

PROVIDER BULLETIN

A QUARTERLY PUBLICATION FOR PROVIDERS
VOL. 33 NO. 3 • September 2024



A Message from Our CEO

As we progress into the second half of 2024, I am excited to share the details of our journey toward becoming a Dual Eligible Special Needs Plan (D-SNP), offering an integrated Medi-Cal and Medicare product to eligible members starting in January 2026. This exciting and valuable program aligns with CenCal Health's mission as well as the California Advancing and Innovating Medi-Cal (CalAIM) initiative to better integrate and coordinate medical services, particularly for our most vulnerable members.



Here on the Central Coast, CenCal Health currently supports approximately 23,000 members who have both Medi-Cal and Medicare, often referred to as "dually eligible members." Right now, CenCal Health provides just the Medi-Cal insurance coverage for dually eligible members. Starting in January 2026, these dually eligible members will be able to receive fully integrated Medi-Cal and Medicare benefits through CenCal Health.

The value of one integrated health plan for dually eligible beneficiaries is multifaceted and includes: integrated services for members, improved care coordination and administrative processes for providers, and enhanced quality promotion throughout our communities. In short, CenCal Health will be a local option for members with Medi-Cal and Medicare, and for their providers.

Maintaining collaborative partnerships with our provider community remains our top priority as we develop our D-SNP. To achieve a truly integrated D-SNP health plan, strong provider participation will be critical. In May, CenCal Health hosted a D-SNP informational session for our providers. We're now beginning outreach and contracting activities and are thrilled to invite our providers to join us on this journey.

We are grateful for the opportunity to collaborate with you in this endeavor and strongly believe the value we can provide together is worth celebrating. Together, we are leading the way to a healthier tomorrow.

For more information on becoming a D-SNP provider, please contact our Provider Relations Department at 805-562-1059 or visit our website at cencalhealth.org/providers/medicare-d-snp/.

Thank you for your ongoing partnership and commitment to enhancing healthcare access and positive outcomes for our community.

Marina A. Owen

Marina Owen, CenCal Health CEO

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Exciting Opportunity for Providers:

Discover the Benefits of CenCal Health’s New Medicare Dual Special Needs Plan (D-SNP)

We invite you to participate in our upcoming informational sessions, where we’ll dive into the details of our D-SNP and its impact on both members and providers. These sessions will provide comprehensive insights into what a D-SNP is, the advantages it offers, and what to anticipate in the months ahead.

What to Expect During the Training Sessions:

- **D-SNP Overview:** Learn about the benefits for both members and providers.
- **Contracting Information:** Find out how to establish a partnership with CenCal Health’s D-SNP.
- **LIVE Q&A:** Engage directly with our Provider Relations Team to get your questions answered.

We’re hosting multiple one (1) hour sessions starting at 2:00pm throughout the year on the following dates.

Please select the session that aligns with your schedule.

- Wednesday, September 11, 2024
- Wednesday, September 25, 2024
- Wednesday, October 9, 2024
- Wednesday, October 16, 2024
- Wednesday, November 6, 2024



Register Now online at <https://qrco.de/sessions-q3>

or visit our website at cencalhealth.org/providers/medicare-d-snp/.

Your participation is essential as we work together to enhance care for our members. Feel free to submit any questions in advance through the registration form.

We look forward to your involvement and to working together to make the D-SNP a success!

Trainings on the Horizon

At CenCal Health, we work in close partnership with our providers to ensure a thorough understanding of our policies and procedures.

Our training sessions are meticulously crafted to support provider staff on a wide range of topics, all aimed at improving the quality of care and services we offer our members. Our mission is to streamline your processes, save you time, and enable you to focus on delivering exceptional patient care.

Upcoming Training Engagements:



- **Discover the Benefits of CenCal Health’s New Medicare Dual Special Needs Plan (D-SNP)** - Bi-Weekly Engagement Sessions starting September 11
- **Doula 101 Overview Webinar** - September 17
- **Navigating California’s Data Exchange Framework (DxF) and CalAIM Integration HIE Webinar** - September 19
- **Assessment and Management of Tobacco Use Disorder: Strategies for Optimal Patient Outcomes Webinar** - September 24
- **CalAIM Whole-Person Care Transformation Webinar** - September 26
- **Cultural Competency & Seniors and Persons with Disabilities (SPD) Webinar** - October 8
- **PCP Quality Care Incentive Program (QCIP) In-Person Workshop** - October 22 in Santa Barbara and October 29 in Santa Maria
- **Unlock the Secrets to Smooth Claims Processing: CMS -1500 Claims & Billing Basic Training Webinar** - October 30 & December 11
- **Maximize Your Billing Efficiency: UB-04 Claims & Billing Basic Training Webinar** - October 30 & December 11

We look forward to your participation and to supporting your continued professional development.

To view upcoming events throughout the year, please refer to the cencalhealth.org/providers/provider-training-resources/ website page or click this QR code!



For any questions or if you wish to explore additional training opportunities on specific topics, please email providerevents@cencalhealth.org or contact the Provider Services Department at 805-562-1676.



Cultural Competency & Health Literacy Training and More!

The CenCal Health Cultural and Linguistic (C&L) Services Program strives to provide culturally and linguistically appropriate health care and services for our members regardless of race, color, national origin, ethnic group identification, creed, ancestry, religion, language, age, marital status, sex, sexual orientation, gender identity, health status, physical or mental disability, or identification with any other persons or groups.

To reduce health disparities and bridge language barriers, CenCal Health covers interpreting services for all Limited English Proficient (LEP) deaf or hard of hearing members, and written information in other formats, for members with disabilities. Additionally, CenCal Health ensures that all members have access to health care providers and services in their language of choice when accessing covered services.

Under federal and state regulations, as well as CenCal Health requirements, contracted providers must adhere to the following standards:


DO:

- Offer qualified interpreters at no cost to members.
- Document every patient's preferred language in their medical record
- Per Section 1557 of the ACA requires documentation that:
 - » the patient declined the offer of a free, qualified medical interpreter
 - » the name of the person (e.g., friend, family) the patient specifically named as their preferred interpreter
 - » the individual named by the patient agreed to interpret despite the availability of free qualified interpreters
 - » the medical provider deems the individual qualified to interpret for the encounter.

DO NOT:

- Require patients to bring their own interpreters.
- Suggest that patients use a friend or family member to interpret.
- Use untrained interpreters.

To reference CenCal Health's interpreter service resources, please visit our website at cencalhealth.org/providers/cultural-linguistic-resources/.



To further the goals of reducing health disparities and bridging language barriers, CenCal Health will be provide a **Cultural Competency and Health Literacy training on October 8 at 2 p.m.** to improve provider-patient communication. Register online at cencalhealth.org/providers/provider-training-resources/.

CHDP Transitions

On July 1, 2024, the Childhood Health and Disability Prevention Program (CHDP) was transitioned to align with the State of California's CalAIM goals and initiatives.

As authorized by Senate Bill 184, this transition was made with the goal to "reduce administrative complexities, enhance coordination of care and whole person care approach, and increase standardization of care" by merging care duties to managed care plans (MCP), including CenCal Health.

CHDP's goal to provide preventative health, vision, and dental screenings to children under 21 is maintained, with certain responsibilities transitioned to CenCal Health.

What's staying the same

The transition preserved:

- Presumptive eligibility enrollment.
- Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) services.
- CHDP-Childhood Lead Poisoning Prevention Program activities.
- The Health Care Program for Children in Foster Care.

What's changing

CenCal Health is taking on some activities that were previously under CHDP, and these will be integrated into existing CenCal Health services.

Such activities include:

- Provider network management
- Provider Training
- Member outreach
- Care coordination

Next steps:

If you would like to access our EPSDT training resources, please visit cencalhealth.org/providers/care-guidelines/epsdt-services/ or for questions related to this change, please visit the DHCS CHDP Transition website at dhcs.ca.gov/services/chdp/Pages/CHDP-Transition.aspx or contact the Provider Relations Department at 805-562-1676.

Social Determinants of Health (SDOH)

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.

Based on provider-reported data, more than 5,000 (2.11%) CenCal Health members identify problems related to housing and economic circumstances. To address the most prevalent SDOH among members, CenCal Health has partnered with providers and community service organizations to offer CalAIM Community Supports that address the holistic needs of unhoused members. Through these services, members can obtain help finding stable housing and securing funds for housing deposits, receive case management, mental health and substance use treatment, and beyond. CenCal Health’s goal is to care for the underlying issues that contribute to homelessness and improve the overall quality of life for people in our community.

We encourage our provider network to continue collecting SDOH data during each patient appointment and report SDOH Z-codes to CenCal Health.



By reporting this data, CenCal Health can better 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 determine new programs to help manage member risk through whole person care approaches.

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

Coding

The categories with corresponding Z-code prefix 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)

Tips

- 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: cencalhealth.org/providers/case-management/

For a full list of SDOH codes:
Please visit qrco.de/PBQ3-DHCS
or click this QR code below.



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

Developing Digital Health Education to Improve Well-Child Visit Rates

CenCal Health recognizes the importance of well-child visits in monitoring a child's growth and development, as well as in providing important preventive care and screenings. However, research has shown that many children miss out on these crucial visits, leading to missed opportunities for early intervention and prevention of health issues.

CenCal Health is developing an engaging, animated video on the importance of well-child visits in the first 30 months of life. It will be available in English, Spanish, and Mixteco for any healthcare provider or community agency's use!

The Know More: Missed Check-up video aims to provide education on the importance of these exams and the potential consequences of missing them. By using engaging animation and easy to understand language, the video seeks to inform parents and caregivers about the benefits of regular checkups and encourage them to prioritize these visits for their children.

Moreover, the video will also highlight the negative effects of lead exposure in children, emphasizing the importance of lead screening and prevention measures. By raising awareness about this issue, the video aims to empower parents and caregivers to take proactive steps to protect their child's health.

By making the Know More: Missed Checkup video available in multiple languages and through various channels (e.g., YouTube, social media platforms), CenCal Health hopes to reach a wide audience among diverse communities. CenCal Health collaborated with community stakeholders to create a video that is inclusive and accessible to all. It is currently under review by community stakeholders to ensure accurate, comprehensive, and culturally competent content.

For more information on how to use this video in your practice or organization, please contact healthed@cencalhealth.org. Together, we can make a difference in the lives of children and families in our community.



Care Management and Disease Management Services Available to CenCal Health Members

CenCal Health offers comprehensive care coordination and health education services designed to support members with complex health needs. Here's what you need to know:

Overview:

Our Care Management (CM) and Disease Management (DM) services are available for members with complex or chronic health conditions. Our dedicated team, including registered nurses, social workers, nurse practitioners, and transitional care coordinators, provides support via telephone. We work collaboratively with other programs to ensure members receive all medically necessary services, even those not covered by CenCal Health. Our services also include providing educational materials, supporting self-management skills, and coordinating access to relevant services and resources, all at no extra cost to the member.

Eligibility:

Members who may qualify for CM and DM services include:

- Those with complex medical conditions or psychosocial needs
- Individuals needing disease management for chronic conditions such as diabetes, cardiovascular disease, asthma, maternal mental health, and depression
- Members at high risk due to over or underutilization of services
- Those requiring assistance with care transitions

Accessing Services:

Referrals can be made by providers, community partners, or through member self-referrals. To determine eligibility or request services, please complete our **Care Management Referral Form** that can be found online at cencalhealth.org/providers/case-management/ or contact the Care Management Department at 805-562-1082 (option 2).

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What to Expect:

After a referral is made, a Care Manager will reach out within five business days to discuss the member's needs. They will provide information about our services and, with the member's consent, develop an individualized care plan. This plan includes coordination with the member's PCP, specialists, and other providers or community resources involved in their care. Members can choose to disenroll from the program at any time by contacting their Care Manager or calling the Care Management Department directly.

We're committed to working alongside you to ensure the best health outcomes for our members. Please contact the Care Management Department at 805-562-1082 (option 2) for any additional questions or support.



CLAIMS CORNER

Streamlined Electronic Claims Submission: New Partnerships and Enhanced Electronic Remittance Advice (ERA) Services

To better support our providers in submitting electronic claims, CenCal Health is excited to announce partnerships with new EDI Clearinghouses: Trizetto, Availity, and Office Ally.

If you're already working with one of these clearinghouses, no action is needed on your part. For those looking to enroll, simply reach out to your preferred clearinghouse to get started.

In addition, we've made it easier than ever to receive an Electronic Remittance Advice (ERA). CenCal Health now offers ERA services through any of our clearinghouses, and you can choose which one best fits your needs. Our clearinghouses are interconnected, meaning even if you work with a clearinghouse outside our current network, we may still be able to accommodate your requests.

Getting Started with ERA:

- To enroll, fill out our ERA Enrollment Request Form
- Email your complete form to CenCal Health EDI department at edi@cencalhealth.org
- List this website link cencalhealth.org/providers/



Quick and Easy Enrollment: The process can be completed in less than 30 days.

We're committed to making your claims process as seamless as possible. Don't hesitate to reach out to our Claims Customer Service team at 1-800-562-1083, option 1.

DHCS Annual Medical Audit



As a Medi-Cal Managed Care Plan, CenCal Health participates in an annual, routine audit with the Department of Health Care Services (DHCS).

This year, DHCS will be conducting their annual medical audit of CenCal Health from November 12 through November 22, 2024.

A component of this routine audit may include telephone interviews with a DHCS nurse evaluator for select contracted provider offices, as well as medical record reviews regarding coordination of care. DHCS's nurse evaluators will conduct these interviews and medical record reviews in accordance with HIPAA regulations and as a routine aspect of our annual medical audit.

If selected, a DHCS nurse evaluator will contact your office to schedule an interview. If you have any additional questions, or to receive more information, please contact a Provider Relations Representative at 805-562-1676 or ProviderServices@cencalhealth.org.

HIPAA Privacy Reminder

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law that requires CenCal Health and its network Providers to protect the security and maintain the confidentiality of its members' Protected Health Information (PHI). HIPAA establishes guidelines to protect patient privacy while at the same time ensuring that it does not cause unnecessary barriers to care.

Permitted Uses and Disclosures of Member PHI

The HIPAA Privacy Rule allows Providers and CenCal Health to share member PHI with each other, without the member's written consent for the following reasons (not a complete list):

- Verifying eligibility and enrollment
- Authorization for Covered Services
- Claims processing activities
- Member contact for appointments
- Investigating or prosecuting Medi-Cal cases (e.g. fraud, waste, or abuse)
- Monitoring Quality of Care
- Medical treatment
- Case Management/Disease Management
- Providing information to public health agencies as permitted by law
- In response to court orders or other legal proceedings
- Appeals/Grievances
- Requests from State or federal agencies or accreditation agencies

Providers must obtain specific written consent through a HIPAA Compliant Authorization Form for all other uses and disclosures of PHI that do not fall within the list above or are otherwise permitted by the HIPAA Privacy Rule.

As required by the Provider Manual, Providers must respond and assist CenCal Health with request for member PHI, when the request is for any purpose listed above or as permitted by law.

CenCal Health is here to help if you have questions related to sharing member PHI or want to report any concerns that you may have. To report suspected or known privacy incidents and breaches you may contact CenCal Health via our anonymous Compliance Hotline 886-775-3944, email HIPAAteam@cencalhealth.org, or visit our website at qrco.de/CCHCodeofconduct.



Cardiovascular Health and Hypertension

Celebrate World Heart Day on September 29 by discussing controlling high blood pressure with your patients!

High blood pressure is a major risk factor for developing cardiovascular disease, the leading cause of death for men, women, and people of most racial and ethnic groups in the United States. Uncontrolled high blood pressure also increases the risk of metabolic syndrome, diabetes, kidney and vision problems, vascular dementia, and coronary events like heart attack and stroke. Nearly half of adults in the United States are diagnosed with hypertension (48.1%), and only 1 in 4 adults diagnosed with hypertension has their blood pressure under control (22.5%).¹

As of June 2024, more than 19,400 CenCal Health members have been diagnosed with hypertension.

CenCal Health has identified controlling high blood pressure as a population health focus, with a goal to improve health outcomes and eliminate hypertension health disparities in Santa Barbara and San Luis Obispo counties.

Clinical Guidelines

Current guidelines issued in 2017 by the American College of Cardiology (ACC) and American Heart Association (AHA) define hypertension as blood pressure consistently at or above 130/80 mm Hg. The ACC's Hypertension Guidelines Update is available here: <https://www.acc.org/Latest-in-Cardiology/Articles/2024/02/05/11/43/2023-ESH-Hypertension-Guideline-Update>.

Medication Adherence

Medication adherence is critical to successful hypertension control for many patients. According to the Centers for Disease Control and Prevention (CDC), about 34 million adults who should be taking medication according to hypertension guidelines may need a prescription or may need to fill their prescription and start taking their antihypertensive medication. High adherence to antihypertensive medication is associated with higher odds of blood pressure control. As a health care professional, you can empower patients to take their medications as prescribed.

Effective two-way communication is critical; in fact, it doubles the odds of your patients taking their medications properly. Try to understand your patients' barriers and address them honestly to build trust. Ways to improve medication adherence include the following:

- Encourage patients to use adherence tools, like day-of-the-week pill boxes or mobile apps.
- Write down prescription instructions clearly and reinforce them verbally.
- Talk to patients to understand and address their concerns and fears.
- Remind patients to contact your office with any questions.
- Ask patients specific questions about attitudes, beliefs, and cultural norms related to taking medication.
- Ask patients simply and directly whether they are sticking to their drug regimen.

CenCal Health recently conducted a hypertension drug utilization review (DUR) that included a provider outreach for members 18-65 years of age with a diagnosis of hypertension, who have not had a refill of a hypertension medication in the previous four months. If you received an outreach, the patients identified in the letters may benefit from an evaluation and a review of their current medication profile.

Quality Care Incentive Program (QCIP)

CenCal Health's value-based incentive program, QCIP, follows established guidelines for members with cardiovascular disease receiving statin therapy:

- Statin Therapy for Patients with Cardiovascular Disease - Received Statin Therapy
 - » CPT: 99201-99205, 99211-99215C
- Statin Therapy for Patients with Cardiovascular Disease - Statin Adherence 80%
 - » CPT: 99201-99205, 99211-99215

Timeliness of claims submission is highly encouraged as the list of members due for services in the QCIP report will be updated monthly using real-time claims data.

Covered Medi-Cal Rx Benefits

Help your hypertensive patients take control of their blood pressure. Medi-Cal patients are eligible to receive a blood pressure monitor at no cost!

When self-measured blood pressure (SMBP) monitoring is done at home, it may help reduce hypertension-related disparities among vulnerable populations because SMBP enables clinicians to collect information about patients' blood pressure, medications, and health behaviors without requiring them to travel to a doctor's office for every blood pressure reading.²

As their PCP, it is easy to help:

1. Write a prescription for a blood pressure monitor covered under Medi-Cal Rx after an appointment.
2. Tell the patient to take the prescription to their local pharmacy.
3. Let the patient know that the pharmacist can also answer their questions about how to use the monitor.

Please take the opportunity to educate your patients on how often they need to check their blood pressure and why it is important to do so regularly.

Scan the QR-Code!

Please reference the list of covered personal blood pressure monitoring devices and blood pressure cuffs provided by Medical Rx by scanning the QR code. (qrco.de/BloodPressureMonitoring)

For any questions about the coverage of blood pressure monitors please contact Medi-Cal Rx at 1-800-977-2273 or CenCal Health Pharmacy Department at 805-562-1080.



Prevention & Lifestyle Modification

Individuals can significantly reduce their risk of hypertension and heart disease through lifestyle modification and, in some cases, prescription medication. To prevent and control high blood pressure, encourage patients to choose heart-healthy foods, exercise regularly, avoid smoking and excessive alcohol use, self-measure blood pressure at home, and adhere to their prescription medications.

Best Practices

Million Hearts[®] is a national initiative co-led by the Centers for Disease Control and Prevention (CDC) and the Centers for Medicare & Medicaid Services (CMS) to prevent 1 million heart attacks and strokes within five years. For a comprehensive collection of hypertension best practices, please visit: <https://millionhearts.hhs.gov/index.html>.

Billing

CenCal Health follows established Healthcare Effectiveness Data and Information Set (HEDIS) guidelines for members with hypertension. It is important to follow billing and coding best practices to ensure all members with existing and newly diagnosed hypertension are receiving focused health education materials and disease management support to improve their cardiovascular health and general well-being.

- **CPT-CAT-II codes:**
 - » Systolic Compliant: 3074F, 3075F
 - » Systolic Not Compliant: 3077F
 - » Diastolic Compliant: 3078F, 3079F
 - » Diastolic Not Compliant: 3080F
- **Medical Record:** Record accurate systolic and diastolic blood pressure values in the member's medical record, including a second measurement if clinically appropriate.

Did you know?

Blood pressure readings taken by the member and documented in the member's medical record are eligible for use in reporting.

For hypertension health education materials and decision-making aids, please visit the CenCal Health Online Health Library at cencalhealth.org/health-and-wellness/.

For additional health education or promotion questions, please email healtheducation@cencalhealth.org. For case management questions, please email casemanagement@cencalhealth.org. For QCIP questions, please contact the Population Health team at qcip@cencalhealth.org.

References

¹ <https://www.cdc.gov/high-blood-pressure/data-research/facts-stats/index.html>

² https://millionhearts.hhs.gov/files/MH_SMBP_Clinicians.pdf

Influenza Vaccine

Now is the time to prepare for and educate patients on the importance of receiving their influenza vaccine. Flu activity tends to peak during the winter months, notably in December and January. However, the flu can linger year-round. Getting an annual flu vaccine is the best form of protection from the flu.

Risk Factors and Prevention

Some individuals are at a higher risk of developing serious flu complications. Some populations that may be more susceptible to flu complications include:

- Adults 65 years and older
- Adults with certain chronic health conditions, such as asthma, heart disease, chronic lung disease, diabetes, and chronic kidney disease
- Pregnant individuals
- Children younger than 2 years old

The Centers for Disease Control (CDC) recommends that all people use core prevention strategies. This includes staying up to date with vaccinations, practicing good hygiene, taking steps for cleaner air, and using precautions to prevent the spread of illness.

Quality Care Incentive Program (QCIP)

Children younger than 2 years old have a higher risk for serious flu complications. To help prevent serious complications, CenCal Health now incentivizes the administration of the influenza vaccine for this vulnerable population.



This newly added priority measure has been included in CenCal Health’s value-based incentive program, QCIP, as of April 2024.

To meet the criteria for this measure, at least two influenza vaccinations must be administered, with different dates of service on or before the child’s second birthday. Vaccinations administered prior to six months (180 days) after birth are not included.

Billing

For a complete list of eligible billing codes, please visit the QCIP website at cencalhealth.org/providers/quality-of-care/quality-care-incentive-program/#tbsm|2

Timeliness of claims submission is highly encouraged as the list of members due for services in the QCIP report will be updated monthly using real-time claims data.



Health Education and Resources

Health education materials are available through the CenCal Health Online Health Library at cencalhealth.org/health-and-wellness/.

For additional health education or promotion questions, please email healtheducation@cencalhealth.org.

For QCIP questions, please contact the Population Health team at qcip@cencalhealth.org.

Empowering Our Provider Community: Your Claims Team is Here to Help!

At CenCal Health, our Claims Department mission is to provide exceptional support to our Provider Community through outstanding customer service.

We are committed to adjudicating your claims with accuracy, timeliness, and efficiency, leveraging the skills of our highly trained and dedicated staff.

Here's how we're supporting you:

- **Timely Payments:** We're proud to report that 98.7% of our claims are paid within 30 days.
- **Fast Response Times:** Our Claims Services Call Center maintains an average speed of answer consistently under 20 seconds.
- **Enhanced Communication:** You can reach us at our Provider Call Center line (805) 562-1083 and now via email CenCalClaims@CenCalHealth.org and we guarantee a response by the end of the next business day.
- **Educational Resources:** Visit the CenCal Health website at cencalhealth.org/providers/claims/claims-training-tools/ for tutorial videos on claims billing, or take advantage of our personalized training sessions tailored to your needs.

We're committed to making your experience as smooth as possible and are here to assist you every step of the way. Your success is our priority! Feel free to reach out to us with any questions or concerns. We are here to help!



BEHAVIORAL HEALTH & MENTAL HEALTH UPDATES

Dyadic Services

As a reminder, in 2023, Medi-Cal expanded the Mental Health Benefit to include dyadic services and family therapy. The Dyadic Services Benefit is designed to support the implementation of comprehensive models of dyadic care, such as HealthySteps and Dulce, that work within the pediatric clinic setting to identify and address caregiver and family risk factors for the benefit of the child. It is a family and caregiver-focused model of care intended to address developmental and behavioral health conditions of children as soon as they are identified, and fosters access to preventive care for children, improved rates of immunization completion, coordination of care, child social-emotional health and safety, developmentally appropriate parenting, and maternal mental health.

Dyadic Services include dyadic behavioral health (DBH) well-child visits, dyadic comprehensive Community Supports services, dyadic psychoeducational services, and dyadic

family training and counseling for child development. Eligible providers include licensed mental health specialists, physicians, associate mental health specialists, and community health workers.

For more information on how to incorporate dyadic services into your practice, please reach out to your Provider Relations Representative at psrgroup@cencalhealth.org or call 805-562-1676.

CenCal Health would like to remind our providers that psychological testing evaluations do not require a referral. If a provider recommends a psychological evaluation for a member, they may assist the member by connecting them to a contracted psychologist for an evaluation. A list of contracted psychologists can be found in our Provider Directory at providir.cencalhealth.org/.

PROVIDER NEWS

Provider Bulletin Update

CenCal Health is now publishing 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 cencalhealth.org/providers/provider-bulletin-newsletter/.

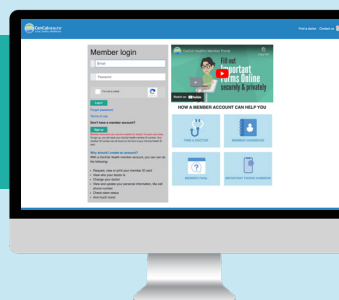


New Private Member Accounts Available to Adult Members

CenCal Health 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>



4050 Calle Real
Santa Barbara, CA 93110

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Important numbers:

Provider Services: 805-562-1676
Claims Services: 805-562-1083
Pharmacy Services: 805-562-1080
Health Services: 805-562-1082
Member Services: 1-877-814-1861
Behavioral Health: 805-562-1600

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.