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CenCal Health’s Disease Management Program (DMP) and services are aligned with NCQA requirements. Using a proactive, multidisciplinary, and systematic approach, CenCal Health’s DMPs partner the primary care provider (PCPs) as the primary manager of the member’s care supported by plan staff and specialists.

At minimum, the programs and services address the following health conditions:

- Asthma
- Cardiovascular disease
- Diabetes
- Depression
- Maternal mental health

Members with any of these conditions receive care coordination services and support from CenCal Health that is appropriate for their medical circumstances, and compliant with NCQA’s standards for PHM Complex Case Management.

- CenCal Health additionally provides targeted disease management interventions and support for Members with Diagnosis of diabetes mellitus or heart disease with recent ED visit or hospital admission

All programs provide a comprehensive, ongoing, and coordinated approach to achieving desired health outcomes and seek to close care gaps for members participating in the interventions to improve health equity and reduce health disparities.

CenCal Health disease management programs help facilitate patient’s care, and offer, support to care providers.

Benefits include:

- Access to patient specific condition monitoring
- Collaboration to support treatment plan
- Assistance in educating patients on self-management (which includes prevention of disease exacerbation and complications)
- Use of evidence-based practice guidelines in program content

CenCal Health members who qualify for disease management program support are enrolled in these programs and may opt out of the program at any time.

Interventions are based on severity level and include, but are not limited to:

- Enhanced health education for all members (welcome packet containing health education and program information)
- Telephonic health coaching from a nurse
- Care coordination support
- Community resource referrals

If you want to refer a new patient or confirm a patient is in the program call CenCal Health Case Management Department (805)562-1082.