CENCAL HEALTH HAS A NEW WEBSITE!

The New CenCal HEALTH Website

- Improved User-Friendly Experience with a Completely New Look & Feel
- New & Enhanced Information on Medi-Cal Health Coverage
- News, Local Community Events, & Staying Healthy Tips
- More Assistance, & Information for Your Health Care Needs

At CenCal Health, we are always looking to better serve our members, providers, and our local community. We invite you to take a tour of our new website: www.cencalhealth.org. Let us know what you think.

Health's new website is packed with useful information for our providers, members and our community that we are excited to share!

Furthermore, additional resources for CenCal Health members such as tips to living a healthier life will be available. Members will have access to information about managing health conditions and community resources, including, community organizations providing food assistance, transportation, clothing and more.

Visit us at www.cencalhealth.org! We welcome your feedback by clicking on ‘Send Us Feedback’.

For assistance in answering any questions you may have on our new website, please contact your Provider Services Representative.

2015-2016 FLU SEASON - ATTENTION ALL PROVIDERS

The Flu Season is now upon us. The Pharmacy Flu Program can help your patients stay healthy this flu season. As part of the pharmacy benefits provided by CenCal Health and MedImpact, our members are eligible to receive the flu vaccine directly from a participating pharmacy in our network. CenCal Health members may choose from a variety of participating pharmacy locations including drugs stores, supermarkets, retailers and independent pharmacies. Members may contact their local pharmacy for vaccination hours and appointment requirements.

If you have questions regarding the Pharmacy Flu Program, please contact the CenCal Health Pharmacy Services Department at 1.800.421.2560 ext. 1080.
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

HEALTH INSURANCE PREMIUM PAYMENT (HIPPP) PROGRAM ENDING

The CenCal Health Premium Payment (HIPPP) program pays private insurance premiums for certain qualified Medi-Cal beneficiaries when it is cost effective for them to continue coverage with a private insurance in addition to Medi-Cal coverage. Unfortunately, the State of California will no longer fund enrollment of new Members into CenCal Health's HIPPP Program.

CenCal Health will not be accepting new HIPPP eligible members starting January 1, 2016.

If a member is currently on CenCal Health's HIPPP program, they will remain on the program as long as they meet the below eligibility criteria:

• The member remains eligible for Medi-Cal and receives their Medi-Cal benefits through CenCal Health. (If a member receives their Medi-Cal benefits through the State Medi-Cal program, they can call 1.866.298.8443 for information on Medi-Cal's HIPPP program).
• The member has an expensive or high cost medical condition.
• The member’s health insurance coverage remains effective and does not exclude the member’s high-cost medical condition.
• The member continues to provide documents as requested /required.

If you have any questions on eligibility for this program, please contact the HIPPP Program Coordinator at 805.562.1071 or 805.562.1066. If you have any concerns, please contact your Provider Services Representative at 805.562.1676.

ICD-10 UPDATE: NEW EXPLAIN CODES

So far, the conversion to ICD-10 has shown that you, our Providers, are submitting valid ICD-10 diagnosis codes on claims for dates of service beginning October 1, 2015. We commend and thank you for all of your diligent work in preparing for this major transition. The Claims Department is committed to monitoring claims and assisting Providers through this transition.

CenCal Health has developed a new set of explain codes for the ICD-10 transition. Claims that are denied due to an invalid diagnosis code will have the following explain codes appear on the claim line:

3V - MISSING OR INVALID DIAGNOSIS CODE. This Explain Code will appear on any claim line in which there is an invalid diagnosis code or codes, or the diagnosis code is missing altogether. In addition to explain code 3V, one of the following explain codes will also be applied to further explain which code set (ICD-9 or ICD-10) will be required for the date of service on the claim:

EF - ICD-10 CODES ARE REQUIRED FOR DATES OF SERVICE OR DISCHARGE DATES ON OR AFTER 10/1/15

-OR-

DZ - ICD-9 CODES ARE REQUIRED FOR DATES OF SERVICE OR DISCHARGE DATES PRIOR TO 10/1/15

As a reminder, please do not submit both ICD-9 and ICD-10 codes on the same claim. Claims must have the correct code format based on the date of service as noted above.

Medical claims for services that span from September through October need to be split-billed with September services on one claim with ICD-9 diagnosis codes, and October services on another claim with ICD-10 diagnosis codes. Inpatient hospital and Skilled Nursing/Long Term Care Facilities must submit an ICD-10 diagnosis code if the discharge dates (“through” date) is on or after 10/1/15.

Please contact the Claims department for more information or to answer any questions at 805.562.1083.

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