MESSAGE FROM THE CEO, BOB FREEMAN

2015 was a very good year for CenCal Health. We successfully achieved the significant implementation of the Affordable Care Act in 2014 and have continued to grow our membership because of it – albeit at a slower rate than last year. CenCal Health now covers over 170,000 members in both Santa Barbara and San Luis Obispo counties. To further refine that, CenCal Health now covers 1 in 4 residents of Santa Barbara County and 1 in 5 residents of San Luis Obispo County!

This sustained growth has of course brought its challenges (successfully met in no small part due to the efforts of our provider partners); and it has also brought a great deal of progress and greater health and well-being to our community. More low-income people now have access to health care than ever before. The uninsured populations of both counties have plummeted. We've also been able to offer new benefits (behavioral health) and programs (the Access and Coordination Expansion (ACE) programs for hospitals and physicians) that have served to provide greater resources to providers as well as a significant additional investment into the provider networks for both counties.

Besides membership growth and program investment, we've also made efforts (successful we think) to be of greater service to you as providers; by making working with us as simple and problem free as possible. One manifestation of this is our new and improved CenCal Health web site, www.cencalhealth.org. I encourage you to explore the new web site if you haven't already. We think it's easier to use, provides more comprehensive information and will be far easier for us to keep current. The quicker you can get what you need from us, the better you'll be able to run your practice.

What's ahead for 2016? Plenty, as the evolution of health care seems to move at a very fast pace. If all goes according to plan, by the end of 2016 CenCal Health will assume payment responsibility for the Child Health and Disability Prevention (CHDP) program and will be preparing to assume case management responsibility for the California Children's Services (CCS) program on January 1, 2017. Looking further over the horizon, we're in the early stages of developing a Medicare program for our dual eligible population – which we plan to launch January 1, 2018. So stay tuned for updates on that significant and exciting projects.

As always, we thank you for being our valued provider partners. We firmly believe that together we are making Santa Barbara and San Luis Obispo counties better places to live and thrive by making quality healthcare accessible to all.

Bob Freeman, Chief Executive Officer
BEHAVIORAL HEALTH THERAPY SERVICES TRANSITION

CenCal Health began managing the medical benefit for Behavioral Health Treatment (BHT) and for Autism Spectrum Disorder (ASD) for members under 21 years of age with newly diagnosed autism in September 2014. The State will begin transitioning children who are in current treatment with the Tri- Counties Regional Center (TCRC) to CenCal Health for services relating to ASD effective February 1, 2016 with a completion date of all members being transitioned by July 1, 2016. ASD diagnosed children transitioning to CenCal Health will remain with their current provider for their BHT services. All BHT services will continue to be arranged for and provided through the Holman Group. Primary Care Providers (PCPs) may refer members for services by accessing The Holman Group, 24 hours a day, 365 days a year via their toll free number at 800.321.2843.

CenCal Health will continue to keep you posted regarding this transition via the Provider Bulletin and the website at www.cencalhealth.org.

Please direct CenCal Health members with questions to the Member Services Department at 877.814.1861. For questions regarding BHT services, please contact the Holman Group at 800.321.2843.

CLAIMS BILLING ADDRESS UPDATE

Please note that effective immediately, our billing address has changed and the following addresses should be used:

Original claim submissions should be mailed to:
CenCal Health
PO Box 948
Goleta, CA 93116-0948

Disputes, Appeals and Date of Service Claim Correction Forms should be mailed to:
CenCal Health
Attn: Claims Department
4050 Calle Real
Santa Barbara, CA 93110

Our Claims Customer Service Representatives are always happy to assist you with any questions you may have. Please contact us at 805.562.1083 or through the new CenCal Health website: www.cencalhealth.org