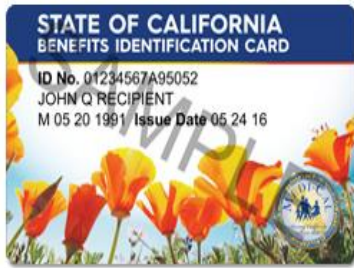| Frequently asked questions & background	How to
WHO IS CENCAL HEALTH AND HOW DO THEY RELATE TO MEDI-CAL: CenCal Health is a State contracted Medi-Cal Managed Care plan which Provides payment for its members in San Luis Obispo and Santa Barbara counties. If a member resides in a different county they may be eligible with another County Managed Care plan. Please check with the Managed Care plan in the county the member resides in for eligibility and guidelines.	• The Department of Social Services (DSS) determines eligibility for CenCal Health members. AIM Members eligibility is determined by the designated AIM Program vendor. • SBHI and SLOHI are our two Medi-Cal Plans. Another smaller program administered by CenCal Health is AIM, serving Mothers and Infants during pregnancy up to 60 days after the birth.
WHY IS IMPORTANT TO VERIFY ELIGIBILITY:	• Reinforces case management • Avoid possible referral/authorization/claim denials • Identifies instances of member misrepresentation • Eligibility can change from month to month
OBTAIN A COPY OF THE MEDI-CAL BIC & CENCAL HEALTH CARDS: The identification number printed on the members Medi-Cal BIC Card up to the alfa character is identical to the number printed on the members CenCal membership card. This membership card should be used to determine a member's eligibility and we recommend making a copy for your patient records. *TIP:* *Please remember, to verify eligibility as the presentation of the CenCal Health membership card does not guarantee eligibility.* *Eligibility is determined on a month to month basis by DSS. For this reason we recommend that you check the member's eligibility on every visit.*	

WHERE DO I VERIFY ELIGIBILITY:

Online Provider Portal
CenCal Health Website:
www.cencalhealth.org

Select Provider Login and sign in with your individual Username and Password

Select 'Check Eligibility'

1. Member ID# or Last Member's last four (4) digits of their SSN
2. Date of Birth (MMDDYYYY format) or Members First/Last Name
3. Date of Service (DOS)

4. Click icon to submit

Eligible Member = '**Y**' Eligible
Non Eligible Member = '**N**' Not Eligible

If the member appears to be ineligible with CenCal Health, you can determine their State Medi-Cal eligibility through the CenCal website by selecting 'DHS Check'

1. Confirm the provider # box is populated with the correct NPI number
2. Enter your state provided PIN number
3. Enter the Date of service in (DDMMYYYY format) in the date of service box

What are Medi-Cal (SBHI & SLOHI) Special Case Members?

Members who are Special Case can be seen by any SBHI/SLOHI provider without a Referral authorization form (RAF). These members should be considered as fee-for-service and are considered to be more medically fragile (i.e. organ transplant, or Renal Dialysis members).

Special Case Members will be assigned to CenCal Health and it will appear under the Primary Care Section of the member's eligibility if they are a special class member.

As stated above, if this is the case, this member does not need to obtain a RAF to see a specialist, and allows members open access to the network.

TIP:
It is important to check this each month as the member can be moved out of this class.

Categories for Special Class include:

- The First month of eligibility with CenCal Health
- Resident in a long-term care facility (skilled nursing or institutions for the developmentally disabled)
- Have met their share-of-cost
- Hospice
- Resides out of county
- Are qualified under the Genetically Handicapped Persons Program (GHPP)

BY PHONE
By Phone call CenCal Health's Member Services Department at (877) 814-1861 Option 3

Call State Medi-Cal EDS at 1 (800) 541-5555