org/>

**F5: Local Education Agency**

A Local Education Agency (LEA) provides certain preventive, diagnostic, therapeutic, and rehabilitative services to eligible Members aged three (3) years and older who are identified as Children with Special Health Care Needs (CSHCN) while in school.

A Member may receive LEA services from their LEA in accordance with the Member's Individualized Education Plan (IEP) or Individual Family Service Plan (IFSP).

**LEA Services**

LEA educational support services may include, but are not limited to, the following when identified on the member's IEP or IFSP.

- Health and mental health evaluation
- Health and nutritional assessment and education
- Developmental assessment
- Vision assessment
- Hearing assessment
- Education and psychosocial assessment
- Psychological and counseling services
- Nursing services
- School aid health services
- Specialized medical transportation services and the associated mileage and
- Therapy Services (OT, ST, ABA, Behavioral Therapy, Mental Health)

**Identification and Referral of Members**

- CenCal Health, LEA Practitioner, or the member's Primary Care Practitioner shall identify a member eligible for LEA Services.
- Upon appropriate identification of a member eligible for LEA services, CenCal Health or the member's PCP shall refer the Member to their LEA.
- A member's PCP shall collaborate with the LEA to coordinate the provision of Medically Necessary services identified on the member's IEP or IFSP.

**Provision and Responsibility**

- CenCal Health covers Medically Necessary services when delivered by school sites.
- CenCal provides case management and care coordination to the member, or the parent, legal guardian, or authorized representative, to ensure the provision of all Medically Necessary

Covered Services identified in the IEP developed by the Local Educational Agency, with Primary Care Physician participation.

1. Whenever the LEA services overlap with Early and Periodic Screening, Diagnosis, and Treatment services (EPSDT), CenCal Health and its Network:
  - Assess what level EPSDT Medically Necessary services the member requires.
  - Determine what level of service (if any) is being provided by the LEA.
  - Coordinate the provisions with other entities, such as CenCal Health, to ensure such entities are not providing duplicative services, and that the child is receiving all Medically Necessary EPSDT services in a timely manner.
- CenCal Health has the primary responsibility to provide all Medically Necessary EPSDT services, including services which exceed the amount provided by the LEA.
- An LEA will never be considered the primary provider of Medically Necessary EPSDT services, as this is the responsibility of CenCal Health.

**CenCal Health Policy Reference:**

MM-UM37 Long Term Care

**F6: Medi-Cal Rx – Medi-Cal’s Pharmacy Benefit**

Effective January 1, 2022, Medi-Cal pharmacy benefits are administered through the Department of Health Care Services’ (DHCS) Medi-Cal Rx program and not through CenCal Health.

Medi-Cal Rx is administered through DHCS and its vendor, Magellan Medicaid Administration. Magellan provides a comprehensive suite of administrative services as directed by DHCS, which include claims management/adjudication, utilization management, and customer support.

Medi-Cal Rx is responsible for administering the following when billed by a pharmacy on a pharmacy claim form.

- Covered Outpatient Drugs, including Physician-Administered-Drugs (PADs)
- Medical Supplies
- Enteral Nutritional Products

Medi-Cal Rx does not include pharmacy services billed as a medical (professional) or institutional claim. Pharmacy services, including Physician-Administered-Drugs, billed on a medical claim is the responsibility of CenCal Health.

Information regarding Medi-Cal Rx formulary, prior authorization process, and provider portal can be accessed directly from the [DHCS Medi-Cal Rx website](#).

Medi-Cal Rx customer service center can be reached directly at 1-800-977-2273

The CenCal Health Pharmacy Team is also available to answer any questions regarding Medi-Cal Rx at 805-562-1080

**Reference Link:**

DHCS – Medi-Cal Rx

<https://medi-calrx.dhcs.ca.gov/home>

CenCal Health Pharmacy Services

<https://www.cencalhealth.org/providers/pharmacy/>