CENCAL HEALTH BENEFIT: FLUORIDE VARNISH

As a reminder, Fluoride Varnish is a covered benefit for eligible children enrolled in the Santa Barbara Health Initiative (SBHI), San Luis Obispo Health Initiative (SLOHI), and Healthy Kids Programs.

By applying fluoride varnish, medical providers have an opportunity to help prevent tooth decay which remains one of the most common chronic diseases of childhood. Tooth decay can contribute to a wide range of problems, including poor nutrition, subnormal growth and unnecessary pain, as well as expensive dental treatment. Fluoride varnish is a new form of topical fluoride that is more effective in preventing tooth decay than other forms of topical fluoride. The application does not require special equipment and it is more practical to use with young children.

Billing for Fluoride Varnish

• Use HCPCS code D1206 (topical application of fluoride child)
• Benefit is limited to children age 0 to 5. Reimbursement for D1206 includes all materials and supplies needed for the application
• Applications must be documented in the member’s medical record
• Treatment is covered up to 3 times in a 12-month period
• Physicians, clinics, and hospitals providing outpatient services may bill for the service
• Preauthorization is not required

If you are in Santa Barbara County and want in-office training on how to apply fluoride varnish, contact Mary Ellen Rehse, Oral Health Program Manager at mrehse@sbceo.org or call 805.964.4711 X 4465.

Additional information on the application of fluoride varnish or oral health assessments can be found at First Smiles website, www.first5oralhealth.org.

Please contact the CenCal Health Claims Department with any questions 805.685.9525.

ASSISTANCE WITH MEMBER NO SHOWS

CenCal Health recognizes that members missing their appointments can create scheduling issues for providers. The Member Services Department offers support and assistance with “no-shows” through member coaching and education. Staff assists 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:

1. 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 strive to identify and address any other issues that contribute to the member missing appointments.

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ASSISTANCE WITH MEMBER NO SHOWS (Continued from page 1)

2. 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.

Additionally, articles regarding the importance of keeping scheduled appointments regularly appear in the CenCal Health Member newsletter.

Providers can fax a list of member “no shows” to our Member Services Department at 805.692.1684. Please indicate that the member needs “no show” education and provide member name, date of birth, member identification number and the member’s telephone number in the faxed document.

WEBSITE UPDATE: SPECIALTY PHARMACY

CenCal Health’s Specialty Pharmacy vendor, Diplomat Specialty Pharmacy provides fulfillment of (mandatory) specialty and related non-specialty medications for the following disease states: rheumatoid arthritis, multiple sclerosis, hepatitis C and respiratory syncytial virus.

In the event that an order for a specialty medication is needed to meet the member’s medical needs, Pharmacy Authorization Forms (PAFs) can be located in the restricted section of CenCal Health’s website. Various disease specific forms can be located in this section as well as a CenCal Health New Rx Request Form. New to our website is a link of all specialty medications under our authorization section.

New to CenCal Health’s website is a link of all specialty medications under our authorization section http://www.cencalhealth.org/for_providers/pdf/SPECIALTYPHARMACYDRUGLIST.pdf

Please visit our website at www.cencalhealth.org or contact our CenCal Health Pharmacy team at 805.562.1080.

QUIT4BABY HELPS PREGNANT WOMEN QUIT SMOKING

A new free service is available to help pregnant women in California quit smoking through Text4baby. To sign up, women text BABY (or BEBE in Spanish) to 511411 and they will receive three health-related text messages each week, timed to their due date or the baby’s date of birth. Quit4baby sends personalized text messages centered on a woman’s quit date with smoking cessation education and support. Once enrolled in Text4baby, women will receive a text message with information about enrolling into Quit4baby if she smokes and needs help quitting.

Quit4baby was created by combining two proven mobile health interventions - Text4baby and Text2quit. In a published randomized control trial, Text2quit was shown to more than double quit rates when compared to the control group (biochemically confirmed abstinence 11% vs 5%). You can help enroll pregnant women into Quit4baby by directing them to www.quit4baby.com.

Please encourage pregnant and new moms to join Text4baby if they have a cell phone and text. If you would like Text4baby posters or handouts for your clinic or office, contact our Health Promotion Educator at 805.562.1662 or email healthed@cencalhealth.org.

NEW STAFF - CLAIMS DEPARTMENT

We would like to introduce two new additions to the Claims Department.

Cicely Snowden, Claims Customer Service Representative, joined us in September and is responsible for Physician and Specialty provider types.

Stevie Danley-Considine, Claims Customer Service Representative, joined us in September and is responsible for Allied & DME provider types.

Please welcome Cicely and Stevie as they assist you with your claims inquiries. To contact your Claim Customer Service Representative please call 805.562.1083.

HOLIDAY CLOSURES

CenCal Health will be closed Thursday, December 25th and Thursday, January 1st in observance of Christmas and New Year’s Day.