PCP INCENTIVE PROGRAM - 2014 TOP PERFORMERS

CenCal Health’s PCP Incentive Program rewards Primary Care Providers (PCPs) for providing high quality healthcare and controlling utilization costs of their assigned membership. Please join us in congratulating the following providers for their outstanding performance in last year’s program. Their high performance scores are indicative of succeeding in both aspects of the program and ensuring our membership receives high quality care.

OVERALL TOP PERFORMERS

Top Overall Performer: Iris Castaneda-Van Wyk, M.D. (Not pictured)
Peer Pool Top Performers: Valley Medical Group of Lompoc, Francisco Mendoza, M.D., Central Coast Medical Group, Jeffrey Kaplan, M.D., Himat G Tank, M.D., William S Morgan, M.D., Eric G. Levy, M.D., Michael Bordofsky, M.D., CHCCC-Arroyo Grande Station, Eastside Neighborhood Clinic.

If you would like to learn more about CenCal Health’s Incentive Programs, please contact the Provider Services Department at 805.562.1767 or psrgroup@cencalhealth.org.

UPCOMING DHCS AUDIT- PCP SITE VISITS

The Department of Health Care Services (DHCS) will conduct a routine medical audit of CenCal Health from October 19 through October 30, 2015.

The DHCS audit will consist of an evaluation of CenCal Health’s compliance with its contract with DHCS and regulations in the following areas: utilization management, continuity of care, availability and accessibility, member rights, quality management, and administrative and organizational capacity. A component of the audit includes site visits of select PCP offices to conduct medical record reviews of specific members’ records. DHCS nurse evaluators will collect copies of members’ medical records and conduct brief interviews with providers and/or staff regarding coordination of care.

PCPs may be contacted by DHCS sometime in September or October to schedule an onsite visit between October 19 and October 30, 2015.

Please be aware that DHCS, as a health oversight agency conducting activities necessary for appropriate oversight of government benefit programs, has the authority to review confidential information. See Title 45, Code of Federal Regulations, Subpart E, Sections 164.512, 164.506, and 164.512(d). We are advised that the DHCS audit team has signed appropriate confidentiality agreements and will conduct any record review and interviews in accordance with HIPAA requirements.

If you have any questions, please contact Sheila Thompson, Provider Services Manager at 805.562.1677 or stthompson@cencalhealth.org.
The Provider Bulletin is produced as a timely supplemental information service for provider office staff and is published monthly by the Provider Services Department. Questions and/or suggestions for articles may be made to psrgroup@cencalhealth.org or by calling 805.562.1676. Sign up for the electronic Provider Bulletin at http://www.cencalhealth.org/for_providers/bulletins/index.html.

**ICD-10 IMPLEMENTATION BILLING GUIDE**

The Department of Health Care Services (DHCS) is providing the ICD-10 Implementation Billing Guide to assist providers in determining how to bill claims that cross over the ICD-10 implementation date on October 1, 2015. It is recommended that the ICD-10 Implementation Billing Guide be used in conjunction with the Medi-Cal provider manuals when submitting a claim.

The guide expands upon the information provided following questions on when to use the ICD-9 code versus when to use the ICD-10 code following the October 1, 2015 implementation date:

**Dates of Service/Dates of Discharge**

Billers must use ICD-9-CM/Volume 3 codes for dates of service/dates of discharge prior to October 1, 2015, and must use ICD-10-CM/PCS codes for dates of service/dates of discharge on or after October 1, 2015. The charts on the ICD-10 Implementation Billing Guide identify for services and provider types billing expectations to ensure compliance with the ICD-10 implementation and mandate rules.

**Split Billing**

Services and provider types who “Split Bill” require that services provided prior to October 1, 2015, be billed with ICD-9-CM/Volume 3 codes on one claim. Services provided on or after October 1, 2015, are billed with ICD-10-CM/PCS codes on a separate claim.

**Through Date**

Services and provider types who use “Through Date” require that services with a through date prior to October 1, 2015, be billed with ICD-9-CM/Volume 3 code. Services with a through date on or after October 1, 2015, are billed with ICD-10-CM/PCS codes.

The ICD-10 Implementation Billing Guide can be obtained by clicking the following link: http://files.medi-cal.ca.gov/pubsdoco/hipaa/articles/ICD-10%20Implementation%20Billing%20Guide_24042.pdf

If you have any questions regarding your CenCal Health claims, please contact our claims department at 805.562.1083.

**NON-EMERGENCY TRANSPORTATION BENEFIT**

As a reminder, non-emergency transportation is a covered benefit for CenCal Health members who are unable to drive or take public transport due to medical and/or physical conditions.

To access this benefit, members must have an authorization in the form of a prescription written by a physician which may cover up to 6 months of services. A prescription is not required for members who:

- Require treatment at a dialysis center
- Reside in a skilled nursing facility (SNF) or intermediate care facility (ICF) who require medical treatment that cannot be provided at their facilities.
- Need transportation home, to a SNF, or ICF after being discharged from the hospital
- Are eligible with California Children's Services (CCS)

Members can call non-emergency transportation providers directly to schedule or contact the Member Services Department at 877.814.1861 for assistance. Please remember to have members call as far in advance as possible to ensure that transportation is available.

If you have any questions, please contact the Provider Services Department at 805.562.1676.

**2015-16 SYNAGIS RSV SEASON**

CenCal Health would like to assist our members and providers in preparation for the upcoming respiratory syncytial virus (RSV) season. In conjunction with the Department of Health Care Services’ Children's Medical Services Network, the Synagis® prophylaxis season will begin November 1, 2015, and run through March 31, 2016 Medical Request Forms (MRFs) will be accepted beginning October 1st for initial administration beginning November 1st to ensure that the infant's/child's weight is current.

Synagis® is required to be ordered through our Specialty Pharmacy vendor, Diplomat Specialty Pharmacy. Order forms can be obtained through the CenCal Health website at: www.cencalhealth.org or by contacting Diplomat Specialty Pharmacy directly at 877.319.6337

Please contact CenCal Health Pharmacy Services Department at 805.562.1080 if you have any questions or need any assistance.