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June 19, 2024
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A QUARTERLY PUBLICATION FOR PROVIDERS

VOL. 33 NO. 2 • June 2024

A Message from Our CEO

Together with our provider partners and service organizations, CenCal Health is now in its second year of carrying out the priorities of our 2023-2025 Strategic Plan. As a tribute to the efforts of so many, CenCal Health is proud to spotlight our collective impact thus far in our 2024 Community Report. This report honors the collaborative achievements we've made through the innovative California Advancing and Innovating Medi-Cal (CaAIM) initiative. With your support, CenCal Health has launched nearly a dozen new services under the CaAIM framework to address our members' and communities' social determinants of health and push forward with the ambitious vision outlined by our Board of Directors.



The introduction of new benefits and programs underlines our commitment to driving meaningful change. I want to extend my heartfelt appreciation to our network of providers for their compassion and professionalism. Each of the 5,000 provider partnerships is imperative in providing our members with quality healthcare. I am deeply grateful for and inspired by our concerted efforts to foster community partnerships, advance quality and health equity for all, and expand our service role and reach. Internally, we aim to support these priorities by organizing for impact and effectiveness.

In the past year, CenCal Health celebrated significant milestones — 40 years of serving Medi-Cal members in Santa Barbara County and 15 years in San Luis Obispo County. Our enduring relationships with providers and local service organizations have been instrumental in strengthening the health system, enhancing access, and elevating the quality of care for those we serve. As we continue to collaborate, I look forward to achieving even greater innovation and health outcomes for our communities through local initiatives. To learn more about our journey and accomplishments, I invite you to view CenCal Health's 2024 Community Report at www.cencal2024.org.



Marina A. Owen

Marina Owen, CenCal Health CEO

Transportation Benefit

Did you know that CenCal Health members can receive medical transportation as a covered Medi-Cal benefit?

All care practitioners can help ensure that CenCal Health members with medical needs that make it difficult to use a car, bus, or taxi receive medical transportation.

CenCal Health covers transportation to and from medically necessary services, such as doctor appointments, specialty mental health, substance use disorder, dental, pharmacy pick up, medical supply pick up, and more. CenCal Health partners with Ventura Transit System (VTS) to schedule and manage transportation services for Non-Emergency Medical Transportation (NEMT) and Non-Medical Transportation (NMT) for CenCal Health members.

Requirements:

- NMT services do NOT require a Physician Certification form.
 - » CenCal Health members must contact VTS directly at 1-855-659-4600, **5-7 business days in advance** to schedule transportation.
- All NEMT services require a Physician Certification Statement (PCS) form located here: www.cencalhealth.org/wp-content/uploads/2023/09/Non-Emergency-Medical-Transportation-NEMT-Sept-2023.pdf
 - » The PCF form must be initiated by the member's referring physician and faxed to CenCal Health's Health Services Department at (805) 681-3071, **5-7 business days prior to issuing authorization approval.**
- Members must be eligible at the time of service.
- The transportation provided must be the least costly method that meets the members' needs.
- VTS and CenCal will coordinate along with the member's practitioner to determine the type of transportation required.

For additional information about the transportation benefit, please contact your Provider Services Representative at psrgroup@cencalhealth.org or visit the CenCal Health website:

- www.cencalhealth.org/providers/authorizations/
- www.cencalhealth.org/wp-content/uploads/2021/10/2019medicaltransportationnmtnemreferenceguide.pdf

If members need further assistance when scheduling NMT services, please have them call CenCal Health's Member Services Department at 1-877-814-1861.



CenCal Health Continues to Improve Pediatric Preventive Care Services

Attestation for Medi-Cal Kids & Teens Provider Training

DHCS and CenCal Health are working to improve access to essential health care for kids and teens with new resources for providers and beneficiaries! Full-scope early and periodic screening, diagnostic, and treatment services (EPSDT) is a Medi-Cal benefit that provides comprehensive health care to members under age 21. EPSDT follows the Bright Futures/American Academy of Pediatrics (BF/AAP) Periodicity Schedule and focuses on the following:

- Blood Lead Screening Services
- Developmental Screening Services
- Autism Spectrum Disorder (ASD) Screening Services
- Depression Screening Services
- Dyadic Services
- Vision Screening Services
- Hearing Screening Services
- Oral Health Screening Services
- Adverse Childhood Experiences (ACEs)/Trauma Screening Services
- Alcohol and Drug Screening, Assessment, Brief Interventions and Referral to Treatment (SABIRT)

Scan this QR code to download the Medi-Cal for Kids & Teens Provider Training or go to www.cencalhealth.org/providers/provider-training-resources/.



California refers to EPSDT as Medi-Cal for Kids and Teens. All providers that see CenCal Health members under age 21 should inform members or their parents of the following:

1. Why preventive services and screenings are important
2. What services are offered under Medi-Cal for Kids & Teens
3. Where and how to get services
4. Services are free
5. Free transportation and help scheduling are available

In addition, providers should present the above information in clear language:

- In person
- By phone (using dialogue and scripts)
- By written materials
 - » Evidence of coverage documents
 - » Beneficiary handbooks
 - » Related materials

DHCS has published materials to make communicating these benefits to providers and members easy and simple! In addition, DHCS guidance and All Plan Letter 23-005 state that all provider groups, practitioners, and office staff that see CenCal Health beneficiaries under age 21 must attest to completing the Medi-Cal for Kids & Teens Training online at <https://qrco.de/bf4xOV> and access to DHCS Provider Resources available at <https://qrco.de/bf4xR4>, every two years.

Please complete the CenCal Health Acknowledgement & Attestation form today at <https://qrco.de/bf4xTn>



Please contact your Provider Relations Representative via email at psrgroup@cencalhealth.org or call the Provider Relations department at (805) 562-1676 if you have any questions regarding this training attestation requirement. For additional provider information and resources, go to www.cencalhealth.org/providers/provider-training-resources/.

Prenatal and Postpartum Care

CenCal Health requires that all Obstetrics and Gynecology Practitioners ensure timely and adequate care during a patient's gestational and postpartum periods. By providing prenatal and postpartum care, you can impact the prevalence of maternal death, miscarriages, birth defects, low birth weight, and neonatal infections, as well as assess postpartum mood and anxiety disorder (PMAD).

Clinical Guidelines

The American College of Obstetricians and Gynecologists (ACOG) recommends the first prenatal care appointment in the first trimester, followed by subsequent visits and a postpartum care appointment within the first three weeks after birth. These appointments should be followed by ongoing care as needed, concluding with a comprehensive postpartum care appointment no later than 12 weeks after birth. For frequency of prenatal and postpartum appointments, please reference the ACOG guidelines online at <https://qrco.de/bf4yQw>.

Covered Services under Medi-Cal

CenCal Health members can get support from a doula (birth worker) at no cost. A doula can provide additional assistance and support during prenatal and postpartum visits, as well as during labor and birth, miscarriage, and abortion. To learn more about the Doula Service Benefit, please reference Section E of the CenCal Health Provider Manual.

Lactation services are also available for members in need of breastfeeding information. An International Board-Certified Lactation Consultant (IBCLC) can assess the woman's ability to breastfeed and resolve challenges they may have related to breastfeeding. IBCLCs provide up to a two-hour consultation in the office, home, or hospital. For services, please verify authorization requirements in Section H of the Provider Manual.

For additional information on doula and lactation services, please email your Provider Services Representative at psrgroup@cencalhealth.org.

Best Practice

Prenatal care

- Document a complete assessment of illnesses and medical, family, and social history.
- Communicate ultrasonographic findings.
- Provide education which can include, but is not limited to, the following:
 - » Adequate weight gain, nutrition counseling, prenatal vitamins, birthing classes, and take-home printed resources.
- Provide education about the different screenings a child needs between 0-30 months of life to support adherence with the Child Preventive Health Guidelines in accordance with the American Academy of Pediatrics Periodicity Schedule.

Postpartum care

- Document a complete assessment of physical, social, and emotional well-being.
- Provide education on lactation classes, reproductive planning, and other government assistance programs such as Women, Infants, and Children (WIC).
- For case management referrals, please visit the CenCal Health website: www.cencalhealth.org/providers/case-management/
- Please reference the Centers for Medicaid and Medicare Services (CMS) toolkit for additional best practices: <https://qrco.de/bf4yPo>

Population Health Management Programs (PHM)

CenCal Health also provides the PHM resource for its members to ensure equitable care among participants. Several programs are available for pregnant and postpartum women, including but not limited to, Community Supports, Healthy Pregnancy and Healthy Postpartum Wellness and Prevention, Disease Management, and Care Management programs. Shared-Decision-Making Aids are also available for members to utilize to elicit fruitful and well-informed conversations with their providers.

Members may be eligible for Care Management Programs if they have:

- Complex medical conditions or psychosocial needs.
- A specific diagnosis that puts them at risk.
- Care coordination or care transition assistance needs.

To learn more about Care Management Programs, please visit www.cencalhealth.org/members/calaim/. If a member needs transportation, translation, or Care Management help, please connect them to Member Services: 1-877-814-1861 (TTY 1-833-556-2560 or 711) Monday – Friday, 8 a.m. – 5 p.m. You can also contact CenCal Health's Population Health team with any questions at populationhealth@cencalhealth.org.

HIV and STI Screenings

The Centers for Disease Control and Prevention (CDC) recommends that everyone between the ages of 13 and 64 get tested for Human Immunodeficiency Virus (HIV) at least once as part of routine health care. Sexually Transmitted Infections (STI) such as Syphilis and Congenital Syphilis have increased by nearly 79% since 2018, whereas other infections, such as gonorrhea, have been steadily declining. However, the CDC does report that COVID-19 may have influenced these statistics.

Testing is the first step towards treatment and transmission reduction!

Below are the suggested times and demographics for HIV/STI testing.

Population	Recommendation
Ages 13-64	Tested at least once for HIV.
Sexually active women under 25	Tested for gonorrhea and chlamydia every year.
Sexually active women over 25	With risk factors such as new or multiple sex partners or a sex partner who has an STD should also be tested for gonorrhea and chlamydia every year.
Pregnant Women	Tested for syphilis, HIV, hepatitis B, and hepatitis C starting early in pregnancy. Those at risk for infection should also be tested for chlamydia and gonorrhea starting early in pregnancy. Repeat testing may be needed in some cases.
All sexually active gay, bisexual, and other men who have sex with men	<ul style="list-style-type: none"> Once a year for syphilis, chlamydia, and gonorrhea. Those who have multiple or anonymous partners should be tested more frequently. Once a year for HIV and may benefit from more frequent HIV testing. Once a year for hepatitis C, if living with HIV.

Billing

The below screenings may be reimbursable to providers using appropriate billing codes:

- **Chlamydia:**
 - » CPT 887110, 87270, 87320, 87490-87492, 87810
 - » CHL screening is an incentivized priority measure in the Quality Care Incentivized Program.
 - » Measure Description: Percentage of women ages 16-24 who are sexually active and have been screened for chlamydia in the last 12 months.
- **HIV:** ICD9CM 042, V08, ICD10CM B20, Z21

Practice Transformation

- Ensure that the patient's lab results for their Chlamydia testing information, including the date and result, are in the chart, and document the findings through corresponding billing and coding.
- Conversations with patients should include the completion of a comprehensive sexual history with all of your patients, including those who identify as LGBTQ. Be sure to test your patients for the core four (Chlamydia, Gonorrhea, Syphilis, and HIV).
- Utilize the list of members due for chlamydia screening on the QCIP dashboard to do outreach calls to help schedule appointments and/or text reminders.
- Consider creating a system to check the testing status for each patient ahead of all visits.
- Converse with your patients about the importance of STI and HIV screening and provide them with additional educational material during the appointment.

Health Education and Resources:

Share the award-winning educational video to increase patient's awareness of the importance of STI screenings and vaccinations.

“Know More: STIs” member educational video: **English:** bit.ly/CenCalSTIs & **Spanish:** bit.ly/CenCal-ITS

Health education materials are available through the CenCal Health Online Health Library at www.cencalhealth.org/health-and-wellness/. For additional member health education materials, please contact the Health Promotion team at healtheducation@cencalhealth.org. For QCIP questions, please contact the Population Health team at qcip@cencalhealth.org. Providers may also access additional information and guidelines on the CDC's website at <https://qrco.de/bf4z71>.

Increasing CaAIM Community Support Services in July

CaAIM is a long-term initiative created by the California Department of Health Care Services (DHCS) to transform and strengthen Medi-Cal. The mission of CaAIM is to offer Californians a more equitable, coordinated, and person-centered approach to maximize their health and life trajectory.

Under CaAIM, Community Supports are services that help address members' health-related social needs, help them live healthier lives, and avoid higher, costlier levels of care. As we grow the whole-person care initiative, we look forward to implementing four more new services in July 2024!

Nursing Facility Transition/Diversion to Assisted Living Facilities

Members living at home or in a nursing facility are transferred to an assisted living facility to live in their community and avoid institutionalization in a nursing facility when possible. Assisted living facilities provide services to establish a community facility residence, such as support with daily living activities, medication oversight, and 24-hour onsite direct care staff.

Asthma Remediation

Members receive physical modifications to their homes to avoid acute asthma episodes caused by environmental triggers like mold. Modifications can include filtered vacuums, dehumidifiers, air filters, and ventilation improvements.

Environmental Accessibility Adaptions (Home Modifications)

Members receive physical modifications to their homes to ensure their health and safety and allow them to function with greater independence. Home modifications can include ramps and grab-bars, doorway widening for members who use a wheelchair, stair lifts, or making bathrooms wheelchair accessible.

Community Transition Services/Nursing Facility Transition to Home

Members transitioning from a nursing facility to a private residence where they will be responsible for their own expenses receive funding for set-up services, such as security deposits, set-up fees for utilities, and health-related appliances, including air conditioners, heaters, or hospital beds.

If you are interested in becoming a Community Supports provider, please contact our Provider Relations team at psrgroup@cencalhealth.org or go to www.cencalhealth.org/providers/calaim/ to learn more about Community Support services!

Cultural & Linguistic Resources Available for Your Practice

CenCal Health values health equity and appreciates the importance of providing services in the language of choice for our membership.

We recognize the value of clear communication with your patients, and we are committed to assisting you through telephonic, face-to-face, and video remote interpreter services.

Language Access Program Services Available:

- Interpreter services at medical appointments for spoken languages as well as American Sign Language for Health Plan deaf/hearing impaired members. Telephonic and Video Interpreter Services for spoken language are available on a 24-hour basis for medical encounters in over 200+ languages through CenCal Health's language line vendor, Certified Languages International.
- "Face-to-Face" Interpreter Services are available for American Sign Language, Mixteco, and Spanish (limited to defined criteria) Monday – Friday, 24/7, with advance notice. Please call CenCal Health's Member Services at 1-877-814-1861 to schedule face-to-face services.

Need to Cancel a Scheduled Interpreter?

If a provider needs to cancel a scheduled interpreter appointment, please call the toll-free Member Services line at 1-877-814-1861 and inform the Member Service Representative of the request to reschedule or cancel.

Please do not call the interpreter directly to inform them of the cancellation. CenCal Health will communicate all cancellations and changes to the interpreter.

Are you or your staff fluent in a language other than English, and would you like this represented in CenCal Health's Provider Directory? Contact the Provider Services Department at (805) 562-1676.

To learn more, please reference www.cencalhealth.org/providers/cultural-linguistic-resources/ to find additional resources and access to interpreter services.

Social Determinants of Health

Social Determinants of Health (SDOH), also known as Social Drivers of Health, are the nonmedical factors that influence an individual’s health outcomes. These are the conditions into which people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks. In 2023, CenCal Health received 48,750 SDOH diagnosis codes. Of them, nearly 60% identified members experiencing problems related to housing (homelessness, sheltered or unsheltered homelessness, and housing instability).

We encourage our provider network to continue collecting SDOH data during each patient appointment and report these codes to CenCal Health. Reporting this data will help CenCal Health assess the needs of our membership and determine the level of case management support required to ensure members get the services they need and deserve. Information gathered will also help identify educational material needs and support the creation of programs to assist in managing member risk through whole person care approaches.

You are key to helping CenCal Health identify health disparities and their root causes that are negatively impacting members’ health!

How to Report SDOH

All network providers should include SDOH codes in their billing practices so that CenCal Health can better identify member needs.

The categories with corresponding Z-code prefixes include problems related to:

- Education and literacy **(Z55)**
- Employment and unemployment **(Z56)**
- Occupational exposure to risk factors **(Z57)**
- Housing and economic circumstances **(Z58 / Z59)**
- Social environment **(Z60)**
- Upbringing **(Z62)**
- Primary support group, including family circumstances **(Z63)**
- Certain psychosocial circumstances **(Z64)**
- Other psychosocial circumstances **(Z65)**

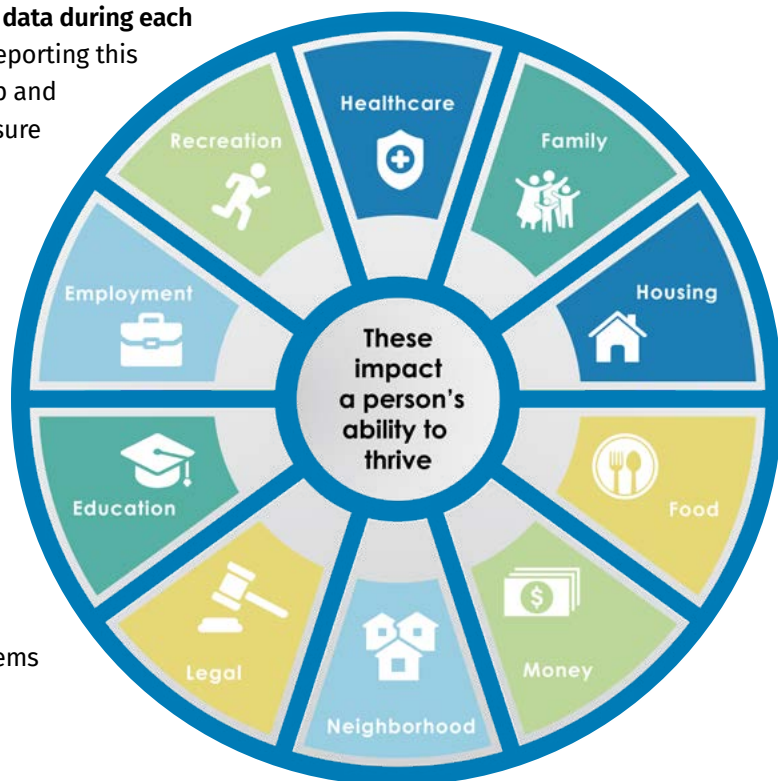
For a full list of SDOH codes, please visit <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2021/APL21-009.pdf>.

Best Practices

- Create a workflow to ensure an SDOH assessment during each patient’s appointment.
- Code all documented conditions that coexist at the time of the visit and that affect patient care treatment or management.
- Document SDOH codes in the patient’s medical record.
- Coders can utilize SDOH documentation from social workers, community health workers, case managers, and nurses.

If you would like to make a case management referral, please visit CenCal Health’s website at www.cencalhealth.org/providers/case-management/.

For additional questions, please contact the Population Health team at populationhealth@cencalhealth.org.



Provider Bulletin Update

CenCal Health continues to publish a quarterly Provider Bulletins in March, June, September, and December, in addition to monthly digital Bulletins!

CenCal Health will continue providing time-sensitive information to our provider network through other means of communication, including emails, the CenCal Health website, and in person during provider visits.

To ensure you receive important updates, sign up today by scanning the QR code or provide your email address online at www.cencalhealth.org/providers/provider-bulletin-newsletter/.



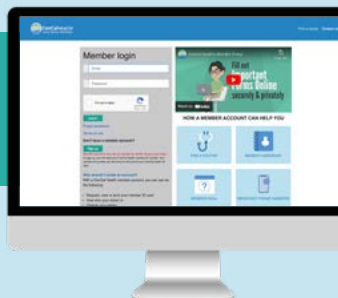
Member Portal Accounts

CenCal Health now offers all members (18+) a secure Member Portal Account upon registration at www.cencalhealth.org.

The Member Portal allows members to update their mailing address, phone number, and demographic information.

It also allows them to view important health appointment reminders, view their assigned PCP information or change their PCP, see authorization and billing history, complete important forms online, like annual Health Risk Assessment Surveys, and more!

Help members register today!
<https://memberportal.cencalhealth.org>



Important numbers:

- 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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Reminder to Report Practice Changes



We want to share a friendly reminder to submit any changes to your availability so we can keep our Provider Directory updated with the most current information about your practice.

Updates include any changes to your address or phone number, your ability to see new members, and any physician staffing changes at your practice.

Please reference the Provider Directory online at www.cencalhealth.org/providers/search-provider-network/ to view your details for accuracy.

To update your information, providers may go to www.cencalhealth.org/providers/provider-profile-and-practice-changes/ for documentation requirements and ways to submit to CenCal Health.

Please contact the Provider Relations department at (805) 562-1676 with any documentation questions or concerns.