

PROVIDER BULLETIN

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OUR PROVIDERS FROM
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PROVIDER NEWS

Enroll to Receive Payment by Electronic Funds Transfer (EFT) Today!

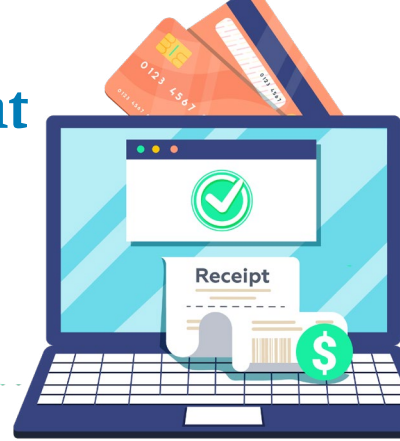
Electronic Fund Transfers (EFT) is a method of payment offered by CenCal Health to our contracted providers. This free service provides convenience and savings.

Benefits:

- EFT safely deposits weekly payments due for services provided directly to your savings or checking account.
- Using EFT reduces paper processing, eliminates the need to issue a paper check, and avoids the errors associated with such processing.
- All payments will have an Explanation of Payment (EOP) available on the Provider Portal.

How do I enroll?

In order to receive payments by EFT, please email eft@cencalhealth.org for further details.



PHARMACY UPDATE

Medical Pharmacy Benefit

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, 2022, CenCal Health now prefers select infliximab biosimilar products over the reference product for adult members. 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 physician and pharmacists at the February 2022 CenCal Health Pharmacy & Therapeutics Committee meeting.

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

Procedure Code	Drug Description
Preferred Biosimilar	
Q5103	INJECTION, INFliximab-DYYB, BIOSIMILAR (INFLECTRA) 10MG
Q5105	INJECTION, INFliximab-ABDA, BIOSIMILAR (RENFLEXIS) 10MG
Q5121	INJECTION, INFliximab-AXXQ, BIOSIMILAR (AVSOLA) 10MG
Non Preferred Reference Product	
J1745	INJECTION, INFliximab, NON-BIOSIMILAR (REMICADE) 10MG

All affected codes remain as TAR required, but at least **one** of 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 clinical 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.

Physician
Administered
Drug Update

PROVIDER NEWS

Provider Trainings On The Horizon

Mental Health Provider Clinical Symposium

This monthly refresher will address frequently asked questions covering claims submissions, clinical standards, care coordination to County Department of Behavioral Health, forms, and billing for psychotherapy, medication management, and psychological testing.

Our Provider Relations Team will also present information on CenCal Health's cultural & linguistic language assistance program through our interpreter services available to our members.

Join our CenCal Health Behavioral Health Team from 12 p.m. – 1 p.m. on the following days to learn more!

Are you accepting new members?

If so, please contact the Behavioral Health Department at bhproviderupdates@cencalhealth.org so we can use this information to refer members, assign providers to referrals and update the Provider Directory.



Primary Care Provider (PCP) Behavioral Health & Mental Health Insourcing Symposium

This monthly refresher will address frequently asked questions, covering topics such as the authorization process, referrals and forms. **This meeting will be very helpful for referral coordinators, and office staff.**

**Join our CenCal Health Behavioral Health Team from 12 p.m. – 1 p.m.
on the following days to learn more!**



ACEs and Resilience Trainings

CenCal Health is pleased to collaborate with the Pediatric Resiliency Collaborative

(PeRC) which provides Adverse Childhood Experiences (ACEs) and resilience trainings for pediatric providers and clinic staff. The PeRC Training Portal offers free virtual trainings for Continuing Medical Education (CME) credit.



RSVP!

Register for these trainings today!

We invite our providers and their staff to attend these trainings by registering at www.cencalhealth.org/providers/provider-training-resources/



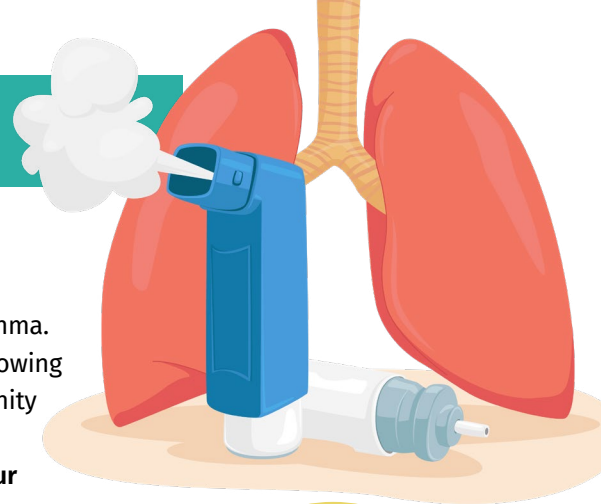
Asthma Management

According to the CDC, people with moderate-to-severe or uncontrolled asthma are more likely to be hospitalized 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 Quality Care Incentive Program Performance Dashboard 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



Plus,
you can earn 1
CME credit for your
attendance.

Don't miss our Annual Asthma Management Webinar featuring Dr. Myron Liebhaber & CenCal Health's own Adam Horn, PharmD!

You will learn:

- Best practices for utilizing the most recent clinical guidelines in your practice
- Educating your patients about inhaler usage
- CenCal tools available to you to help manage your patients with asthma

We invite our providers and their staff to attend this event by registering at

www.cencalhealth.org/providers/provider-training-resources/ or reference past events on the topic and resources at www.cencalhealth.org/providers/provider-training-resources/provider-training-library/

For questions, or more resources please contact the Population Health Team at populationhealth@cencalhealth.org

When:
May 19th, 2022
from 12-1pm



PROVIDER PORTAL ENHANCEMENTS

Claims Module

In response to requests from our network providers, CenCal Health has added a new EOB Status sort filter called "Provider Review Req," which allows providers to determine what claims have a denied (DN) line item within each individual claim, so they can either work on that claim, or see when a specific line item within their claim was not paid after it was included on an EOB. Please call the Claims Department at (805) 562-1083 if you need additional training, or have questions regarding this portal enhancement.

PCP Behavioral Health Referral (RAFB) Authorization Requests

When submitting a 'Behavioral Health RAF Referral (RAFB)' authorization request, the form now populates a service type definition and recommended documents for ABA, Medication Management, Neuropsychological Testing, Psychological Testing, and Psychotherapy request.

For additional assistance, please view our Quick Reference Guides which will be housed within each module so our providers have printable resources for your staff.

As a reminder:

Please ensure to direct all members to their PCP to start the referral process for ABA treatment. Members must have an approved referral/pre-authorization prior to providers starting services.



May 2022 Provider Bulletin

CLINICAL CORNER

Skilled Nursing Facility (SNF) or a Congregate Living Health Facility (CLHF) Requests

When submitting an authorization request (20-1) for a Skilled Nursing Facility (SNF) or a Congregate Living Health Facility (CLHF), **please include the accepting facility and clinical documentation, which supports the need for placement.**

This will expedite the authorization request and will ensure CenCal Health Utilization Management staff have everything required to complete the medical necessity review process in a timely manner.

Thank you for providing the information needed to help our members get the appropriate level of care.

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
Behavioral Health (805) 562-1600



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HEALTH PROMOTION

May is Skin Cancer Awareness Month

May is Skin Cancer Awareness Month, so it's time to remind your patients about skin cancer prevention. Sun exposure can damage the skin in as little as 15 minutes, and the most preventable cause of skin cancer is overexposure to ultraviolet (UV) light. **According to the CDC, skin cancer is the most common cancer in the U.S.**

Everyone is at risk for getting skin cancer, which is why it's important to start the conversation with your patients! The CDC recommends these easy options for protection from UV radiation:

- Stay in the shade, especially during midday hours (9:00 am – 4:00 pm)
- Wear clothing that covers your arms and legs
- Wear a hat with a wide brim to shade your face, head, ears, and neck
- Wear sunglasses that wrap around and block both UVA and UVB rays
- Use sunscreen with a sun protection factor (SPF) of 15 or higher, and both UVA and UVB (broad spectrum) protection
- Avoid indoor tanning



For additional resources and information on skin cancer, please visit the CDC website:
https://www.cdc.gov/cancer/skin/basic_info/