CenCal HEALTH®
Local. Quality. Healthcare.

PROVIDER BULLETIN

A PUBLICATION FOR OUR PROVIDERS FROM CENCAL HEALTH

VOL. 31 NO. 5 • MAY 2021

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.

Now Providing Medi-Cal Coverage to 200,000+ Lives!

What's Driving Medi-Cal Membership Increases?

The COVID-19 Public Health Emergency (PHE) is the direct cause. Economic factors brought on by closing businesses and job loss, among others, contributed to more members qualifying for Medi-Cal. Additionally, The Department of Health Care Services (DHCS) modified the Medi-Cal "Annual Re-Determination Process" where many of the usual ways to lose Medi-Cal coverage, were halted through the end of the Public Health Emergency, and members were allowed to remain in managed care plans.

What's The Impact to CenCal Health?

CenCal Health's membership continues to grow steadily each and every month. We have experienced a **16% increase** in Medi-Cal membership across, Santa Barbara and San Luis Obispo Counties, since January 2020.

For the first time ever, we crossed the 200K mark; with a population of 200,271 members to begin April 2021!

There will be a normal dis-enrollment process again when the PHE ends and we expect adjustments to our population at that time, however, our upward growth is expected to continue throughout 2021.

CenCal Health Membership (As of April 1, 2021)

59,500 30%

140,771 70%

- Santa Barbara County
- San Luis Obispo County
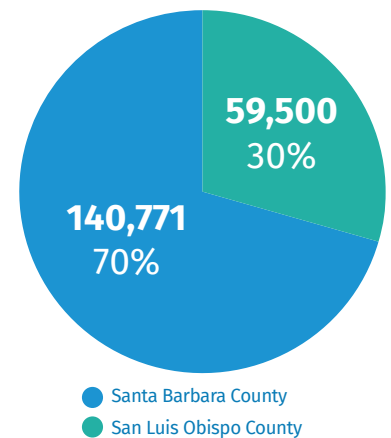
Need to Know a Claims Status?

As a reminder, billing providers can reference claims status online at cencalhealth.org/providers/claims/checking-claim-status/ without having to log into the Provider Portal Restricted site. We recommend that you access this feature to see what was paid, denied, and/or rejected.

You may also call your Claims Service Representative at (805) 562-1083 for additional assistance.

Network Access Improvement & Equipment Purchase Program Funds Still Available!

CenCal Health has established the Network Access Improvement & Equipment Purchase Program in response to noted regional gaps in access to primary and specialty care. In addition, CenCal Health has identified an opportunity to assist our providers with acquiring needed equipment to conduct exams and care for our American with Disabilities Act (ADA) members or to acquire Vaccines For Children (VFC) compliant refrigerators to store vaccines for our pediatric and adolescent members.

So far, CenCal Health has granted a half million dollars in funds to approved providers and we continue to look to expand our network of providers in both Santa Barbara and San Luis Obispo Counties.

To learn more about the program criteria, funding, or to view a list of CenCal Health's Access Program Specialty needs by region, please reference CenCal Health's Network Access Improvement Program website page at cencalhealth.org/providers/network-access-improvement-program/ or contact your Provider Services Representative at psrgroup@cencalhealth.org

ACEs Screening Tools

The Adverse Childhood Experiences (ACEs) Aware initiative is first-in-the-nation! It's a statewide effort to screen children and adults in primary care settings and to treat the impacts of toxic stress with trauma-informed care. **Standardized screening tools** include Pediatric ACEs and Related Life-Events Screener (PEARLS), and the ACEs Assessment Tool for adults. The screening tool surveys the member's history of exposure to 10 categories of ACEs by age 18. Note that the score is the total number of ACE categories experienced and not the severity or frequency of any specific experience. The total score ranges from 0 to 10. DHCS is offering provider training on trauma and trauma-informed care at ACEsAware.org. Reimbursement for member screenings is available to providers that have completed the required two (2) hour training available on the ACES Aware website. https://training.acesaware.org

To learn more about Screening Tools, Billing, or to find additional resources, go to cencalhealth.org/providers/proposition-56/ and reference the Adverse Childhood Experiences (ACEs) tab.

Asthma Management

According to the CDC, people with moderate to severe asthma may be at higher risk of getting very sick from COVID-19.

Now, more than ever, it's important to talk to your patients about managing their asthma. Make sure your patients have at least a 30-day supply of their medicines and are following their asthma action plan (AAP). Creating an AAP with your patients is a great opportunity to discuss asthma management to prevent asthma attacks and ER visits. Annually, you can receive a $75 fee-for-service payment for completing an AAP with each of your asthmatic patients. To easily identify your patients with asthma, you can go to CenCal Health's Breathe SMART screen on the provider portal.

For more information about the CDC's asthma recommendations during COVID-19, you can go to: cdc.gov/coronavirus/2019-ncov/need-extra-precautions/asthma.html

For CenCal Health asthma resources, you can go to: cencalhealth.org/providers/provider-training-resources/

For more information about the Breathe SMART program you can go to: cencalhealth.org/providers/quality-of-care/provider-incentives/

Or you can contact the Population Health Team at populationhealth@cencalhealth.org

Member Eligibility Overview Webinar

During this training, attendees will learn how to manage a CenCal Health member's monthly eligibility and about the many different 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 many different eligibility types. **Join us on May 18 from 11:00a.m. – 12:00p.m.**

Authorization Overview Webinar

It is important for provider staff to understand the difference between Referral Authorization Forms (RAF), Treatment Authorization Requests (TAR) and other types of authorizations that may be required. During this webinar, we will provide you with information on how to manage our authorization requirements for all of our many provider specialty types. **Join us on June 22 from 10:30a.m. – 12:00p.m.**
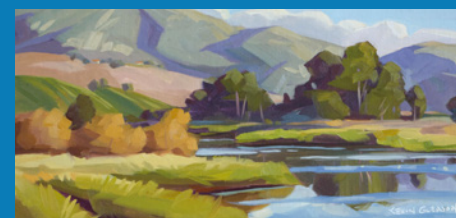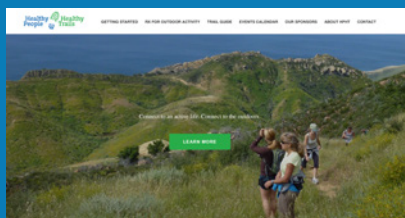
Register at cencalhealth.org on the Provider Training Resources page

Connect Patients to the Outdoors

Are you looking for new and innovative physical activity programs for your patients?
We know that time in nature and outdoor exercise has significant health benefits, such as improved wellness and mental health, reduced stress, lower blood pressure and health concerns related to obesity, such as diabetes and heart disease. **Healthy People Healthy Trails** has created tools to help your patients get started being active. Healthy People Healthy Trails in Santa Barbara County encourages an active lifestyle and time in nature by connecting people to local parks and trails.

Use our "Rx for Outdoor Activity" to encourage your patients to get active outdoors, using a prescription format that encourages shared decision-making and accountability.

Tell your patients about the Healthy People Healthy Trails Spring 2021 Challenge. They can sign up at www.healthypeoplehealthytrails.org. Participants track and submit their outdoor activity to be entered into monthly giveaways for prizes.

Refer your patients to the Wildling Museum's exhibit, "Art from the Trail". Healthy People Healthy Trails art/map cards will be given out, which feature an art piece on one side, and a map to the location on the other.

For more information, email moreinfo@healthypeoplehealthytrails.org

Reporting of Privacy Incidents and 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
E-mail: HIPAATeam@cencalhealth.org
Mail: CenCal Health Attn: Privacy Officer
4050 Calle Real
Santa Barbara, CA 93110

Providers may also call the Anonymous Compliance Hotline: (866) 775-3944 or go to our Fraud, Waste, & Abuse section of the CenCal Health website at cencalhealth.org/providers/suspect-fraud/ .

![CenCal Health logo]

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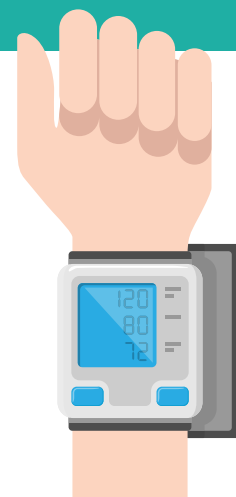
4050 Calle Real
Santa Barbara, CA 93110

*Monthly
Provider Bulletin
May 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

New Pharmacy Benefit - Automatic/ Digital Home Blood Pressure Monitors

Effective May 1, 2021, Home Blood Pressure Monitors are a CenCal Health covered Pharmacy Benefit with a valid prescription sent to a contracted retail pharmacy. The valid prescription shall be sent to the member's retail pharmacy for fulfillment.

CenCal Health's Home Blood Pressure Monitor benefit includes:
- One home blood pressure monitor every 5-years with a valid prescription from a provider
- For a complete list of Home Blood Pressure Monitors/ NDCs available on the CenCal Health Formulary, please visit our CenCal Health Pharmacy Webpage: cencalhealth.org/providers/pharmacy/

For any questions regarding the Home Blood Pressure Monitor benefit, please contact the CenCal Health Pharmacy Department at (805) 562-1080.

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 (PADs).

Effective **July 1, 2021**, CenCal Health will prefer select biosimilar products over their reference product. This determination is consistent with the enabling statue 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
Preferred Biosimilar Q5119 (RUXIENCE) RIABNI	INJECTION, RITUXIMAB-PVVR, BIOSIMILAR (RUXIENCE), 10 MG HCPCS CODE WILL BE ASSIGNED ON 07/01/2021
Non-Preferred Reference Product 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 CenCal Health Pharmacy Department at (805) 562-1080.