

Building strong relationships with providers



*Clockwise from top left:
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Provider Services strives to provide responsive service and ongoing education to providers contracted with CenCal Health. This year marked the third anniversary of the Medi-Cal managed care expansion into San Luis Obispo County. Health plan staff remains committed to building and strengthening relationships with providers every year.

SERVICE ORIENTED

CenCal Health offers local customer service from offices in both Santa Barbara and San Luis Obispo Counties which are fully staffed with Provider Services Representatives dedicated to assisting providers with training and education. Staff visited over 400 medical offices throughout the year to offer assistance with authorizations and payment, clarify program benefits, give website demonstrations, and review incentive programs. This year, we began offering webinars as a tool to communicate with providers who are remotely located throughout California.

The Provider Services Department coordinates conveniently located workshops approximately 12 times per year, including training for advanced billers, diabetes care coordinators, and quality improvement staff. In addition, staff assists new providers in understanding the Medi-Cal program by offering basic training sessions and new provider orientations. Over 300 providers have attended CenCal Health workshops on average over the past three years.

These training sessions are well received with 96% of providers responding that they feel confident using the information they learned at the workshop in their own practice.

ACTIVE PARTICIPATION

Over 260 primary care providers and 1370 specialists are currently contracted with CenCal Health. The Provider Services Department continued contracting and recruitment efforts to improve access on behalf of our membership.

Over 40 new providers joined CenCal Health's network and Provider Services provided assistance with the contracting and credentialing processes. Staff would like to thank members of the Provider Credentialing Committee for giving of their time, experience and expertise to approve new providers to the health plan. In total, 94% of local Santa Barbara County providers are contracted with CenCal Health. We are grateful that providers continue to champion our mission of providing needed healthcare for low income residents of our community.

ENSURING SATISFACTION

Over the past year, Provider Services staff strongly advocated on behalf of providers and addressed concerns in a timely manner. This year's specialist survey revealed that 92% of providers either 'agreed' or 'strongly agreed' that they were satisfied with the quality of service delivered by CenCal Health. Providers ranked website eligibility, courteousness of member services, accessibility of health services and pharmacy representatives, and the quality of on-site trainings especially high.

INNOVATIVE PROGRAMS

We pride ourselves on being innovative and cost effective at CenCal Health, which allows us to share savings with healthcare providers in the form of premium increases over the State Medi-Cal fee-for-service rates. CenCal Health's incentive and disease management programs for diabetes and asthma reward primary care providers (PCPs) for quality. Last year, \$5.6M was paid to PCPs for quality indicators, utilization management, and coordination of care. In addition, Provider Services coordinated the Diabetes SMART Program and \$80,000 was paid to PCPs in 2010 for diabetes management.

HELPFUL ONLINE TOOLS

CenCal Health continuously looks for ways to provide value to the provider community and leverage technology. Online tools include real-time authorization, efficient eligibility verification, and interactive claims adjudication. The design of the internet based portal for PCPs was completed, 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 screenings and annual well child visits.

Provider Credentialing Committee

Sabrina Carter, MD
Luis Diaz, DC
Farooq Husayn, MD
W. Blake Jamison, MD
N. Birrell Smith, MD
Himat Tank, MD

Provider Advisory Board

Barbara Brown-Ramirez, CPNP, MSN
Pamela Challis
Jack Doria
Marina Gordon
Rob Janeway
Leslie Kearney
Kathleen Long, MD
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Elizabeth Snyder
Kathleen Sullivan, RN, MSN
Lynda Tanner
Sheila Thompson, RN, CPHQ
Heidi Williams

COMMUNITY COLLABORATION

CenCal Health would like to take the opportunity to thank the Provider Advisory Board for providing sound guidance into healthcare operations and input into quality and contracting initiatives. Your input is invaluable. This past year, Provider Services began coordinating quarterly Federally Qualified Health Center roundtable meetings to support collaborative efforts. As safety-net primary care providers, administrative staff was primarily focused on budget challenges and potential reductions to Medi-Cal funding.

It comes as no surprise to the healthcare community that CenCal Health faces significant challenges in light of increased healthcare costs and decreasing revenues. Staff, with the unwavering support of our Board of Directors, has been diligent in sheltering providers from budget reductions when possible. Most notably, providers continue to display an unvarying commitment to look toward our future partnership.