

# PROVIDER BULLETIN

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## IN THIS ISSUE:

### PROVIDER NEWS

- Recent Department of Healthcare Services Survey Results Show High Member Satisfaction with CenCal Health's Providers
- Medi-Cal Benefit Change Effective February 1, 2021: Alcohol or Substance Misuse Assessments
- COVID-19 Vaccine Toolkit for Medical Practices & Reimbursement

### PROVIDER TRAINING

- Join Our LIVE Webinar on Women's Health
- Asthma Management Lunch & Learn
- New to Our Network? CenCal Health Provider Orientation
- Meet your Provider Relations Team!

### HEALTH PROMOTION UPDATE

- Enhancing Patient/Provider Interaction with Easy Communication Strategies

### CLINICAL CORNER

- Tobacco Cessation and Kick Butts Day

### CLAIMS CORNER

- Crossover Claims
- Need to Know Your Claims Status?
- Effective July 1, 2021: Report Taxonomy Code for NPIs on All Claims

## Medi-Cal Benefit Change Effective February 1, 2021: Alcohol or Substance Misuse Assessments



As of February 1, 2021, Alcohol and/or Substance Misuse Assessments (HCPC codes G0396, G0397, G201) are no longer a Medi-Cal benefit. CenCal Health PCPs should still screen their members for alcohol misuse as part of routine care and should provide them with behavioral counseling interventions any time that potential alcohol misuse is identified using HCPC codes G0442, and G0443.

For more information, please go to:  
[cencalhealth.org/providers/behavioral-health/](https://cencalhealth.org/providers/behavioral-health/)

### HEALTH PROMOTION UPDATE

## Enhancing Patient/Provider Interaction with Easy Communication Strategies



Patients misunderstand health communications more often than we might think. Using clear communication strategies can help your patients better understand health information. Communicating clearly also helps patients to feel more involved in their health care and increases their likelihood of following through on their treatment plans.

To learn about patient communication tools you can use in your practice, refer to the Agency for Healthcare Research and Quality (AHRQ) Health Literacy Universal Precautions Toolkit, Volume 2. or Reference our Cultural & Linguistic Resources section online to learn more about our free interpreter services. [cencalhealth.org/providers/cultural-linguistic-resources/](https://cencalhealth.org/providers/cultural-linguistic-resources/)

If you would like additional support in relation to patient communication, please email [healthed@cencalhealth.org](mailto:healthed@cencalhealth.org).

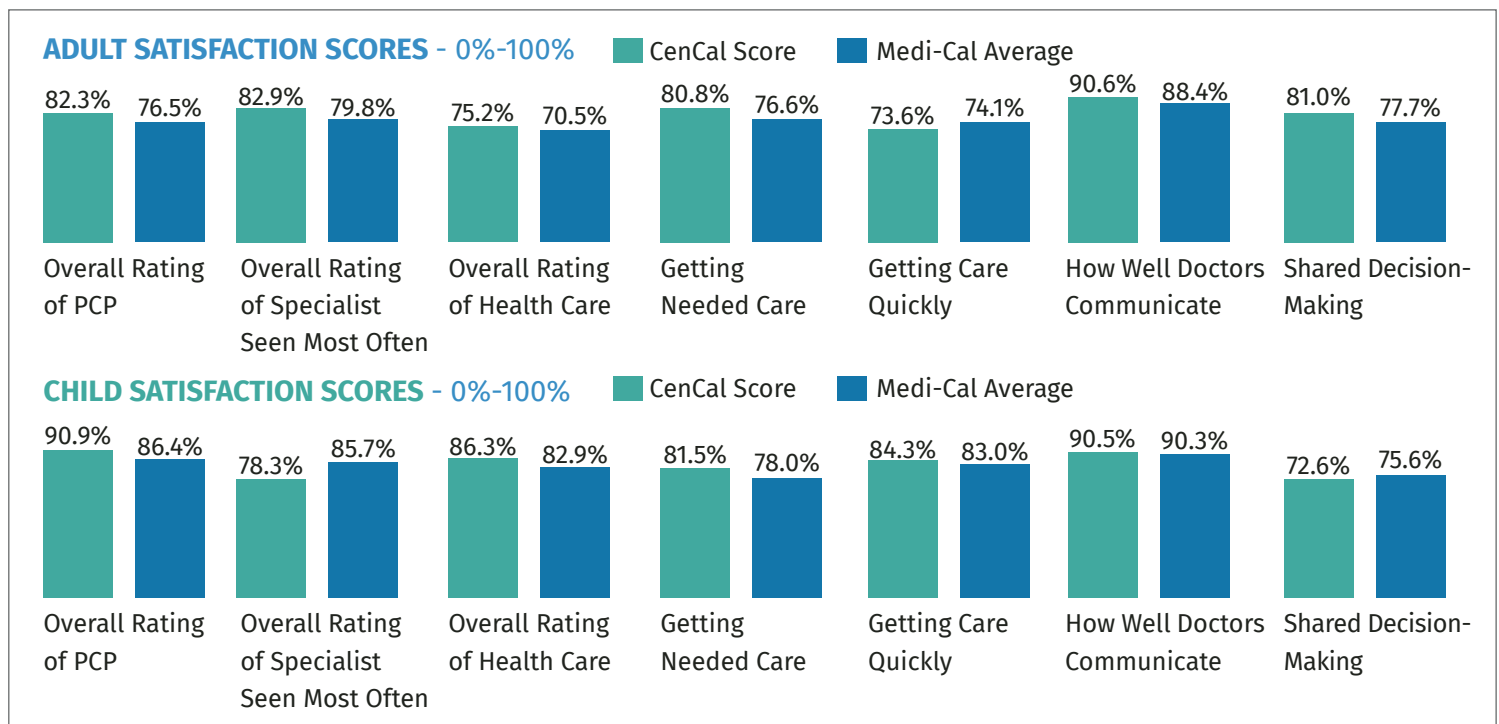
# Recent Department of Healthcare Services Survey Results Show High Member Satisfaction with CenCal Health's Providers

DHCS performs a member satisfaction survey, called the Consumer Assessment of Health Care Providers and Systems (CAHPS) Survey, every three years with a random sample of CenCal Health's membership. The 2019 CAHPS All-Plan Comparison Report has been released to CenCal Health. We are now sharing the results for "Provider Network Satisfaction" as scored by our Adult and Child survey respondents in comparison statewide with 25 Medi-Cal Managed Care Plans.

The results below are "top-box" ratings only, meaning only scores of 8, 9 or 10 (on a scale of 0-10 with 10 being best) were counted for performance for the "Overall Ratings" and responses of Usually, Always or Yes (excluding Sometimes, Never or No) for the other "Composite Scores" below.

Understanding that data is older, CenCal Health encourages providers to observe the differences in scores received in the following areas for potential improvement opportunities:

- ⇒ Adults, in general, ranked their satisfaction lower than the child survey respondents
- ⇒ Seeking parental input (shared Decision-Making) for prescribed medications for their children
- ⇒ Timeliness in scheduling adult appointments



There are over 70 questions included on the CAHPS survey, many that are outside of the statewide comparison categories in this article. You may contact CenCal Health's Member Services Department at 1-877-814-1861 to learn more about our rankings statewide or for any other general questions about CAHPS. **CenCal Health thanks our providers and their staffs for your continued efforts to bring high quality and timely care to our members!**

## CLAIMS CORNER

### Crossover Claims

CenCal Health receives crossover claims directly BCRC (Benefits Coordination & Recovery Center), therefore no further crossover claims are to be directly billed to CenCal Health from providers. This includes paper claims and claims submitted by clearinghouses. Crossover claims submitted directly from providers will be denied. Please allow thirty (30) calendar days from the date of receipt of the crossover claim for processing by CenCal Health. Claims status may be verified on the CenCal Health provider portal. If you have any questions please contact our Claims Department at (805) 562-1083.

## Join Our *LIVE* Webinars

### Women's Health

This "Virtual Lunch & Learn" will discuss breast and cancer screening clinical guidelines, best practices, and ways to overcome common barriers, particularly during COVID-19. A local physician will be joining us as our guest speaker. We will also discuss local cancer rates and resources available for your practice.



Join us: Friday,  
April 9, 2021  
12:00 p.m. – 1:00 p.m.

This free webinar is for MDs, NPs, PAs, and MAs,  
in both primary care and in OB/GYN.

### Asthma Management Lunch & Learn

People with asthma are at a **higher risk of complications** from **COVID-19** such as pneumonia and Acute Respiratory Disease Syndrome. Well-known allergy and immunology specialist, Myron Liebhaber, M.D., will be speaking on the **newly released clinical guidelines**, best practices, and the importance of health education resources for your patients with asthma. In addition, our Clinical Pharmacist, Dr. Adam Horn will show you how to use the many different inhaler applications on the market.



Join us: Wednesday,  
April 21, 2021  
12:00 p.m. – 1:00 p.m.

The first fifty (50) to RSVP to the Asthma Management  
and/or the Women's Health webinar will receive a lunch  
Grubhub voucher! CMEs will be offered.

### CenCal Health Provider Orientation

Does your staff need to learn more about CenCal Health and our member benefits? This training is a refresher course for provider offices as well as new office staff. We will cover a multitude of topics including provider/member grievance policy, member enrollment into a Medi-Cal plan, Interpreter Services, Behavioral Health Services, Transportation Benefit, Health Education resources, and provider resources.



Join us: Thursday,  
April 15, 2021  
12:00 p.m. – 1:00 p.m.

The first five (5) to RSVP and attend this live webinar  
will receive a Starbucks Gift Card.

### Meet your Provider Relations Team!

Join our team during a LIVE webinar and learn more about who we are, and our commitment to meeting the needs of our Provider Network. We are dedicated to building and retaining strong relationships with our provider partners by offering support when needed.

**Take a moment to meet your Representative, and the rest of our team on Tuesday, April 20th at 11:00 a.m., and on Thursday, April 22nd at 2:00 p.m. for a 30-minute virtual Meet & Greet!**

Register for these trainings today: [cencalhealth.org/providers/provider-training-resources/](https://cencalhealth.org/providers/provider-training-resources/)





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HEALTH**<sup>®</sup>

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Santa Barbara, CA 93110

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**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

## 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.

### CLINICAL CORNER

## Tobacco Cessation and Kick Butts Day

Wednesday, March 20 is National Kick Butts Day.

A day of anti-smoking activism. The annual campaign is an opportunity to raise awareness on the harmful effects of tobacco use. This is a wonderful opportunity to talk to your patients about living healthy, tobacco-free lives.

Tobacco use, primarily use of e-cigarettes or vapes is an ongoing problem in the United States especially amongst youth. Tobacco users who receive clinician-delivered brief interventions have enhanced motivation to avoid or quit tobacco use from e-cigarettes or vapes, avoid second hand smoke exposure, and discourage others from using tobacco. They also have an increased likelihood of future quit attempts (US DHHS). It starts with a plan that often takes time and requires a lot of support especially when smoking is one of the strongest and deadliest addictions to quit.

Additional information, including ICD-10 and CPT codes for tobacco use and counseling, referral resources, tobacco cessation medications, and more are included in the Steps to Take for Tobacco Cessation section E12 of CenCal Health's Provider Manual, available at [cencalhealth.org/providers](https://cencalhealth.org/providers).

### PROVIDER NEWS

## COVID-19 Vaccine Toolkit for Medical Practices & Reimbursement

The California Medical Association (CMA) has published a toolkit for physician practices that covers liability concerns for vaccine administrators, employer issues for physician practices, and reimbursement for administering the vaccine. This toolkit is updated frequently with the latest available here [CMA COVID-19 Vaccine Toolkit for Physician Practices.pdf \(cmadocs.org\)](https://bit.ly/3uzUxUa)

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