The California Immunization Registry

Participation in the California Immunization Registry (CAIR) is a great way to keep track of your patient's immunizations. By enrolling members into the registry you can track their prior immunizations as well as upcoming immunizations. Did you know that CAIR is not only for children? Adult immunizations can be tracked via CAIR too. If you do not already participate in CAIR and would like more information you can go to http://cairweb.org.

Group Needs Assessment 2016

CenCal Health is required every five years to conduct a Health Education and Cultural and Linguistic Group Needs Assessment (GNA). The purpose of the GNA is to identify the needs of members, available health education and cultural and linguistic programs and resources, and gaps in services. The GNA findings are used to plan and implement culturally competent and linguistically appropriate services, health education and continuous quality improvement programs and services. One component of the GNA was a member survey, administered in June 2016. The results of the survey showed positive aspects of care, as well as areas for improvement. The majority of surveyed English and Spanish speaking members stating they feel there is sufficient clinic staff to speak their preferred language at office visits. A majority also reported that their PCP always explains things in a way that is easy to understand. Additionally, the GNA further highlighted the outstanding quality of care performance for several reported measures such as Diabetes care.

The GNA member survey highlighted a need for improved education on available interpreter services, education about the Nurse Advice Line service, and access to dental care. Members also identified a need for more culturally and emotionally sensitive provider care.

CenCal Health has developed preliminary planned actions to be incorporated into a 5-year GNA work plan that will address the identified gaps in services and education. We would like to thank you for your continued partnership and always providing exceptional care to our members.

If you would like more information about the GNA results, including CenCal Health's specific planned actions to address health disparities and gaps in services, please contact our Health Promotion Educator at (805) 562-1662 or healthed@cencalhealth.org.
Flu Season

The Flu Season is now upon us. As part of the pharmacy benefits provided by CenCal Health, 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 drug 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 (800) 421-2560 ext. 1080.

Health Services Update - Fax Lines to UM and CM

In our effort to improve processes for our providers, we would like to inform you that Health Services has simplified our faxing process and consolidated our five fax numbers into two.

Please use these fax numbers to submit all electronic and hard copy documents for the Utilization and Case Management department.

- (805) 681-3071 is the only fax number you will need for UM
- (805) 681-8260 is the only fax number you will need for CM

If you have additional questions to our Utilization and Case Management department, please contact them at (805) 562-1082.

Provider Application and Validation Enrollment (PAVE)

The State's PAVE portal is the new web-based application designed to simplify and accelerate the State Medi-Cal enrollment process. Providers can utilize the portal to complete and submit applications, report changes to existing enrollments, and respond to requests for continued enrollment or revalidation. PAVE features a secure log-in, document uploading, electronic signature, application progress tracking, intuitive guidance, social collaboration and much more. It is recommended that existing providers should register now so they can link past information and be ready to re-validate when they get a notice from the State. For more information about PAVE and to access the PAVE Provider Portal, providers may visit the Provider Application and Validation for Enrollment page: http://www.dhcs.ca.gov/provgovpart/Pages/PAVE.aspx

Happy Holidays From CenCal HEALTH

CenCal Health will be closed Monday, December 26th 2016, and January 2nd, 2017 in observance of Christmas, and New Year’s day.