

Provider

First and foremost, we continued to build and strengthen relationships with providers over the course of the year. A milestone was reached in March 2010, marking the second anniversary of the Medi-Cal managed care expansion into San Luis Obispo County.

STRENGTHENING THE PROVIDER NETWORK

The Provider Services Department continued contracting and recruitment efforts to improve access to physicians for our membership. Over 260 primary care providers and 1360 specialists are currently contracted with CenCal Health. In our healthcare programs, one physician is contracted for every 52 members, nearly 25 times superior to the State requirement for physician availability.

ENSURING THAT PROVIDERS ARE SATISFIED

Over the past year, Provider Services staff strongly advocated on behalf of providers and addressed concerns in a timely manner. CenCal Health's annual provider survey revealed a 95% overall satisfaction rate with the quality of service delivered by the health plan. Providers ranked electronic authorizations, timely claims processing, member services responsiveness, and provider workshop effectiveness especially high. Most notably, providers responded that they 'agreed' or 'strongly agreed' that the service of CenCal Health surpassed other health plans.

COLLABORATING WITH THE PROVIDER COMMUNITY

So much of what we do is related to provider training and education. Staff visited over 320 medical offices throughout the year to offer assistance with authorizations and payment, clarify program benefits, give website demonstrations, and educate providers on incentive programs. With the 3rd annual adolescent well care campaign, CenCal Health continued to encourage physician participation to improve the care and well-being of our adolescent population. Five provider champions were acknowledged for their outreach to and care for the adolescent population that can often times be difficult to reach. We also take this opportunity to thank the Provider Advisory Board for continuing to provide sound guidance into healthcare operations and input into quality campaigns such as the one dedicated to adolescent well care.



*Marina Gordon,
Director of Provider Services*

Provider Advisory Board

Pamela Challis
Paula Curran, RN
Jack Doria
Justin Hedrick
Leslie Kearney
Robert Nichols (Board Liaison)
Lisa Reich
Cynder Sinclair
Elizabeth Snyder
Kathleen Sullivan, RN, MSN
Lynda Tanner
Heidi Williams

Provider Credentials Committee

Sabrina Carter, MD
Luis Díaz, DC
Farooq Husayn, MD
W. Blake Jamison, MD
N. Birrell Smith, MD
Neil Sullivan, MD
Himat Tank, MD (chair)

Services

PROVIDING ACCESS TO ONLINE TOOLS

CenCal Health continuously looks for ways to enhance care and prevention. The design of the internet based portal for primary care providers was completed this past year, which provides access to member health information shared by community providers including pharmacies, laboratories, and community hospitals. The purpose of this portal is to assist physicians in coordinating care for their assigned members by providing access to real-time emergency room data, including presenting diagnosis and time of visit. The tool also provides preventive care reminders including cervical cancer and breast cancer screenings and annual well child visits.

Last, but not least, an online credentialing application will soon be available. Providers new to the health plan will be able to complete initial credentialing applications without the need for paper and current providers will be able to submit recredentialing applications, required every three years, electronically. Provider Services staff hopes to 'go green' this year while making the credentialing process more 'provider friendly'. I would like to thank members of the Provider Credentialing Committee for giving of their time, experience and expertise.

APPRECIATING THE COMMITMENT OF THE PROVIDER COMMUNITY

It comes as no surprise to the healthcare community that CenCal Health faces significant challenges in light of increased healthcare costs and decreasing revenues. Our contracted providers continue to display an unvarying commitment to look at the more favorable side of events and toward our future partnership. We are sincerely grateful that our providers continue to champion our mission of ensuring quality health care for all residents of Santa Barbara and San Luis Obispo Counties. Central to this accomplishment are committed, enthusiastic, and bright people, like those at CenCal Health, who live our mission every day.

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Ashley Erickson, Faith Reeves



*Sheila Thompson, RN,
Theresa Merkle*