



D-SNP Q&As

Responses to 5/20 DSNP Provider
Town Hall



Will CenCal Health providers automatically be enrolled as a DSNP provider?

No. Providers have the option to become a CenCal Health D-SNP provider; they are not required to contract for D-SNP services.

If a provider has opted out of Medicare, can they participate in the CenCal Health D-SNP program?

No. Providers must be registered with Medicare to participate in a D-SNP program.

Can providers opt out of enrolling in Medicare and still serve CenCal Health D-SNP members?

- In order to serve our D-SNP members, providers will need to be enrolled in Medicare (similar to the Medi-Cal enrollment requirement).
- Providers do not need to be enrolled in Medicare if they are only contracted for Medi-Cal-only members but not Duals nor D-SNP members.

If a provider has opted out of enrolling in Medicare and decides they'd like to serve our D-SNP members, will they need to opt in to Medicare prior to contracting with CenCal Health for the D-SNP program?

Yes. If a provider wants to serve CenCal Health D-SNP members, they will need to become a Medicare provider.

As a private practitioner, I'm concerned about the costs of enrolling in Medicare. Will there be financial assistance?

Yes! CenCal Health can make available financial assistance to support the fee to enroll as a Medicare provider. Please email your Provider Relations Representative for more information at provideronboarding@cencalhealth.org

What additional provider/group onboarding requirements are there in order to participate as a D-SNP provider?

- CenCal Health is required to credential our D-SNP providers.
- CenCal Health will follow the required credentialing process for Medicare Advantage providers.
- If you are already credentialed by CenCal Health, you may be asked to provide additional information to be credentialed for Medicare.

Currently Medicare limits Medical Nutrition Therapy (MNT) to only two diagnosis codes. How will the benefits be coordinated for DSNP members?

This coordination of benefits would occur just as it does now. The MNT service will first process through the Medicare line of business, after which benefits will be coordinated consistent with the Medi-Cal benefit structure. For more information on CenCal Health's MNT benefit, please reference the CenCal Health Provider Manual section E2.11 online at <https://qrco.de/MNTserviceE211>.

How is D-SNP going to affect or benefit long-term residents and short-stay residents in a Skilled Nursing Facility?

CenCal Health will offer care management for members across settings of care. The care management team will work with members entering into short stays and discharging to home or other settings helping to provide continuity of care and assist with placing on hold and reactivating community services, for example. In Skilled Nursing Facilities, care managers will work with the facility staff to ensure that member preferences are being communicated and plan services are being implemented.



Scan to
learn more
about D-SNP

Join us!

Please contact us
to contract with
CenCal Health as
a D-SNP provider.



805-562-1676



provideronboarding@cencalhealth.org

Is Mental Health covered by Medicare?

- Yes. Medicare covers mental health and substance use disorder services. Services include individual and group therapy, family counseling, psychotherapy for crisis, diagnostic tests, inpatient hospitalization, partial hospitalization, intensive outpatient services, substance use disorder treatment, medication-assisted treatments through Opioid Treatment Programs or office-based settings, and more. Depression screenings are offered to patients at no cost through annual wellness visits.
- <https://www.dhcs.ca.gov/individuals/Documents/Medicare-Provider-Mental-Health-Fact-Sheet.pdf>

How will coordination of benefits work? If Medicare does not cover a service, will Medi-Cal cover it?

- CenCal Health's D-SNP members will have access to both Medicare and Medi-Cal benefits. CenCal Health will coordinate all of a member's benefits between the Medicare and Medi-Cal programs, as we do today.
- In addition, CenCal Health's D-SNP plan will contain supplemental, or extra, benefits not offered in either Medi-Cal or Medicare!

How will ECM criteria differ from Medicare case management?

CenCal Health's D-SNP will provide the equivalent of Medi-Cal Enhanced Care Management (ECM) services.

Where can we learn about contracting for D-SNP?

Please email us at: provideronboarding@cencalhealth.org

What is the reimbursement structure under the D-SNP program? Will it influence a provider's current rate?

CenCal Health will be developing rates based off of the Medicare fee schedule. Reimbursement details will be discussed with each provider interested in contracting.

Will D-SNP Medicare benefits differ according to the age of the Dual member?

There is no difference as Medicare benefits are standard, regardless of age or underlying health condition.

What impacts do we foresee in access for SNFs and Assisted Living?

CenCal Health continues to work with local and regional SNF partners to expand access to SNF services. DSNP members will receive intensive care coordination before, during, and after SNF stays, hopefully easing and improving access to these facility-based services.

Can providers enroll in a traditional Medicare program and a DSNP program?

Yes. Providers can be both Medicare FFS and D-SNP providers.

How is a DSNP plan different than the PACE program in California?

- PACE and D-SNP are very different. A PACE member is no longer enrolled with CenCal Health.
 - » A D-SNP is a Medicare Advantage insurance plan, with supplemental benefits.
 - » PACE is also a Medicare Advantage plan, but it is also a site-based provider of services for participants being limited to those who meet certain eligibility criteria. Those enrolled cannot go anywhere else for benefits.
- A dual eligible beneficiary who might qualify for both programs can only enroll in either D-SNP or PACE, not both.
- If a member is enrolled in a PACE, they are no longer a CenCal Health member.

What do Marriage and Family Therapists (MFTs) need to do in order to begin serving CenCal Health's Dual-Eligible Special Needs Plan (D-SNP) members?

MFTs qualify to serve Medicare recipients. Learn more here: <https://qrco.de/DHCSFactsheet>

How will members that travel out of area receive care through a D-SNP program?

This is a benefit that CenCal Health is researching. We will communicate more about this in the coming months.

When can I contract to become a CenCal Health D-SNP participating provider?

Right now! Provider Relations is available to meet with you in-person, via a virtual meeting, or by phone!

Contact CenCal Health's Provider Relations Department!

Phone: (805) 562-1676

Email: provideronboarding@cencalhealth.org