

PROVIDER BULLETIN

A PUBLICATION FOR OUR
PROVIDERS FROM
CENCAL HEALTH

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Attention Primary Care Practitioners

NEW Facility Site Review (FSR) & Medical Record Review (MRR) Regulatory Requirement

Standards starting January 1, 2022



The Department of Healthcare Services (DHCS) has made updates to the site review process, which includes Facility Site Review (FSR) and Medical Record Review (MRR) policies. DHCS has updated the FSR and MRR standards and criteria to reflect current guidelines of professional organizations by expanding certain criteria, re-organizing the criteria groups to help better identify deficiencies, and adjusting the scoring methods to better generalize the scores.

DHCS has released a new All Plan Letter (APL) 20-006 to reflect these updates. This APL supersedes Policy Letters (PL) 14-004, PL 03-002, and APL 03-007. DHCS recognizes the extent and impact of these changes. Providers and staff should remain informed and begin training on the updates to FSR and MRR criteria and standards.

In the spirit of collaboration, 22 California Managed Care Plans (MCP) have partnered through Collaborative efforts to provide training and resources to our Primary Care Physicians (PCP). This video series will explain changes to the current guidelines corresponding to the APL 20-006 and release date of the “New Standards”.



Watch the FSR Provider Training online:
www.youtube.com/watch?v=SXeqdS0mrpg

Can you also download the presentation and all link references at https://drive.google.com/file/d/1yq1r2ZNIDwHRy2hnO_wY2taM1QINZHIB/view.
The Medical Record Review (MRR) Provider Training video will be available soon.

Please refer to the DHCS website below to access the APL 20-006 referred to in this communication <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2020/APL20-006.pdf>

For more questions or concerns, please contact CenCal Health’s Facility Site Review Representative via email at myoung@cencalhealth.org

**HAPPY HOLIDAYS
FROM CENCAL HEALTH**

CenCal Health will be closed on Friday, December 24th 2021 and Monday, January 3, 2022
in observance of the holidays.

Start the Conversation about COVID-19 Vaccination

As a trusted source of health information and healing, you are vital in the process of getting patients and their families vaccinated for COVID-19. Patients want to hear from their doctor that vaccines are safe, **your recommendation matters!**

- **41%** of members report that they get their COVID-19 information from their doctor's office.
- **31%** of unvaccinated members would change their mind about getting vaccinated after a recommendation from their PCP.
- **60%** of unvaccinated members report that they want more information about the COVID-19 vaccine.

You can make a difference by answering your patients' questions about COVID-19 vaccination and helping them make an informed decision. Your patients consider you their most trusted source of information and a strong recommendation can help them get vaccinated.

Recommend the COVID-19 vaccine to patients today.

If you would like materials for your office about the COVID-19 vaccine, you can contact populationhealth@cencalhealth.org

New Online Claim Forms Available in Portal

We launched all new Claim Entry Forms within the Provider Portal. The new forms will require member validation for security, and the consolidation of the CMS-1500, and UB04 online forms into one user friendly platform. The new Claims Entry Module now have one main dashboard within the home screen so staff can view claims status quickly and efficiently.

To learn more, watch our training tutorial videos online at cencalhealth.org/providers/claims/claims-training-tools/ or download our Provider Portal User Guide at cencalhealth.org/providers/provider-portal/ for step by step instructions within this new module.

Focusing on Cardiovascular Health

According to the American Heart Association, cardiovascular disease is the leading cause of death in the United States.

Additionally, the mortality rate has proven to be higher during the colder winter months, which

is why now is a perfect time to talk to your patients about their cardiovascular health. Given the COVID-19 crisis, it's even more important that adults with heart disease are taking care of their heart health. They are not only at a higher risk of contracting COVID-19 but can also be at a higher risk of complications due to COVID-19.

Simple steps your patients can take to help lower their risk of cardiovascular disease include knowing their risk factors, eating a heart healthy diet, increasing physical activity, managing their weight, and getting vaccinated for COVID-19. Talk to your patients today about their cardiovascular health.

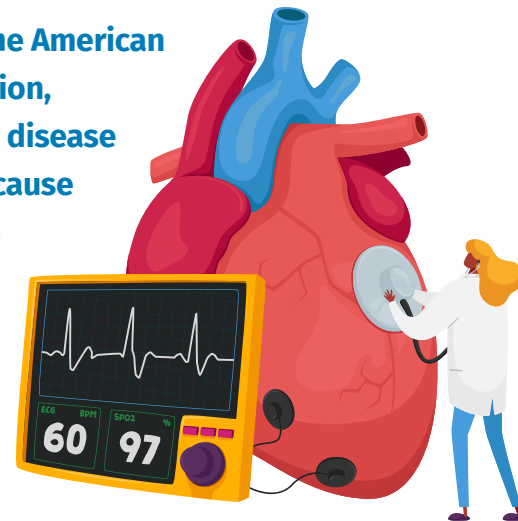
To help your CenCal Health patients learn more about a heart healthy lifestyle you can find more information at cencalhealth.org/health-and-wellness/.

PROVIDER TRAINING

Provider Training

View Upcoming Events and our Training Library for micro learning videos on a wide variety of topics.

To learn more, go to cencalhealth.org/providers/provider-training-resources/



Look for New CenCal Health ID Cards Effective January 1, 2022

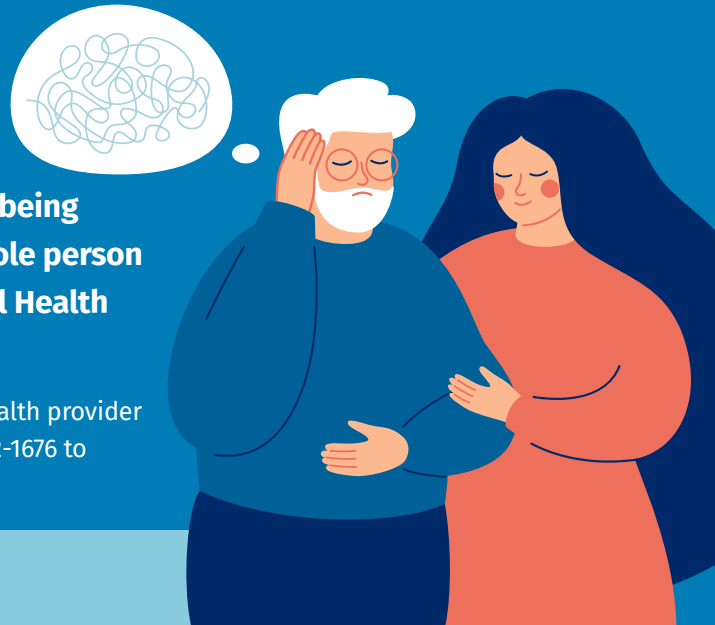
The Pharmacy Benefit will shift away from CenCal Health to fee-for-service through Medi-Cal Rx, run by Magellan. Due to this change, all CenCal Health members will get new ID cards with the Medi-Cal Rx (Magellan) pharmacy customer service phone number on it. As part of the re-design of our Member Services phone (877-814-1861) menu, we will also include an option to transfer directly to Medi-Cal Rx by pressing a number in the menu.



Behavioral Health Transitions In-house January 1

CenCal Health is committed to improve the health and wellbeing of our community. In an effort to focus more closely on whole person care, CenCal Health has elected to transition the Behavioral Health benefit in-house effective January 1, 2022.

Any provider that would like to participate as an in-network Behavioral Health provider should contact Provider Services at psrgroup@cencalhealth.org or 805-562-1676 to begin contracting with CenCal Health.



A Message to our PCPs:

Effective 1/1/2022 Members can schedule directly with a Mental Health provider for psychotherapy or medication management. Referrals and Authorizations are no longer required through The Holman Group!

Please continue to submit referrals to the Behavioral Health Department for Members who would benefit from Care Coordination for Mental Health or Substance Use Disorder Services. Look out for new Case Manager Referral forms that will have updated referral categories as well as a new PCP Referral form for Behavioral Health Treatment (ABA) services for eligible members.

All forms will be available 1/1/2022 from the Provider Behavioral Health webpage.

Stay tuned for upcoming trainings to review changes to Mental Health access and process as well as the referral process for Behavioral health Treatment (ABA) services cencalhealth.org/providers/provider-training-resources/

Download Our DME Quick Reference Guide Now on the Provider Portal

The Durable Medical Equipment (DME) Quick Reference Guide allows you to quickly identify a contracted DME provider in our network. Use this guide to refer our members to DME providers.

For the most up-to-date list, please visit our website and download the DME Quick Reference Guide PDF at cencalhealth.org/providers/search-provider-network/.



Keep Your Provider Information and Practice Changes Up-to-Date

The information that CenCal Health has on file regarding a provider practice is important to make sure claims are paid efficiently, your mail reaches you, and your practice is listed accurately in our Provider Directory for members.

By notifying CenCal Health with any practice changes, you are not only complying with your Provider Agreement, but you ensure that CenCal Health is in compliance with the Department of Health Care Services provider data regulations.

The following are changes that require attention:

- Change "Mail-To" or "Pay-To" addresses
- Adding additional rendering physicians
- Add business owners, officers, or managers
- Change in member age range/quantity of members you are willing to accept
- Change to office hours
- Change to languages capabilities provided at your office

<https://www.cencalhealth.org/providers/provider-profile-and-practice-changes/>

Monthly Provider Bulletin

December 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



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SAVE THE DATE!

Quality Care Incentive Program Redesign Training

CenCal Health is currently developing a new pay for performance program which will now be called the 'Quality Care Incentive Program.' This will allow our Primary Care Providers to focus their attention on one quality improvement incentive program instead of the many programs CenCal Health currently has in place. **The new program will launch in March 2022.**

We invite you to join us for a free virtual training to learn about basic program components, measures included in the program, and financial incentive details.

All capitated PCPs and their quality improvement staff including but not limited to PCP billing/finance staff should attend **this training event on Wednesday, February 17th, 2022.**

To learn more, or to register for this upcoming event please go to cencalhealth.org/providers/provider-training-resources/

