24-HOUR CLINICAL SUPPORT AVAILABLE TO CENCAL HEALTH MEMBERS
Beginning in July, CenCal Health members will have access to a new 24-hour Nurse Advice Line. This clinical service allows our members to speak with a registered nurse over the telephone at any time, day or night.

During a Nurse Advice Line, an RN will answer general health questions and evaluate the member’s symptoms using physician authored clinical protocols. At the completion of the triage process, the RN will outline the most appropriate course of action for the member, which may include providing:

- General health information
- Self-care instructions
- Guidance on when to see their primary care physician
- Help finding a physician if they do not currently have one
- Information on local Urgent Care and Walk-in Clinics
- Escalation to Emergency Services

This Nurse Advice Line will play an important role in facilitating appropriate member care across our healthcare system—helping us meet timely access requirements and reduce emergency room over utilization.

Dedicated to improving patient health through clinical guidance, SironaHealth covers over 8,000,000 lives with its Nurse Advice Line service—expanding access to care, improving patient safety, and increasing satisfaction.

For questions or comments on this service, please contact Paula Curran, RN- QI Manager, at 805.562.1637.

ANNUAL UPDATE OF ADULT AND PEDIATRIC PREVENTIVE HEALTH GUIDELINES
In May, the CenCal Health Medical Advisory Committee reviewed and approved recent revisions to the Adult and Pediatric Preventive Health Guidelines. These changes are based on reviews of current guidelines from the U.S. Preventive Services Task Force, American Academy of Pediatrics, and CDC immunization recommendations. CenCal Health is contractually required to follow the guidelines and recommendations published annually by these professional organizations. The guidelines from each organization are summarized and published annually in the member newsletter and distributed to all new health plan members. The clinical guidelines are linked on the CenCal Health website under “For Providers; ensuring Quality; Preventive Guidelines”:

ASSISTANCE WITH MEMBER NO-SHOWS
CenCal Health recognizes that a member missing their appointment creates scheduling issues for providers. CenCal Health’s Member Services Department offers support and assistance with “no-shows” through member coaching and education. CenCal Health staff can help members understand the importance of keeping scheduled appointments and the consequences should they miss them. Providers can request the following assistance by contacting the Member Services Department:

• Member Services can contact the member to provide direct one on one education regarding missed appointments. This should occur as soon as the provider identifies that the member has missed an appointment without cancelling, thereby addressing the issue before it becomes a problem. Member Services will work to identify and address any issues that contribute to the member missing the appointment.
• If transportation has been identified as a barrier to keeping appointments, Member Services can provide members with information regarding alternate transportation and offer referrals to community resources.

Please contact the Member Services Department Toll Free 877.814.1861 for assistance.

YOUR HEALTH MEMBER NEWSLETTER
CenCal Health’s member newsletter, Your Health, was mailed to 50,000 CenCal Health member households in mid-May. Articles for this Summer issue include information about:
• Preventing high blood pressure
• Choosing healthy beverages
• Summer water safety
• Reinstatement of dental care for adults
• Staying Healthy assessments
• Member rights and responsibilities

To read this issue, click on this link: http://www.cencalhealth.org/for_members/newsletter/pdf/Summer2014eng.pdf.

Both English and Spanish versions are posted on our website, under Health Education in the “For Members” section.

IS YOUR INFORMATION UP-TO-DATE?
In order for your claims to be processed accurately and quickly, we need to have all of your information up-to-date in our system. This includes, but is not limited to, the following:
• National Provider Identifier number (NPI)
• Tax Identification Number (TIN)
• Change in Ownership
• Practice/Billing Address
• Rendering Providers

Please contact your Provider Services Representative if there is a change to any of the above information at 805.562.1676 or email psrgroup@cencalhealth.org.

DOES YOUR PRACTICE BILL LABORATORY AND/OR PATHOLOGY SERVICES?
If so, please be aware that changes have been implemented by the Department of Health Care Services (DHCS) to reimburse laboratory codes not to exceed 80% of the lowest maximum allowance established by the federal Medicare program for the same or similar service. As a reminder to our Claims Corner notification in December 2013, effective for dates of service on and after January 1, 2014, CenCal Health implemented the new rates not to exceed 80% of the 2013 Medicare rates.

In addition, certain laboratory/pathology codes will no longer be split billable using modifiers 26, TC or ZS. The change in billing status is the result of Medi-Cal aligning split-bill percentages with the Centers for Medicare & Medicaid Services (CMS) split-bill percentages. Please see the link in the May 2014 Claims Corner article for a list of procedure codes that will not be split billable for dates of service on and after July 1, 2014.

CALENDAR OF EVENTS
• **June 16th:** National Nursing Assistants’ Day honors Nursing Assistants - Celebrate this day by showing your appreciation for the skills and caring provided by Nursing Assistants.
• **June 28th:** Insurance Awareness Day - When you have a health plan, you will be more likely to get routine checkups and preventive care which helps you stay healthy!
Please welcome these new CenCal Health Providers to our network!

Santa Barbara County

Primary Care

- Dale Ekstrum, MD, Family Medicine - Pacific Central Coast Health Centers
- Todd Engstrom, MD, Internal Medicine - SBCPHD – Franklin Health Care Center
- Karen Goodman, MD, Family Medicine - Pacific Central Coast Health Centers
- Jennifer Kissinger, MD, Pediatrics - American Indian Health and Services
- Thomas Martinelli, MD, Internal Medicine - Santa Barbara Neighborhood Clinics
- Patricia Merrill-Willson, DO, Family Medicine - SBCPHD – Carpinteria Health Care Center
- Anthony Rogers, MD, Family Medicine - SBCPHD – Santa Barbara Health Care Center
- Kindra Wiggins, MD, Family Medicine - Santa Barbara Neighborhood Clinics
- Phillip Zinni, DO, Family Medicine - Pacific Central Coast Health Centers

Referral Physician/Specialist

- Eric Alcaraz, DO, Physical Medicine & Rehabilitation - LAGS Spine and Sportscare Medical Center
- Alexis Dougherty, MD, Dermatology - SBCPHD – Santa Barbara Health Care Center
- Susan Hahm, MD, General Surgery – The Vein Clinic of Santa Barbara
- Scott Tobis, MD, Urology
- Eli Zinner, MD, Obstetrics & Gynecology – Pacific Central Coast Health Centers
- Samuel Hou, MD, Diagnostic Radiology & Neuroradiology – Stroke & Neurovascular Center of Central California

San Luis Obispo County

Primary Care

- Maryam Corwin, MD, Family Medicine - Community Health Centers of the Central Coast
- Philip Wichmann, MD, Internal Medicine – Community Health Centers of the Central Coast

Referral Physician/Specialist

- Michael Dibiase, MD, Nephrology – Central Coast Renal Care Inc.
- Farah Mansuri, MD, Surgery – Associated Surgeons of San Luis Obispo
- Christopher Porterfield, MD, Cardiology – Coastal Cardiology

New prospective providers interested in contracting with CenCal Health are encouraged to contact the Provider Services Department at 805.562.1676 or 800.421.2560 ext.1676 or by email to psrgroup@cencalhealth.org