



Frequently Asked Questions

Authorizations

Where can I find information about submitting authorizations online?

→ *The CenCal Health 'Website Guide' contains information about submitting Authorizations online.*

www.cencalhealth.org/for_providers/WebsiteGuide.pdf

When do I need a TAR?

→ *Certain procedures/services require prior authorization from CenCal Health before the service is rendered and reimbursement can be made. CenCal Health, generally, follows Medi-Cal guidelines, but providers are urged to check our website for additional codes for which we require authorization.*

www.cencalhealth.org/for_providers/procedures_TAR/tar_required.html

When are Referral Authorizations (RAFs) not required?

→ *In general, RAFs are always required except in instances where members are permitted to access services directly, such as limited, sensitive, and emergency services. For more information reference the Cencal Health Manual section RAFs, document "When RAFs are Not Required".*

www.cencalhealth.org/for_providers/provider_manual/pdf/VII/WhenRAFsAreNotRequired.pdf

Where can I find information on Bariatric Surgery Protocols?

→ *The CenCal Health Manual in the RAFs section contains the protocols and the PCP check off list.*

www.cencalhealth.org/for_providers/provider_manual/index.html

How do I obtain a RAF from the PCP?

→ *The Cencal Health Manual section RAFs contains information on RAFs.*

www.cencalhealth.org/for_providers/provider_manual/index.html

How do I obtain paper TARs and RAFs?

→ *The Cencal Health Manual section 'Authorization Requests', document "Authorization for Medical Services and DME" explains how to order paper forms. CenCal Health encourages providers to utilize online features when possible.*

www.cencalhealth.org/for_providers/provider_manual/pdf/VIII/AuthorizationMedicalServicesDME.pdf

Why am I not able to select a specialist to send an eRAF?

→ *Some providers have not yet signed up for CenCal Health website. We encourage all providers to utilize the features on our website.*

providerservices@cencalhealth.org

I provided (or need to provide) services to a member but I can't get a RAF from the assigned PCP.

What do I do?

→ *If the member urgently needs to be seen, please provide the service without the RAF if necessary. To request a RAF if you can't get one from the assigned PCP, contact Provider Services at 805.562.1677 for assistance.*



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Who can I call to check the status of an Authorization?

→ The department to assist with these types of questions is the Health Services, Utilization Management.
805.562.1082

How can I check to see if a procedure requires a TAR?

→ The CenCal Health website has a tool located in the 'For Providers' section called 'Procedures Requiring a TAR'. This tool helps determine whether a procedure requires a TAR based on the code.
http://www.cencalhealth.org/for_providers/procedures_TAR/tar_required.html

Claims & Billing

How do I contact a claims representative?

→ The Claims department central line is 805.562.1083
www.cencalhealth.org/contact_us/index.html

How do I find assistance understanding my EOB?

→ Contact your claims representative at 805.562.1083
www.cencalhealth.org/contact_us/index.html

Where do I find eligibility information?

→ If you have a CenCal Health website account you can instantly check eligibility in the restricted section or by phone by calling Member Services at 877.814.1861.
www.cencalhealth.org

Where can I find the 'Aid Codes Master Chart'?

→ This list is located on the Medi-Cal website under the publications section in the Provider Manual.
www.medi-cal.ca.gov/

Where can I find the online Medi-Cal manuals?

→ A link to the Online Medi-Cal Manuals is located in the 'For Providers' section.
www.cencalhealth.org/for_providers/index.html

What billing number should I use on my claim?

→ The 10 digit NPI (National Provider Identifier) is the standard number to be used for billing.

What number on the BIC (Benefits Identification Card) should I place on the claim?

→ The ID Number also known as CIN number is what should be printed on the claim. Please note that ID cards are used for identification purposes and does not provide proof of eligibility.
www.cencalhealth.org/for_providers/eligibility_verification.html

Where do I obtain an explain code list?

→ An explain code list is available in the restricted section of the CenCal Health Website
www.cencalhealth.org

What is AEVS (Automated Eligibility Verification System)?



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→ The Automated Eligibility Verification System (AEVS) is an interactive voice response system that allows you the ability – through a touch-tone telephone - to complete an AEVS transaction. Please dial 1-800-456-AEVS (2387).

<http://pro.medi-cal.ca.gov/wct/EO/recipient05/recipient05resor.asp>

How do I apply a SOC (Share of Cost)?

→ If you have a CenCal Health website account you are able to apply SOC in the restricted section. If you are not enrolled with Medi-Cal contact Provider Services for assistance at 805.562.1676.

www.cencalhealth.org

Where can I find a current list of modifiers?

→ On the Medi-Cal website a list of modifier may be found in the Publications section. (Provider Manuals/Medical Services (General Medicine)/Modifiers)

www.medi-cal.ca.gov/

What are NCCI (National Correct Coding Initiative) Edits?

→ NCCI Edits are used by Medicare and many other private payors in their claims processing to identify CPT codes that are components of each other, or ordinarily would not be billed together. These edits are updated quarterly and can be viewed on the CMS Website.

www.cms.gov/NationalCorrectCodInitEd/NCCIEP/list.asp

What is a Medi - Reservation?

→ This refers to the method of limiting the Medi-Services (or "Limited Services*") allowed under the Medi-Cal program, whereby a member is entitled to two services per month; these services include acupuncture, chiropractic, audiologist services, and physical therapy services. *Limited services do not require PCP authorization, but are limited to a total of two per month under the Medi-Cal program. Special authorizations needed from CenCal Health to exceed this limit. Allied Health Providers should review the Protocols section of the CenCal Health Provider Manual to become familiar with the specifics of their provider type.

www.cencalhealth.org/for_providers/manuals.html

How do I obtain a Medi - Reservation?

→ Medi-Reservations may be obtained in the restricted section of the CenCal Health Website.

www.cencalhealth.org

My claim was denied; what do I do?

→ See the Claims section of the Provider Manual on the CenCal Health website for information about claims and billing or contact your Claims Representative at 805.562.1083 for assistance.

www.cencalhealth.org/for_providers/provider_manual/index.html

Where do I find the Claims Correction Form?

→ If the denial appeared on your EOB less than six months ago and the explain code indicates the denial is something you can correct, submit a Claim Correction Form to 4050 Calle Real, Santa Barbara, CA, 93110, ATTN: Claims Department. Do NOT submit a Provider Grievance Form when submitting corrections.

www.cencalhealth.org/for_providers/claims/claimcorrectionform.pdf



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When should I submit a Claims Appeal?

→ If you have attempted to correct a denied claim but it remains denied, you may submit an appeal using a Provider Grievance Form. Be sure to include the DOS, the CCN(s), and copies of any previous correspondence, and send it to 4050 Calle Real, Santa Barbara, CA, 93110, ATTN: Claims Appeals. Please note: if your claim was denied for timely filing (>365 days after DOS) or your attempted correction was denied for lack of timely follow-up (>6 months after the EOB for Medi-Cal, >365 days for other plans) the denial will be upheld unless you are providing adequate justification for the delay. Do NOT submit your billing records as proof of timely submittal. TAR appeals must be submitted to the Health Services department as per the process for TAR appeals.

www.cencalhealth.org/for_providers/claims/ProviderGrievanceForm.pdf

Does CenCal Health accept electronic clearing house claims?

→ Yes, contact AdminiSTEP for more information.

www.administep.com

888.751.3271 ext. 3141

Is CenCal Health able to provide eligibility information for State Medi-Cal Members?

→ Due to HIPAA regulations CenCal Health is not allowed to provide eligibility information for members not belonging to CenCal Health.

Where do I send my Non-Pharmacy paper Claims

→ CenCal Health, P.O. Box 1818, Bellflower, CA 90707-1818

www.cencalhealth.org/for_providers/claims/index.html

Pharmacy

Where is the formulary?

→ The CenCal Health Manuals are located in the 'For Providers' section under 'Formulary'

www.cencalhealth.org/for_providers/formulary/index.html

Where do I get assistance clearing a prescription SOC(Share of Cost)?

→ To apply a prescription SOC, please contact Pharmacy Services at 805.562.1080

Who is the Pharmacy Benefit Manager (PBM) and how can I contact?

→ MedImpact is the PBM for CenCal Health.

www.medimpact.com/

858.566.2727

Where do I get a MRF (Medical Request Form)?

→ The MRF form may be obtained in the restricted section of the CenCal Health Website.

www.cencalhealth.org/for_providers/providers_only/index.html



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I have an urgent question for the PBM.

→ Contact Katherine St. John at MedImpact for immediate/urgent questions

www.medimpact.com/contact_pno.asp

858.790.6672

I have a question about MAC?

→ Contact MedImpact for assistance.

MAC@medimpact.com

858.790.6672

Contracting/Provider

What is the difference between Medi-Cal and CenCal Health?

→ Medi-Cal is State run for all of California. CenCal Health is run locally serving the residents of Santa Barbara and San Luis Obispo Counties.

How do I become a provider for CenCal Health?

→ If you are located in Santa Barbara or San Luis Obispo County and would like to become part of the CenCal Health Network, please contact Provider Services at 805.562.1676 or email psrgroup@cencalhealth.org.

www.cencalhealth.org/for_providers/contracting/index.html

How do I become a provider for Medi-Cal?

→ Contact the PED (Provider Enrollment Division) at DHS for more information at PEDCorr@dhcs.ca.gov or 916.323.1945.

www.dhcs.ca.gov/provgovpart/Pages/ContactPED.aspx

How do I update my practice information?

→ When a change to your practice occurs, please notify CenCal Health by completing the Provider Information Form (PIF) and return to Provider Services. For assistance, please call 805.562.1676.

www.cencalhealth.org/for_providers/contracting/index.html

Where can I find the CenCal Health manuals?

→ The CenCal Health Manuals are located in the 'For Providers' section.

www.cencalhealth.org/for_providers/manuals.html

Where can I find the CPL (Contracted Provider List)

→ The CenCal Health CPLs are located in the 'For Providers' section under 'Contracted Provider Lists'

www.cencalhealth.org/for_providers/contracting_provider_list/index.html

How do I find more information about workshops and trainings?

→ Information regarding upcoming workshops are posted in the Provider Bulletin. For additional information on workshops and trainings, please contact Provider Services at 805.562.1676.

providerservices@cencalhealth.org



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How do I get a copy of my PCP Case Management list?

→ Case Management Lists are available in the restricted section of the CenCal Health Website. If you do not have access to the website, please contact Provider Services at 805.562.1676.

www.cencalhealth.org

Does CenCal Health manage Vision, Dental, or Mental Health Services?

→ CenCal Health does not manage Vision, Dental, or Mental Health Services. For a list of organizations, please reference the Contracted Provider List and the CenCal Health Manual for more information.

www.cencalhealth.org/for_providers/contracting_provider_list/index.html

Website

What are the features of the website?

→ eRAF, eTAR, Eligibility, Comprehensive Reporting, SOC Transactions, Claims Entry, Online Manuals

www.cencalhealth.org/for_providers/WebsiteGuide.pdf

How do I obtain a web account?

→ Email the request to Provider Services making sure to include your NPI and IRS numbers.

www.cencalhealth.org/for_providers/providers_only/index.html

How do I obtain a website guide?

→ The website guide is located in 'For Providers' section of the website under 'Manuals'

www.cencalhealth.org/for_providers/WebsiteGuide.pdf

I forgot my password, how do I reset it?

→ For assistance contact Provider Services at 805.562.1676 or providerservices@cencalhealth.org.

providerservices@cencalhealth.org

The computer always remembered my username and password. My computer was replaced and I don't remember my login information. How can I obtain my username and password?

→ It is always best to keep the username and password in a safe place and not rely on the computer to remember. For assistance email or call Provider Services at 805.562.1676.

Is there a way to have one e-mail address on file with CenCal Health that notifies multiple people at our company?

→ Yes. However this would need to be configured on your end and will only work if your company has an MS Exchange or other type of email server (in-house or hosted). Contact your tech support people and ask them to set up an email 'Distribution Group' that would allow an outside person to send email to one email address (alias) at your company which in turn will distribute it to all members of the distribution group. Your Tech Department will create and provide you with a single email address (alias) that you will give to CenCal Health.



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General/Misc

Where do I obtain interpreter services?

→ *The CenCal Health manual section 'Member Services' contains information regarding Interpreter Services. For assistance, please call 877.814.1861.*

www.cencalhealth.org/for_providers/provider_manual/pdf/V/LanguageServices.pdf

What I was looking for isn't in the FAQ.

→ *The CenCal Health website contains comprehensive references and manuals. Contact Provider Services for assistance at 805.562.1676.*

www.cencalhealth.org