NEW MENTAL HEALTH COVERED BENEFITS

The Affordable Care Act (ACA) builds on the mental health parity law by expanding mental health services for many patients, including those covered by the Medi-Cal Program. The State has provided funding for CenCal Health to cover mental health services for mild to moderate conditions and we welcome the opportunity. Specialty Mental Health services for severe mental illness (including crisis response, inpatient and residential treatment) will continue to be the responsibility of the county mental health departments. The counties will also continue to be responsible for treatment of members that meet criteria for Alcohol and Substance Use Disorder Services.

New Behavioral Health Partner

CenCal Health has partnered with The Holman Group to administer the new mental health benefits. The Holman Group, based out of Northridge, CA, is a well-established Managed Behavioral Health Organization that arranges for quality mental health services. Holman has developed a contracted network of mental health providers available to offer these services to CenCal Health members and to provide support to PCPs.

The mental health services covered by CenCal Health include: Individual and group mental health evaluation and treatment (psychotherapy); Psychological testing, when clinically indicated to evaluate a mental health condition; Outpatient services for the purposes of monitoring drug therapy; Psychiatric consultation; and Screening, Brief Intervention and Referral to Treatment (SBIRT).

Accessing Services

CenCal Health will continue to cover outpatient laboratory services, supplies, supplements and drugs (excluding anti-psychotic drugs covered by the State’s Fee-For-Service Program) through our lab and pharmacy network. CenCal Health will also continue to cover mental health services within the scope of primary care physician practice.

Mental Health services for mild to moderate conditions will be provided through The Holman Group’s provider network. PCPs may refer members for mental health services by accessing The Holman Group 24 hours a day, 365 days a year via their toll-free number (800) 321-2843. Members may also self-refer by calling directly. The Holman Group will conduct an initial screening and arrange for the member to have a face-to-face assessment with a mental professional or refer to another appropriate resource.

The Holman Group will also coordinate with the County Mental Health Departments for Specialty Mental Health services on the PCP’s behalf if it is determined that the member has a severe mental illness.

(Continued on page 2)
NEW MENTAL HEALTH COVERED BENEFITS
(Continued from page 1)
As you know, many mild to moderate mental and physical health conditions are co-occurring and are currently being managed by primary care providers with little assistance. CenCal Health knows that improving access to mental health services positively impacts physical health conditions and the health and wellbeing of our members. If you have questions or to arrange for an on-site visit at your office to discuss this new benefit and how you can assist your patients in accessing mental health services, please feel free to contact your CenCal Health Provider Services Representative at 805.562.1676. If you would like to learn more about the Holman Group, visit their website at www.holmangroup.com.

CenCal Health will also be holding a seminar on this subject. For more information, please follow the link http://www.cencalhealth.org/for_providers/educational.html

ON THE HORIZON:
ICD-10 OFFICE AWARENESS TRAINING
CenCal Health will be conducting an ICD-10 Office Awareness Training in April. This training is intended for Providers who are beginning to prepare for the transition. For further updates on these trainings, please reference our Provider Bulletins or the For Providers- Educational Trainings and Seminars section of CenCal Health’s website at www.cencalhealth.org

If you have additional questions, please contact our Education Specialist at provinerevents@cencalhealth.org.

NATIONAL DOCTOR’S DAY
In celebration of National Doctor’s Day, March 30th, CenCal Health would like to recognize the importance of physicians in our community, their compassion, and their commitment to serving those in need. Thank you for your continuous efforts and contributions!

CLAIMS CORNER
CPT 90673 (FLUBLOK) RIV3
For dates of service beginning January 1, 2014, the State Medi-Cal Benefits Division has established the flu vaccine (Flublok) RIV3 as a Medi-Cal benefit utilizing CPT code 90673. This vaccine is a benefit for patients from 18 to 49 years of age. At the same time HCPCS code Q2033 (Flublok) will be discontinued.

Please be sure to utilize CPT 90673 when submitting claims for Flublok for dates of service on/and after January 1st, 2014.

NEW CLAIMS STATUS PHONE LINE
CenCal Health has dedicated the new phone number 805.562.1083 for inquiries and claim status. Providers now have two options for claim call inquiries:
• Select option 1 for Inpatient Admission or LTC inquiries
• Select option 2 for General Inquiries or Claim Status

CLAIMS DEPARTMENT NEW FAX NUMBER
Please use the following number when faxing documents to the Claims Department: 805.681.8261

Helpful Hints:
• Be sure that all documents are clear and legible.
• Always reference the Claim Control Number on your documents.
• Please include your contact name and phone number.

For questions, please contact the Claims Department at 805.562.1083.

REMINDER: CLAIMS TURNAROUND TIME
CenCal Health adheres to Title 28 of the California Code of Regulations that requires all clean claims, or portions thereof, be paid within 45 working days of the day the claim was received. Certain services or supplies require manual review and/or pricing, so please be aware that claims may be in a suspended status after submission.

Our Claims Department continually strives to process and release all claims and respond to all claim corrections as soon as possible; however fluctuating volume may affect how long claims remain suspended. Please allow adequate time for our staff to review and process claims and claim inquiries/corrections (CIFs). Providers can access claim status through our website, or can inquire about claims or claim corrections by contacting their Claims Representative at 805.562.1083.