

PROVIDER BULLETIN

A PUBLICATION FOR OUR
PROVIDERS FROM
CENCAL HEALTH

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Please take a moment to review your information.

If anything has changed within your provider practice, please go to cencalhealth.org/providers/provider-profile-and-practice-changes/ so we can maintain an accurate directory.



SCAN ME

Coming Soon! New Online Portal Authorization Forms

We are excited to announce the launch of our new electronic Authorization Forms within the Provider Portal in August! The new forms will require member validation for security, the consolidation of four online forms (RAF, TAR, 18-1, and 20-1) into one user friendly platform and the ability to view one main dashboard within the home screen so staff can see the status of authorizations submitted to a Specialist and CenCal Health. CenCal Health has posting a training video tutorial online at cencalhealth.org/providers/authorizations/ so your staff is aware of these new features prior to the change in August.



In addition, we have launched our new HCPCS/CPT Procedure Code - Prior Authorization Requirement Search Tool to see if a TAR is required before the procedure is rendered and reimbursement can be made. Providers can utilize this new tool today at cencalhealth.org/providers/authorizations/treatment-authorization/

Providers can register for our Authorization Overview Webinar to learn more about these new features online at cencalhealth.org/providers/provider-training-resources/

CenCal Health has a New Provider Directory!

Starting with the June 2021 edition, you will notice there is an individual Provider Directory for contracted providers in each county in CenCal Health's Service area, Santa Barbara and San Luis Obispo Counties. In addition to the individual provider directories, you will notice an entirely new layout for the print directory that is more user friendly and contains more information that will be helpful for members to select the right provider for their medical care. CenCal Health also has an online provider directory that is updated every day that members can access. It contains the same information as the print directory and is available 24 hours a day, 7 days a week online at the CenCal Health Website. cencalhealth.org/members/provider-directory-for-members/

Reporting of Privacy Incidents, Breaches to CenCal Health

The HIPAA Breach Notification Rule requires CenCal Health and HIPAA covered entities to provide notification following a breach of Protected Health Information (PHI). Upon discovery of privacy incidents and breaches involving CenCal Health members, Providers must immediately notify CenCal Health. CenCal Health is required by The Department of Health Care Services (DHCS) to notify the DHCS Privacy Office of privacy incidents and breaches **within (24) hours**.

Examples of what should be reported to CenCal Health include but are not limited to the following:

- PHI sent to the wrong individual or organization.
- PHI being sent unencrypted.
- Loss or theft of documents containing PHI.
- Loss or theft of unencrypted devices (laptop, hard drives, USB drives).

Timely reporting of incidents and breaches involving the PHI of our members is crucial in the response, investigation, and mitigation of incidents and breaches.

To report suspected or known privacy incidents and breaches you may contact CenCal Health through any of the following means.

- Phone: (877) 814-1861
- Fax: (805) 681-8279
- HIPAATeam@cencalhealth.org
- Anonymous Compliance Hotline: (866) 775-3944
- Mail: CenCal Health
Attn: Privacy Officer
4050 Calle Real
Santa Barbara, CA 93110

The Credentials Committee Needs YOU!

CenCal Health's Provider Credentials and Peer Review Committee (PCC) is comprised of network providers and our medical directors, and assisted by our General Counsel and several Provider Services staff. We are seeking to fill several vacancies with contracted providers who would be interested in serving on this important committee. Because the committee composition should reflect that of our network, we are specifically seeking a pediatrician, a specialist (ideally a surgical specialist), a behavioral health provider, and a non-physician medical provider (e.g. NP or PA), though any interested provider would be welcomed. Our committee reviews provider credentialing files and makes final decisions regarding each provider's participation in the CenCal Health provider network. In making these decisions the committee members consider: the provider's verifiable credentials and affiliations, competency and professional conduct, and any quality of care concerns.

The membership term is two years, with unlimited reappointment possible. The committee meets quarterly or more frequently if necessary, and the schedule is set for the convenience of the provider members. Provider members receive a stipend for their time and input. Meetings begin at 6:30 pm and last approximately two hours. Traditionally the committee met at a location convenient to members from both counties and included dinner and mileage reimbursement, but currently we are meeting virtually due to the public health emergency. We plan to resume in-person meetings once that is feasible.

You may address your questions about the position or express your interest to Sheila Thompson, Quality and Credentialing Manager, at sthompson@cencalhealth.org.



Reverse Pregnancy Care Declines

Last year during the COVID-19 pandemic, there was a significant decline in timely prenatal and postpartum care. Despite the ongoing COVID-19 pandemic, it is important to continue providing routine prenatal and postpartum care to your pregnant patients.

Prenatal care, including prenatal screening and diagnosis, has played an important part in reducing the frequency of maternal death, miscarriages, birth defects, low birth weight, neonatal infections, and other preventable health problems. Postpartum checks for blood pressure, postpartum mood and anxiety disorder (PMAD), reproductive life planning, and education on services available virtually, such as lactation classes, are also highly important.

You can perform these services via telehealth, curbside visits, use of doulas and community health workers. In addition, WIC programs and the distribution of informational fliers are also great resources.

Ensure the health and wellbeing of your pregnant patients by continuing to provide comprehensive pregnancy care today. If you would like more information about perinatal care guidelines during Covid-19, you can visit the following websites:

- **ACOG:** www.acog.org/topics/covid-19
- **FAQ for Providers:** www.acog.org/clinical-information/physician-faqs/covid-19-faqs-for-ob-gyns-obstetrics

You can also contact CenCal Health's Population Health team with any questions at populationhealth@cencalhealth.org

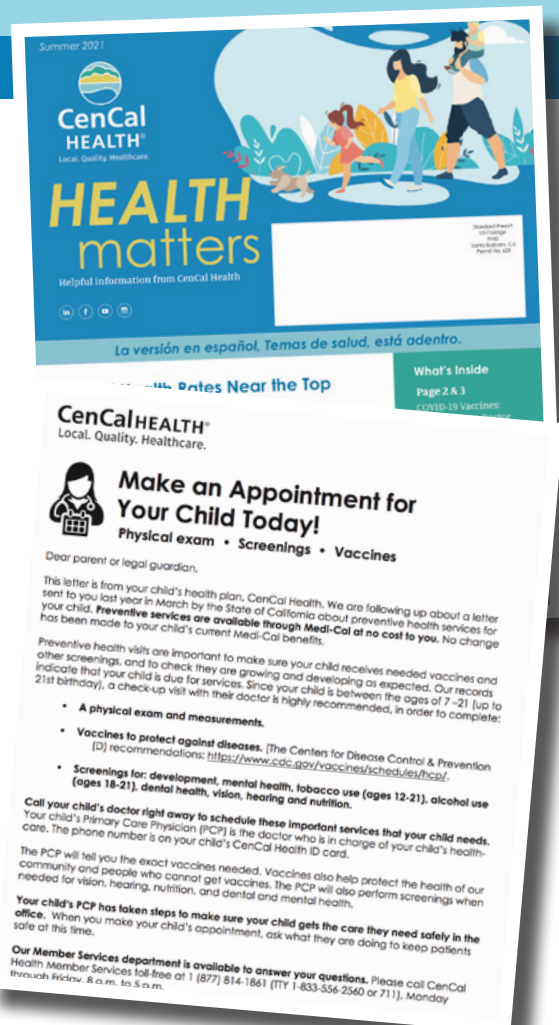
HEALTH PROMOTION UPDATE

CenCal Health's Next Member Newsletter

The Summer issue of CenCal Health's Member Newsletter, "Health Matters/Temas de Salud" was mailed to about 70,000 member households at the end of June. Articles in this issue include information about:

- CAHPS Survey Results
- HEDIS Quality Report
- COVID-19 vaccine information
- Adult Preventive Health Guidelines
- Pediatric Preventive Health Guidelines
- Fraud, Waste, and Abuse
- Organ Donation
- Interpreter Services

This issue also included a supplemental letter sent to households with children age 7–12. This letter is required by the Department of Health Care Services and encourages parents to recommended preventive care services for their children.





CenCal HEALTH[®]

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Monthly Provider Bulletin July 2021

CENTRAL PHONE LINES

- Provider Services (805) 562-1676
- Claims Services (805) 562-1083
- Pharmacy Services (805) 562-1080
- Health Services (805) 562-1082
- Member Services (877) 814-1861

PHARMACY UPDATES

Medical Pharmacy Benefit: Physician-Administered Drug Update

CenCal Health is committed to providing our members with access to high-quality health care. To ensure our members receive quality care, we will implement updates to the review and approval processes of certain physician-administered drugs.

Effective **July 1, 2021**, CenCal Health will prefer select biosimilar products over their reference product. This determination is consistent with the enabling statute of the Medi-Cal program found in Title 22 around the provision of the lowest cost medically necessary service as well as the unanimous adoption by the network physicians and pharmacists at the August 2020 CenCal Health Pharmacy & Therapeutics Committee meeting.

CenCal Health's preferred biosimilars will be for the following physician administered drug:

Procedure Code	Drug Description
<u>Preferred Biosimilar</u> Q5119 (RUXIENCE) RIABNI	INJECTION, RITUXIMAB-PVVR, BIOSIMILAR (RUXIENCE), 10 MG HCPCS CODE WILL BE ASSIGNED ON 07/01/2021
<u>Non-Preferred Reference Product</u> J9312 (RITUXAN)	INJECTION, RITUXIMAB, (RITUXAN), 10mg

All affected codes will remain as TAR-required, but the preferred biosimilar products must be tried and failed before consideration of coverage of the reference product. The biosimilar products are not interchangeable with the reference product, and will require new orders. Biosimilar products are highly similar, and have no clinically meaningful differences from an existing FDA-approved reference product.

If you have questions or need additional information, please contact the CenCal Health Pharmacy Department at (805) 562-1080.