



PROVIDER BULLETIN

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View Our 2020 Community Report Now!

CenCal Health is excited to announce that our online annual report is available at cencal2020.org. It discusses the impact of COVID-19 on our plan, our efforts supporting our providers during this pandemic, our PCP top performer awards, and much more. Curious about how the pandemic has impacted membership? Telemedicine visits? Curious to hear, in their own words, how our membership feels about the care they receive? Go to cencal2020.org on your computer or mobile device.

Checkout CenCal Health's New Online Provider Directory

CenCal Health has made significant improvements to its online Provider Directory, most notably the inclusion of all contracted Behavioral Health Providers. While these providers are managed through The Holman Group, a member can call a mental health provider or The Holman Group for assistance.

The newly revised Provider Directory includes data on:

- Accepting new patients
- Additional languages spoken by providers
- Age range of members served
- Board certification
- Hospital affiliations
- Cultural Competency training
- Seniors and Persons with Disabilities training

These changes have been made to enhance our members experience in finding an appropriate provider, and can be useful to providers in need of identifying a referring provider.



Please take a moment to review your information.

If anything has changed, please email Provider Services at psrgroup@cencalhealth.org so we can maintain an accurate directory.

New Provider Portal Enhancement: Upload Documentation to Authorizations

CenCal Health Provider Portal users can now upload supporting documentation to referrals and authorizations directly through the portal!

When submitting Authorizations (RAF and/or TAR) through the portal, the electronic form will give users the option to upload supporting documentation following the submission of an authorization request. These attachments are accessible for 30 days. We encourage all users to utilize this new feature for all authorization requests.

You can learn more during our live webinar on March 23, from 11 a.m. - 12 p.m.

cencalhealth.org/providers/provider-training-resources/

Please reference our Provider Portal User Guide for step-by-step instructions on how to use this new feature online. cencalhealth.org/providers/provider-portal/

CenCal Health Awarded Program Grant to Improve Network Access

On January 1, 2021, CenCal Health established the Network Access Improvement & Equipment Purchase Program in response to noted regional gaps in access to primary and specialty care recruitment.

We have also identified a need to assist our providers in acquiring equipment to conduct exams and care for our Americans with Disabilities Act (ADA) members; as well as acquiring Vaccines For Children (VFC) compliant refrigerators to store vaccines to administer to our pediatric and adolescent members.

Program Grant Goals:

- Increase CenCal Health member access to primary and specialty care through local providers and decrease the need for our members to travel out of the contracted provider network to obtain needed services.
- Improve provider capability to examine our ADA members and provide VFC vaccines to our pediatric and adolescent members.

Please reference cencalhealth.org/providers/network-access-improvement-program/ to learn more about the program criteria and funding.

CenCal Health Implements DHCS Value Based Payment Program

CenCal Health is pleased to partner with our providers on the Department of Health Care Services' (DHCS) Value Based Payments Program. The Value Based Payment (VBP) Program provides supplemental payments to contracted providers for meeting specific measures aimed at improving care for some of the most vulnerable members of the communities we serve and was established and funded by DHCS utilizing funding generated from The California Healthcare, Research & Prevention Tobacco Tax Act of 2016 (Proposition 56). There are a total of four (4) domains and seventeen (17) measures under which payments will be based. Measures of immunization timeliness will be computed with supplemental data from the California Immunization Registry (CAIR).

CenCal Health has begun the payment process and will continue to run payments on a monthly basis. Providers will receive supplemental incentive payments for select aspects of care rendered on or after July 1, 2019. In accordance with DHCS requirements, Federally Qualified Health Centers, Rural Health Clinics, American Indian Health Clinics, or Cost Based Reimbursement Clinics are excluded from VBP program eligibility.

Per guidance outlined in the Department of Health Care Services All Plan Letter (APL) 20-014, **payments must be made to the rendering provider.** However, because CenCal Health's contract with some providers may be with a group, payment will sometimes be made at the group level. Therefore, in that circumstance, CenCal Health requires that the incentive payments be passed through to the rendering providers in accordance with supplementary reports provided with each incentive payment from CenCal Health.

If you have any questions about the VBP Program please reference cencalhealth.org/providers/proposition-56/ or contact CenCal Health's Provider Relations team at psrgroup@cencalhealth.org or for more information about the incentive program, visit the DHCS website. dhcs.ca.gov/provgovpart/Pages/VBP_Measures_19.aspx

Get CME Credits: Join Our Pediatric Lead Screening Training

At a minimum, pediatric lead screenings must be performed on all CenCal Health members at both 12 and 24 months. Attend this training to learn about lead screening requirements, clinical guidelines, and best practices. We will also cover resources that CenCal Health can provide to your practice.

Join us for this **LIVE webinar and receive CME credits on February 23, at 1pm.**

Reserve your seat for this upcoming training today!
cencalhealth.org/providers/provider-training-resources/

Member Eligibility Overview Training for New Staff

During this training, attendees will learn how to manage monthly eligibility for CenCal Health members and about the many resources available on our Provider Portal. This training is great for new staff joining your practice and front office receptionists that need to learn about our different eligibility types.

Reserve your seat for this upcoming training today!
cencalhealth.org/providers/provider-training-resources/

CLINICAL CORNER

Schedule Well Child Visits Today

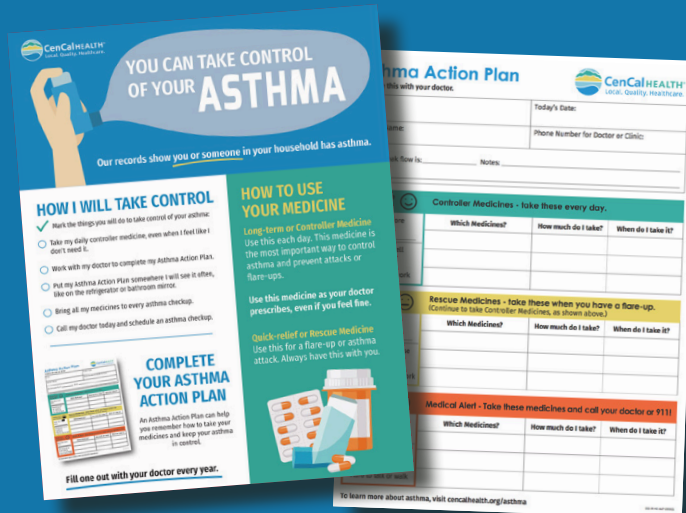
The American Academy of Pediatrics (AAP) recommends regular checkups for your pediatric patients as an important way to keep track of their health and development. Well Child Visits are also an important time for parents and caregivers to express concerns about the child's development and challenges in daily routines, as well as to learn the best ways to help the child grow.

Schedule your patients' Well Child Visits today to stay up to date with vaccinations and promote early detection of any development issues.

Reports of your patients who are due for a Well Child Visit or immunization are available to you on our Provider Portal. Visit the "Coordination of Care" and "Downloads" sections.

For more information, please visit: brightfutures.aap.org/materials-and-tools/guidelines-and-pocket-guide/Pages/default.aspx

NEW Asthma Education Tool



CenCal Health has developed a new patient education tool to help our members understand and self-manage their asthma. The new asthma brochure education tool was mailed to all members diagnosed with persistent asthma, along with an Asthma Action Plan.

As a reminder, providers should complete an Asthma Action Plan with each of their asthmatic patients every year. This service is reimbursable at \$75 per Action Plan, per member per year, using billing code 99402.

CLAIMS CORNER

Effective July 1, 2021: Report Taxonomy Code for NPIs on All Claims

Effective July 1, 2021, all providers should report a taxonomy code for the corresponding National Provider Identifiers (NPIs) on all claims submitted to CenCal Health. By including taxonomy codes, it will help identify and categorize the type, classification, and specialization of health care providers. A provider can have more than one taxonomy code.

It is important to use the specific taxonomy code representing the specialty that provided the services when filing claims.

If you have any questions regarding where to place the taxonomy codes on the CMS-1500 and UB-04 form, please contact our Claims department at (805) 562-1083.

For any other questions, please contact our Provider Services department at (805) 562-1676.



CenCal HEALTH®

Local. Quality. Healthcare

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Monthly Provider Bulletin February 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

URGENT: State Delays Medi-Cal Rx Transition until April, Provider Trainings Available

Effective April 1, 2021, Medi-Cal pharmacy benefits will transition from plans like CenCal Health back to the State. As a result, the State has contracted with Magellan Medicaid Administration, Inc. (MMA) to administer the pharmacy benefit, referred to as “Medi-Cal Rx.”

This delay gives pharmacy providers and prescribers more time to be prepared for this transition.

The transition will include all pharmacy services billed as a pharmacy claim, including but not limited to, outpatient drugs (prescription and over the counter), Physician Administered Drugs (PADs), enteral nutrition products, and medical supplies.

Prescribing Medi-Cal providers are required to register for the Medi-Cal Rx Web Portal in order to register for trainings and have access to the tools and resources available in the Medi-Cal Rx secure portal.

Ordering, Referring, and Prescribing (ORP) providers who are not enrolled as a Medi-Cal provider with the Department of Health Care Services’ (DHCS) Provider Application and Validation for Enrollment (PAVE) system are encouraged to enroll.

DHCS and MMA continue to update the Medi-Cal Rx website with additional tools, resources, and reference materials leading up to the transition date of April 1, 2021. For the latest web portal registration information, bulletins, and news visit:

medi-calrx.dhcs.ca.gov/provider/pharmacy-news