



**CenCalHEALTH**<sup>®</sup>  
Local. Quality. Healthcare.

# PROVIDER BULLETIN

A QUARTERLY PUBLICATION FOR PROVIDERS

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A MESSAGE FROM OUR CEO

## The Health of the Community Is Our Shared Responsibility

As 2025 draws to a close – a year marked by both unprecedented challenges and notable achievements – I want to express my gratitude for your steadfast support of our Central Coast community. Your dedication ensured that CenCal Health members received the quality care and support they needed during a year like no other.

Thanks to your unwavering **focus on quality and continuous improvement**, CenCal Health earned two DHCS Achievement Awards for Outstanding Quality Performance in 2024. These honors recognize excellence in both overall health and children’s health, placing us among the top Medi-Cal plans in the state. This achievement is a testament to our shared goal of delivering the highest standard of care. Together, we are making a meaningful difference for our members and the broader community – we look forward to building on this success with you.

**Investing time and resources** is essential to improving both the quality and accessibility of health care. Over the past four years, CenCal Health has actively implemented the Quality Care Incentive Plan (QCIP), demonstrating our commitment to supporting providers and enhancing patient care. Since launching QCIP in 2022, we’ve distributed over \$56 million to participating providers, directly rewarding their dedication to quality. In addition, we’ve reinvested \$5.5 million in Medi-Cal funds to expand access and capacity—supporting provider recruitment, workforce training and education, and medical practice operations. These investments help ensure our community receives the best possible care, now and in the future.

**Elevating our region’s voice**, longtime San Luis Obispo pediatrician, community leader, and CenCal Health Board Member Dr. René Bravo is now President of the California Medical Association. As Dr. Bravo eloquently stated at his inauguration, providers are “united in the struggle to be the voices for those who are underserved, disadvantaged, the oldest, smallest, and weakest among us, and in this struggle, clinicians are on the side of the angels.” At CenCal Health, we will continue to champion the work of our provider partners.

**CenCal Care Connect launches January 1, 2026**, expanding services for both new and existing members. This dual special needs plan (D-SNP) will improve access, simplify navigation, and offer more coordinated care. **Collaboration with our providers** helped us achieve dual Medicare and Medicaid plan adequacy for D-SNP members. Your continued partnership will be vital in connecting members to essential services.

Heading into 2026, we understand more than ever that effective health programs and initiatives are made possible through **strong partnerships** with our healthcare providers and community partners. Together, we will **support and advocate for the underserved** as an expression of our collective character and belief that health and opportunity should belong to all.

With gratitude,

*Marina A. Owen*





A MESSAGE FROM OUR CEO

## CenCal Health Board of Directors: Open Position Announcement

CenCal Health is currently seeking a dedicated individual to fill one (1) vacancy on its Board of Directors. The open seat is for a **Consumer Classification representative – specifically, a Medicare recipient residing in San Luis Obispo County.**

**Term Duration:  
January 1, 2026 – December 31, 2027  
(2-year term)**

If you are passionate about community health and interested in serving, we encourage you to contact Paula Bottiani, Clerk of the Board, at [pbottiani@cencalhealth.org](mailto:pbottiani@cencalhealth.org), and CenCal Health will gladly provide you with an application form and answer any questions you may have.

Please note: All appointments to the CenCal Health Board are made by the County Board of Supervisors.

PROVIDER NEWS

## CenCal CareConnect Contact Information

CenCal CareConnect provides comprehensive support to providers and members through dedicated departments designed to address a wide range of needs.

### Care Management (CM)

The Care Management (CM) team delivers care management and coordination services through registered nurses, social workers, community health workers, and care coordinators. Providers may contact the CM team to update Individualized Care Plans, request care coordination support, assist with transitions of care, or obtain authorization information by calling 805-562-1050 or emailing [CareConnectCareManagement@cencalhealth.org](mailto:CareConnectCareManagement@cencalhealth.org).

### Medical Management

Medical Management supports authorization requests, behavioral health services, and community support needs for CenCal CareConnect members, including Care to Care (Radiology Benefit Manager) at 877-931-2227, Utilization Management at 805-562-1082 (select CenCal CareConnect), Behavioral Health at 805-562-1600, and CalAIM Community Supports (CS) Services at 805-562-1698, Option 1, or [CommunitySupports@cencalhealth.org](mailto:CommunitySupports@cencalhealth.org).

### Pharmacy Services and Part B

Pharmacy Services and Part B (provider-administered drugs) assistance is available at 805-562-1080 or [PharmacySupportDSNP@cencalhealth.org](mailto:PharmacySupportDSNP@cencalhealth.org), while Pharmacy Prior Authorizations and Part D benefit support are provided by MedImpact at 1-833-726-0676 (TTY 711), available 24 hours a day, seven days a week.

### Claims Operations

Claims Operations supports claims submission, status inquiries, and disputes or appeals and can be reached at 805-562-1083 or [CenCalClaims@cencalhealth.org](mailto:CenCalClaims@cencalhealth.org).

### Member Services

Member Services assists with member eligibility, benefits, pharmacy eligibility, and general support at 1-877-814-1861, ext. 1 (TTY: CA Relay at 711), available seven days a week from 8 a.m. to 8 p.m. PT.

### Provider Relations

Provider Relations assists with onboarding, training and education, problem resolution, and Provider Portal support and can be reached at 805-562-1676 or [psrgroup@cencalhealth.org](mailto:psrgroup@cencalhealth.org).

# CenCal CareConnect

## Shared Decision-Making Aids Available for Use

Shared decision-making (SDM) enables patients and healthcare providers to collaboratively make health care decisions. It considers the patient's priorities alongside clinical evidence, allowing them to choose the option that best fits their needs.

SDM aids are tools designed to facilitate conversations between patients and practitioners, providing information about treatment options and potential outcomes. These aids aim to enhance patient understanding of their choices and are intended to complement, not replace, practitioner guidance.

SDM aids may focus on areas such as preference-sensitive conditions, chronic disease management, or lifestyle changes, encouraging patients to take an active role in their self-care and treatment plans. According to the Washington Health Authority, research indicates that SDM aids improve patient knowledge and enhance understanding of risks. As a result, patients using these aids often feel more confident in the decisions they make regarding their care.

CenCal Health promotes certified, evidence-based SDM aids to our members, practitioners, and providers. To explore the available shared decision-making aids, including details on how, when, under what circumstances, and for whom these tools should be offered, please visit: [www.cencalhealth.org/providers/care-guidelines/shared-decision-making-aids](http://www.cencalhealth.org/providers/care-guidelines/shared-decision-making-aids)

For questions or more information about Shared Decision-Making Aids, please contact [populationhealth@cencalhealth.org](mailto:populationhealth@cencalhealth.org).

## Social Isolation and Social Drivers of Health (SDOH)

The lack of social supports and general disconnection to others is common for individuals in the U.S., with 1 in 3 adults experiencing loneliness. Social isolation often exacerbates depressive symptoms, making it more difficult for individuals to engage in daily activities, adhere to treatment plans, and maintain overall wellness. Members may face additional barriers, such as housing instability, language differences, or limited access to transportation, that heighten their risk of both social isolation and poor mental health outcomes.

These experiences are often shaped by an individual's personal social drivers or determinants of health (SDOH), which can inhibit them from forming strong social connections and bonds.

Providers play a critical role by collecting SDOH information at each patient visit and reporting appropriate Z-codes. This data helps CenCal Health identify member needs, determine case management support, and develop educational materials and programs that support whole-person care.

### Coding

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:

- Discuss with the patient the importance of mental health and screen for isolation or loneliness by inquiring if the individual has a strong social network and support system.
- Schedule follow-ups as necessary with the patient in the office.
- Integrate SDOH assessment into every patient visit.
- Document SDOH codes in the medical record.
- All staff (social workers, case managers, nurses) can contribute documentation.
- Refer to case management as needed:  
[www.cencalhealth.org/providers/case-management/](http://www.cencalhealth.org/providers/case-management/)



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/PkRv7](http://qrco.de/PkRv7)

Collaboration  
is the Heart  
of Community Health



## CenCal Health Holiday Closures

Thursday, December 25, 2025  
(Christmas Day observed)

Thursday, January 1, 2026  
(New Year's Day observed)

## Doula Services are a Medi-Cal Benefit

As a reminder, CenCal Health members who are pregnant or were pregnant within the last 12 months are eligible to receive doula services. Doula services may be provided to members for prenatal and postpartum visits as well as during labor and birth, miscarriage, and abortion. All licensed practitioners of the healing arts can recommend doula services for eligible members by utilizing our Doula Services Recommendation Form online at <https://form.cencalhealth.org/DOULA/DOULA>.

For questions regarding doula services, please contact the Provider Relations Department at 805-562-1676.



## Important numbers:

Provider Relations: 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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