MESSAGE FROM THE CEO

Well, we seemed to have all survived the implementation of the Affordable Care Act (ACA) in 2014 – not that I say that lightly. I think it’s safe to say that we’ve never had a year like 2014 at CenCal Health! We added over 40,000 new members in a 12 month period (which translates to about a 35% growth). We also found the time, as a requirement of the ACA, to add a comprehensive behavioral health benefit that had never existed for our membership before. We’re also currently ramping up a benefit surrounding autism that will assist in the better coordination of services and access to care. So, in terms of both the number of people we served with our mission, as well as the level of services we provided, I think we had a great year.

When I say “we” had a great year, I’m specifically referring to our excellent CenCal Health staff that worked tirelessly to make these 2014 challenges such as success. But I’m also referring to you, the provider community. This is because you’re the ones completing the health assessments of these new members. You’re also the ones treating their heretofore untreated conditions, providing them the remedies and prescriptions they need to feel better, and generally making their quality of life so much better than it was in 2013 -- because they finally had the access and peace of mind that comes with health coverage.

When, these new (as well as existing) members look back on their 2014 in relation to their health care, it won’t be to remember how quickly CenCal Health mailed them their ID cards, or how quickly we answered the phone when they had a question (although for the record, we do both very quickly). Rather, they’ll be thinking of how their child finally got to see a physician; or how much better they feel with their new medication; or how they no longer have to worry about what they would do if they got sick. Those are all very important accomplishments that our membership rightly associates with you.

You may have never had it conveyed to you directly by these new members, but we’ve actually had people call our Member Services Department crying with relief and appreciation that they finally had health coverage – and it wasn’t the ID card that they were focusing on, it was access to you. For both them and us, we thank you for that and wish you a happy and successful 2015.

HOLIDAY CLOSURE

CenCal Health will be closed on Monday, January 19th in observance of the Martin Luther King, Jr. holiday.
INSTRUCTIONS FOR REQUESTING TELEPHONIC INTERPRETER SERVICES

CenCal Health provides free interpreter services for its members who are Limited English Proficient (LEP) and have difficulty communicating with a healthcare provider because of language differences. It also provides American Sign Language Services for the Deaf and Hard of Hearing members for all their medical appointments.

The use of any of CenCal Health’s Interpreter Services should be reserved for eligible members of CenCal Health programs ONLY.

To access telephonic language services, please complete the steps below:

1. Identify the primary language of the LEP member.
2. Have the following information available for the interpreter service:
   • Phone Number
   • Pin Number (which will be your office’s NPI#)
   • Member ID #
   • Member’s Name
3. Call CenCal Health’s telephonic interpreter Certified Languages International which provides interpreter services that are available 24/7 for 150 languages at 1.800.225.5254

Reminder:
• The fundamental role of the interpreter is to facilitate communication between providers and patients who do not speak the same language nor share the same culture.
• If the member refuses an interpreter and chooses to use a family member or friend for interpreting, it must be noted in the member’s Medical Record.

NEW STAFF – PROVIDER SERVICES DEPARTMENT

Please join us in welcoming Pat Paciano and Joey Earing to our Provider Services Department.

Pat Paciano

Pat Paciano is joining CenCal Health as Provider Services Contracts Specialist. Pat has spent the past six years working in contracts and finance. Introduced into the world of contracts at SAIC (Science Applications International Corporation) where she worked for 3 ½ years, she spent the last two years at Mentor where she worked as a Contracts Administrator and Finance Specialist in the Clinical Department. While Pat was born in Santa Maria, she moved to Santa Barbara as a small child.

Joey Earing

Joey Earing will be the Provider Services Verification Specialist. As a Santa Maria native, Joey joins CenCal Health with 10 years of experience in the field of healthcare. He has worked in private practices, hospitals and Federally Qualified Healthcare Centers (FQHCs), most recently working at Marian Medical Center.

NEW STAFF – HEALTH PROMOTIONS EDUCATOR

Gabriela I. Labraña will be the Health Promotions Educator for CenCal Health. She is a Santa Barbara County native and completed a Masters in Public Health at UCLA this past June. Gaby will be responsible for the Your Health member newsletter, member surveys, and many other health education programs and services. She is looking forward to the opportunity to serve CenCal Health members and providers. Gaby can be reached at glabrana@cencalhealth.org or 805.562.1662.

Please join us in welcoming our new staff.

CLAIMS CORNER

NCPT 90673 (FLUBLOK) RIV3
LOW-DOSE COMPUTER TOMOGRAPHY FOR LUNG CANCER SCREENING: NEW MEDI-CAL BENEFIT

The Centers for Medicare and Medicaid (CMS) have established HCPCS code S8032 for reporting low-dose tomography for lung cancer screening. As of October 1, 2014 this screening is a CenCal Health benefit for members 55 to 74 years of age. A Health Help authorization is required and should be obtained prior to rendering the service.
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**CY 2015 EOB Check Dates**

- **Holidays**
- **EOB and Checks Produced**