

POLICIES AND PROCEDURES

CenCal Health has established Policies and Procedures under which the agency operates. Such policies are established to insure that departments within CenCal Health work effectively together in day to day processes. Additionally, each department establishes departmental polices and procedures to further define staff duties and processes.

In this section of the Provider Manual selected agency Policies and Procedures include those most important for contracted providers to have available for review. These Policies and Procedures may be updated from time to time, and when they are so updated, the new Policy and Procedure will be made available to you to replace those currently contained in this Provider Manual. Most changes to these Policies and Procedures are considered non material and reflect changes in CenCal Health's day to day processes or regulatory required changes.

You may also check CenCal Health's website at www.cencalhealth.org for additional changes in processes. Said changes may be placed in the "Breaking News" or "For Providers" sections, or in sections as may be added from time to time.