

# PROVIDER BULLETIN

A QUARTERLY PUBLICATION FOR PROVIDERS  
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2025 Community Report

## Building Healthier Communities Together: Read Our 2025 Community Report

CenCal Health is pleased to announce the release of our annual Community Report, themed “Building Healthier Communities Together,” highlighting our partnerships with providers and our core values of **compassionate service, integrity, collaboration, and continuous improvement.**

This report outlines our achievements and initiatives for 2024, including:

**Network of Care:** Our collaborations have expanded to include 1,873 local physicians, 1,466 specialty physicians, and 41 health center sites, with \$39.6 million invested in quality care services. The report features photos of our providers, members, and community partners.

**CaAIM Initiative:** This transformative initiative supports our members by addressing social factors that impact health. Notable local outcomes include over 15,000 members receiving Community Supports and more than 1.3 million meals provided to our members. The report features impact stories, statistics, and videos that showcase local partnerships and support statewide Medi-Cal goals, such as the Behavioral Health Transformation initiative.

**Community Partnerships:** Our partnerships have resulted in the distribution of \$19.4 million to support homelessness initiatives, helping over 3,000 individuals secure stable housing. Additionally, the Student Behavioral Health Incentive Program has provided support for 40,000 local K-12 students.

**Personal Testimonials:** We are excited to showcase personal testimonials from our providers and members, including photographs from some of our long-serving employees this year. They share their thoughts on what it means to serve our communities and stakeholders while working for CenCal Health.

We extend our deepest gratitude to our provider partners for their unwavering dedication and commitment to CenCal Health and the communities we serve. Your support not only uplifts those in need but also inspires us all to strive for a healthier, brighter future together. We invite you to view the report at [CenCal2025.org](https://CenCal2025.org).



### 2025 Community Report

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#### Autism Acceptance Month!

A time to take meaningful action toward inclusion and support for autistic individuals.

# Introducing the Provider Relations Department: Support for Our Provider Network

**At CenCal Health, we are dedicated to collaborating with our provider network to support the delivery of exceptional care to all CenCal Health members.**

The Provider Relations Department serves as the primary point of contact through our dedicated Provider Relations Representatives, who ensure that our providers receive support through:

- **Building Strong Relationships**  
The Provider Relations team fosters professional relationships with providers through regular communication, ensuring they are informed about CenCal Health's programs and policies.
- **Onboarding and Credentialing**  
The team guides new providers through the credentialing and contracting process, ensuring their ability to serve CenCal Health members within our community.
- **Education and Training**  
Provider Relations offers ongoing training to our providers through a variety of modalities to meet each provider's unique needs. Trainings are offered through webinars, in-person events, provider visits, and recorded trainings most of which are accessible through CenCal Health's website for viewing when convenient for our providers.
- **Claims Support and Issue Resolution**  
In partnership with CenCal Health's Claims Department, the team assists providers with billing and claims questions to ensure timely, accurate payments.
- **Quality Improvement Initiatives**  
Provider Relations supports quality improvement by collaborating with providers to monitor care outcomes and promote best practices.
- **Provider Portal Support**  
Our support team provides refresher training and assistance to help you quickly and easily access the portal's tools and information, streamlining your administrative processes.

**Providers can contact the Provider Relations Department any time, either through their assigned Provider Relations Representative, or by calling 805-562-1676.**

## Provider Relations Leadership Team



**Cathy Slaughter**  
Provider Relations Director  
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805-685-9525, ext. 7091



**Dona Lopez**  
South & Central Santa Barbara County  
Provider Relations Manager  
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**Gisela Taboada**  
North Santa Barbara & San Luis Obispo County  
Provider Relations Manager  
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## South & Central Santa Barbara County Team

*Includes Carpinteria, Santa Barbara, Goleta, Santa Ynez, Buellton, and Lompoc*



**Anna Garcia**  
Lead Provider Relations Representative  
amgarcia@cencalhealth.org  
805-685-9525, ext. 1092



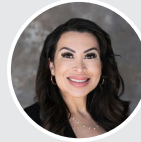
**Jennifer Martinez**  
Provider Relations Representative  
jjmartinez@cencalhealth.org  
805-685-9525, ext. 5456

## North Santa Barbara County Team

*Includes Orcutt and Santa Maria*



**Jamie Hughes**  
Lead Provider Relations Representative  
jhughes@cencalhealth.org  
805-685-9525, ext. 1660



**Crystal Rivera**  
Provider Relations Representative  
crivera@cencalhealth.org  
805-685-9525, ext. 9289

## San Luis Obispo County Team

*Includes all cities within San Luis Obispo County*



**Grace Jauregui**  
Lead Provider Relations Representative  
gjauregui@cencalhealth.org  
805-685-9525, ext. 5378

# 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?

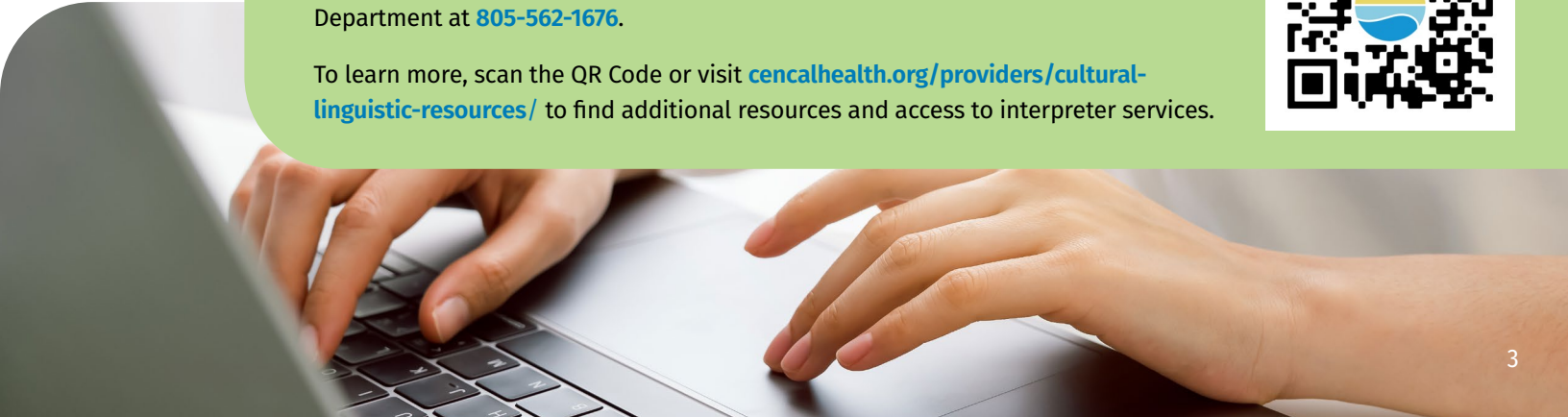
If a provider needs to cancel a scheduled interpreter appointment, please call the toll-free Member Services line at 1-877-814-1861 and inform the Member Service Representative of the request to reschedule or cancel. Please do not call the interpreter directly to inform them of the cancellation. CenCal Health will communicate all cancellations and changes to the interpreter.



## Fluent in a Language other than English?

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, scan the QR Code or visit [cencalhealth.org/providers/cultural-linguistic-resources/](https://cencalhealth.org/providers/cultural-linguistic-resources/) to find additional resources and access to interpreter services.



# You're Key to Identifying Health Disparities!

**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 2022, CenCal Health received SDOH diagnosis codes for 7,510 members.

**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. The information gathered will also help identify educational material needs and guide 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 negatively impact members' health!

If you would like to make a case management referral, please visit CenCal Health's website: [www.cencalhealth.org/providers/case-management/](http://www.cencalhealth.org/providers/case-management/)

For additional questions, please contact the Population Health team at: [populationhealth@cencalhealth.org](mailto:populationhealth@cencalhealth.org)

For additional information about SDOH, please visit the U.S. Centers for Disease Control and Prevention (CDC) website: [www.cdc.gov/about/priorities/why-is-addressing-sdoh-important.html](http://www.cdc.gov/about/priorities/why-is-addressing-sdoh-important.html)

**References:**

<sup>1</sup>[www.who.int/health-topics/social-determinants-of-health#tab=tab\\_1](http://www.who.int/health-topics/social-determinants-of-health#tab=tab_1)

## Coding

All network providers should include SDOH codes in their billing 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)

## 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.
- All clinic staff members can utilize SDOH documentation from social workers, community health workers, case managers, and nurses.



### Scan the QR Code!

Please refer to the Department of Health Care Services (DHCS) Priority SDOH Codes by scanning the QR code or visiting: [qrco.de/bfnn76](http://qrco.de/bfnn76)



# Colorectal Cancer

**Preventive health screenings are paramount to identifying and treating illnesses early before they progress into more complicated diseases.**

Colorectal cancer is one of the most common cancers among both men and women, with 1 in 3 cases being diagnosed at the localized stage before the cancer spreads through other areas of the body<sup>1</sup>. Certain groups of individuals are considered higher risk for developing this cancer, such as adults over 45, those with family history, ethnic minority groups, and those with other comorbidities such as obesity and long-term smoking.

**March was Colorectal Cancer Awareness Month. It's a great reminder to review and schedule patients at high risk for their necessary appointments and screenings.**

## Best Practices

- The American Cancer Society recommends that those at average risk get screened once every 10 years, starting at age 45. High-risk individuals should get screened earlier and more frequently, as recommended.<sup>1</sup>
- Provide patients with educational material on lifestyle factors that may contribute to an increased risk of colorectal cancer, including a family history assessment as well as emphasizing the importance of screenings.
- Inform patients on the difference between a stool test and tests that look inside the colon and the recommended frequency of each.
- Discuss colon and rectal cancers that return after treatment or that spread to other parts of the body.
- Ensure the patient's colorectal cancer screening, including date and result, are charted, and document the findings through corresponding billing and coding.
- Create a system to check the status of these screenings ahead of patient visits.

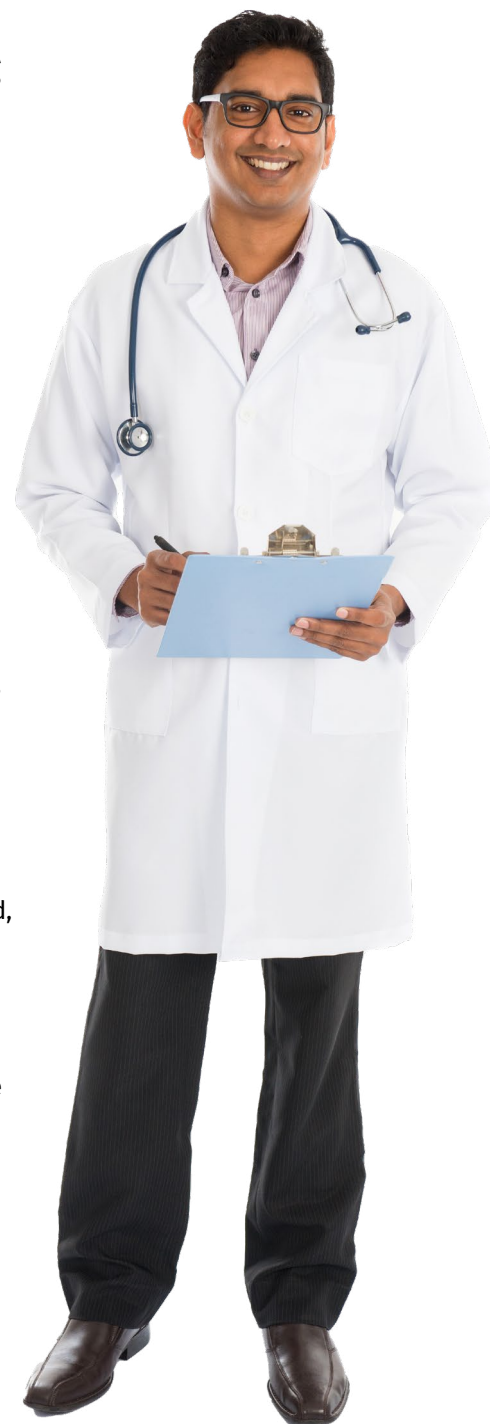
<sup>1</sup> [www.cdc.gov/colorectal-cancer/statistics/index.html](http://www.cdc.gov/colorectal-cancer/statistics/index.html)

Additional recommendations published by the United States Preventive Services Taskforce (USPSTF) can be found here:

[www.uspreventiveservicestaskforce.org/uspstf/index.php/recommendation/colorectal-cancer-screening#bootstrap-panel--6](http://www.uspreventiveservicestaskforce.org/uspstf/index.php/recommendation/colorectal-cancer-screening#bootstrap-panel--6)

## Billing Codes

CPT Code	ICD-10-CM Diagnosis Codes
45378, 81528, 82270, 99384-99387	Modifier 33 may be used



## Health Education Resources

Health education materials are available through the CenCal Health Online Health Library and can be found here:

[www.cencalhealth.org/health-and-wellness/](http://www.cencalhealth.org/health-and-wellness/)

Wellness and Prevention flyers are sent to members overdue for specific screenings and services are also available on the CenCal Health website in both English and Spanish: [www.cencalhealth.org/providers/patient-education-materials/](http://www.cencalhealth.org/providers/patient-education-materials/)

For health education and promotion questions, please email: [healtheducation@cencalhealth.org](mailto:healtheducation@cencalhealth.org)

Please contact the Population Health team for questions and additional support at: [populationhealth@cencalhealth.org](mailto:populationhealth@cencalhealth.org)

# A Healthier Future: Pediatric Obesity in Hispanic Adolescents

Childhood obesity, influenced by socioecological, environmental, and genetic factors, remains a significant health challenge.

Hispanic adolescents in California are disproportionately impacted, with 22.7% classified as obese, compared to 13.1% of their non-Hispanic White peers.<sup>1</sup> CenCal Health's 2024 Population Needs Assessment underscores the urgency for targeted interventions to improve outcomes for this high-risk population.



## Clinical Guidelines

### American Academy of Pediatrics Recommendations:

- **Patient-Centered Care:** Address bias to foster a supportive environment.
- **Screening for ACEs:** Recognize links between adverse childhood experiences and obesity.
- **Motivational Interviewing:** Support health behavior changes in nutrition and activity.
- **Holistic Goals:** Aim beyond BMI to improve comorbidities, quality of life, and self-image.

## Supporting Healthy Growth

1. **Culturally Relevant Nutritional Counseling**
  - Discuss family eating habits; suggest healthier versions of traditional dishes.
  - Provide Spanish or bilingual educational materials.
2. **Educate on Obesity Risks and Prevention**
  - Highlight long-term risks like diabetes and heart disease.
  - Share practical, sustainable healthy habits.
3. **Address Food Insecurity**
  - Use validated tools like the Hunger Vital Sign™ tool to identify food insecurity.<sup>2</sup>
  - Refer members to CalFresh<sup>3</sup> and CenCal Health's CalAIM Community Supports (e.g., meal delivery services, nutrition education).

Learn more about Community Supports and meal programs:  
[www.cencalhealth.org/providers/calaim/](http://www.cencalhealth.org/providers/calaim/)

## Questions?

- **Health Education and Promotion Team:**  
[healtheducation@cencalhealth.org](mailto:healtheducation@cencalhealth.org)
- **Population Health Team:**  
[populationhealth@cencalhealth.org](mailto:populationhealth@cencalhealth.org)

### References:

- <sup>1</sup>State of Childhood Obesity: 2023 - [http://stateofchildhoodobesity.org/wp-content/uploads/2023/10/SOCO\\_2023Report\\_Digital.pdf](http://stateofchildhoodobesity.org/wp-content/uploads/2023/10/SOCO_2023Report_Digital.pdf)
- <sup>2</sup>Hunger Vital Sign™ Screening Tool - <https://childrenshealthwatch.org/public-policy/hunger-vital-sign/>
- <sup>3</sup>CalFresh Information - [www.cdss.ca.gov/food-nutrition/calfresh](http://www.cdss.ca.gov/food-nutrition/calfresh)

## Resources

- **Social Drivers of Health:** Explore a comprehensive list of reporting codes to address social drivers of health: [www.cencalhealth.org/providers/social-determinants-of-health/](http://www.cencalhealth.org/providers/social-determinants-of-health/)
- **Translation Services and Cultural Resources:** Access translation services and cultural support tools: [www.cencalhealth.org/providers/cultural-linguistic-resources/](http://www.cencalhealth.org/providers/cultural-linguistic-resources/)
- **Patient Educational Materials:** Download the “Stay Healthy Kids” pediatric preventive health handouts to support family education: [www.cencalhealth.org/providers/patient-education-materials/](http://www.cencalhealth.org/providers/patient-education-materials/)
- **Care Guidelines Clinical Training Resources and Certification:** Review training materials on assessing child growth and BMI: [www.cencalhealth.org/providers/care-guidelines/medi-cal-for-kids-teens-services/](http://www.cencalhealth.org/providers/care-guidelines/medi-cal-for-kids-teens-services/)

# New DHCS Guidance on Minor Consent for Outpatient Mental Health Services: Important Provider Updates

**The California Department of Health Care Services (DHCS) has issued new guidance regarding minor consent for outpatient mental health services, effective July 1, 2024.**

This policy introduces significant changes, particularly regarding the rights of minors aged 12 and older to independently consent to non-specialty Medi-Cal mental health treatment. Under the new guidelines, minors who are deemed sufficiently mature by a qualified professional can receive mental health treatment without the need for parental or guardian approval.

**CenCal Health and its network providers and subcontractors must adhere to several new confidentiality safeguards aimed at protecting the privacy of minors accessing these services. The following are key requirements under this updated policy:**

## 1. Strict Confidentiality Safeguards

Providers must ensure that confidential information related to minor consent services is fully protected. This includes:

- Appointment notifications that could reveal a minor's treatment.
- Notices of Adverse Benefit Determination (NABDs).
- Any communication that could disclose the minor's treatment to a parent or guardian.

It is imperative to handle this sensitive information with the highest level of confidentiality to ensure that the minor's privacy is upheld throughout the treatment process.

## 2. Disclosure Restrictions

- Disclosure of any information related to Minor Consent Services is strictly prohibited unless the minor gives express consent.
- This includes sharing information with parents or guardians, unless the minor has explicitly authorized such disclosure.

Providers must remain vigilant in protecting the minor's rights to confidentiality and only share information in accordance with the minor's expressed wishes.

## 3. Documentation Requirements

Providers must document efforts to contact the minor's parent or guardian when necessary, including:

- Noting the outcome of these attempts.
- Providing clear justification if contact with the parent/guardian is deemed inappropriate for any reason.

This documentation is essential for ensuring transparency and compliance with the new guidelines.

To ensure full compliance with the new DHCS guidance, we encourage all providers to review their current policies and procedures. Specifically, review any existing confidentiality protocols and ensure they align with the new requirements surrounding minor consent. This is also a good time to ensure that any staff members involved in the treatment of minors are well-informed and trained on these new confidentiality requirements.

If you have any questions about these new guidelines or need further clarification on how to implement these changes within your practice, please don't hesitate to reach out to our Behavioral Health Department at [805-562-1600](tel:805-562-1600) or via email at [behavioral\\_health@cencalhealth.org](mailto:behavioral_health@cencalhealth.org). CenCal Health is committed to supporting our providers in navigating these updates smoothly and effectively.

Let's work together to ensure that the privacy and treatment rights of minors are protected while ensuring compliance with DHCS standards.

# Provider Bulletin



**CenCal Health is committed to keeping our provider network informed with important updates.**

We publish quarterly Provider Bulletins every March, June, September, and December, along with monthly digital Bulletins, to ensure you stay up-to-date on the latest developments.

In addition, we regularly send out Provider News Flash notifications and announcements to communicate urgent and regulatory updates.

To make sure you never miss out on critical information, sign up today by scanning the QR code or visit our online resources at [cencalhealth.org/providers/provider-bulletin-newsletter/](http://cencalhealth.org/providers/provider-bulletin-newsletter/).



**The Provider Relations post-visit satisfaction survey continues to offer valuable real-time feedback, helping CenCal Health identify opportunities to refine operational processes and better support providers in delivering care to CenCal Health members.**

In order to foster a culture of continuous improvement, survey results are shared with all relevant staff. Providers who report dissatisfaction are promptly contacted by the Provider Relations Leadership Team to discuss areas of improvement.



## 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/](http://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/](http://www.cencalhealth.org/providers/provider-profile-and-practice-changes/) for documentation requirements and ways to submit to CenCal Health.

If you have any questions regarding the coordination of your practice changes, please don't hesitate to reach out to the Provider Relations Department at 805-562-1676. We're here to assist you.

# CenCal Health Member Rights & Responsibilities



## These are the Rights of a CenCal Health Member:

1. To be treated with respect and recognition of their dignity, giving due consideration to the Member's right to privacy and the need to maintain confidentiality of the Member's protected health information (PHI) and private information (PI).
2. To be provided with information about CenCal Health's organization, its practitioners and providers, Member rights and responsibilities, and all services available to Members.
3. To be able to choose their Primary Care Provider (PCP) within CenCal Health's network unless the PCP is unavailable or is not accepting new patients.
4. To participate with practitioners in decision making regarding their health care, including the right to refuse treatment.
5. To submit grievances, either verbally or in writing, about CenCal Health, providers, care received, and any other expression of dissatisfaction not related to an Adverse Benefit Determination.
6. To request an appeal of an Adverse Benefit Determination within 60 calendar days from the date on the notice of Adverse Benefit Determination (NABD) and how to continue benefits during the in-plan appeal process through the State Fair Hearing, when applicable.
7. To request a State Fair Hearing, including information on the circumstances under which an expedited State Fair Hearing is available.
8. To receive interpretation services and written translation of critical informing materials in their preferred threshold language, including oral interpretation and American Sign Language.
9. To have a valid Advance Directive in place and an explanation to Members of what an Advance Directive is.
10. To have access to family planning services, sexually transmitted disease services, from a provider of their choice, without referral or prior authorization, either in or outside of CenCal Health's network. To have Emergency Services provided in or outside of CenCal Health's network, as required pursuant to federal law.
11. To have access to Federally Qualified Health Centers (FQHCs), Rural Health Clinics (RHCs), and Indian Health Service Facility (IHS) Programs outside of CenCal Health's network, pursuant to federal law.
12. To have access to, and receive a copy of, their medical records, and request that they be amended or corrected, as specified in 45 CFR sections 164.524 and 164.526.
13. To change Medi-Cal managed care plans upon request, if applicable.
14. To access Minor Consent Services.
15. To receive written Member informing materials in alternative formats, including braille, large size print no smaller than 20-point font, accessible electronic format, and audio format upon request and in accordance with 45 CFR sections 84.52(d), 92.102, and 42 CFR 438.10.
16. To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
17. To receive information and/or have a candid discussion on available treatment options and alternatives that are appropriate and medically necessary and presented in a manner appropriate for the Member's condition and ability to understand available treatment options and alternatives, regardless of cost or benefit coverage.
18. To freely exercise these Member rights without retaliation or any adverse conduct by CenCal Health, subcontractors, downstream subcontractors, Network Providers, or the State.
19. To make recommendations regarding CenCal Health's Member rights and responsibilities policy.

## Member Responsibilities

### CenCal Health members have these responsibilities:

1. To learn how to use the CenCal Health plan and supply information (to the extent possible) that CenCal Health and its practitioners and providers need in order to provide the best care possible.
2. To follow plans, treatment plans, and instructions for care that they have agreed to with their practitioners.
3. To understand their health problems and participate in developing a mutually agreed-upon treatment plan and goals to the degree possible.
4. To cooperate with their providers and treat their providers and CenCal Health staff with courtesy and respect.
5. To always present their CenCal Health ID card when getting services.
6. To help CenCal Health keep correct records by providing timely information regarding changes in address, family status, and other health care coverage.
7. To notify CenCal Health as soon as possible if a provider bills them inappropriately.