

New Provider Training Attestation Form

By signing below, I acknowledge that I have received the following information as part of CenCal Health's new provider orientation for newly onboarded CenCal Health Medi-Cal and CenCal CareConnect (HMO D-SNP) providers. I understand that this information is always available to me within the **CenCal Health Provider Manual Operations Guide**, online at cencalhealth.org/providers/welcome-to-the-network, and through the Provider Relations Department.

A. Overview of CenCal Health

- Summary of Managed Care
- Acronyms
- CenCal Health Medi-Cal and CenCal CareConnect (HMO D-SNP)
- Provider Communication

B. Standard Training Material

- Member Eligibility
- Medi-Cal Covered Services and Carved Out Services
- Member Access (including appointment waiting time standards and ensuring telephone translation and language access)
- Required Preventive Services [including Medi-Cal Early, Periodic Screening, Diagnosis and Testing (EPSDT)] services for Members less than 21 years of age
- Coordination of Care and Medi-Cal Referrals (including non-covered services)
- Radiology Benefit Manager (RBM) PREMIER
- Medical Record Documentation and Coding Requirements
- Prior Authorization and Utilization Management (including policies and procedures for clinical protocols governing authorizations)
- Mental Health & Behavioral Health Therapy Benefit [includes Specialty Mental Health Services (SMHS) and Non-Specialty Mental Health Services (NSMHS), Substance Use Disorder (SUD) and Intellectual and Developmental Disabilities (IDD)], and children with special health care needs
- California Children's Services (CCS) and Whole Child Model (WCM)
- Regional Centers (including Tri-Counties Regional Center)
- Seniors and Persons with Disabilities (SPD)
- Members with chronic conditions
- Cultural Linguistics, Interpreter Services, Alternative Format Selection and Language Requirements
- Pharmacy
- Grievance and Appeals Policies and Procedures
- Member Rights and Responsibilities
- Diversity, Equity, and Inclusion (DEI) Training
- Quality Improvement and Health Equity Transformation Program
- Population Health Management Program
- Health Education Resources
- Provider and Member Incentive Programs, as applicable
- CenCal CareConnect Model of Care (MOC) Training



C. Information/Data Sharing, Data Collection, and Reporting Requirements

- Secure Data Sharing Methods
- Member and Member Care Team Contact Information

D. Website Demonstration

- Online Provider Directory
- Contracted Provider List (PDF)
- Provider Manual
- Transaction Services
- Provider Portal

In addition to the above topics, CenCal Health provides additional information to Primary Care Providers (PCPs), including:

- Facility Site Review
- Incentive Programs
- Reports available for Primary Care Providers

Training Acknowledgment & Attestation

Signature

Date

Print First & Last Name

Group Billing NPI#

Title

Practitioner NPI# (if applicable)



Our practice, including Practitioners and Medical Staff, acknowledges and confirm(s) to have received all **CenCal Health Provider Regulatory Training** resources.



Please provide a list of all Rendering Practitioners within your organization who have completed these training resources. This applies to newly joining physicians to your organization, and/or being re-credentialed with CenCal Health. If you are using a Roster, please leave this section blank.

Print First & Last Name

Group Billing NPI#

Practitioner NPI#

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