CenCal Health recognizes that members missing their appointments can create scheduling issues for providers. CenCal Health offers support and assistance with member “no-shows” through member coaching and education. During this discussion with the member we provide important tools in helping them understand the importance of keeping scheduled appointments and the consequences should they miss them. In addition, articles regarding the importance of keeping scheduled appointments regularly appear in the CenCal Health Member Newsletter.

Providers can request the following assistance:

- CenCal Health can contact the member and provide direct one on one education regarding missed appointments. This should occur as soon as the provider identifies that the member has missed an appointment without cancelling, thereby addressing the issue before it becomes a problem.
- If transportation has been identified as a barrier CenCal Health can provide members with information regarding alternate transportation and offer referrals to community resources.

Providers are welcome to call the Member Services Department at 1 (877) 814-1861 for assistance and they will do their best to identify and address any other issues that may be leading to the member missing appointments.

In April, CenCal Health recently hosted a Claims Seminar. During that training, we learned, all that attended now feel confident in sharing the information learned. They also felt that the presentation was easy to follow and was very informative!

With all of this great feedback, we will be hosting another seminar in June on ‘How to Avoid Common Claim Denials’. In addition, CenCal Health is now hosting free 1hr monthly ONLINE WEBINARS!

For more information on our upcoming Seminars & Webinars, go to the Providers>Provider-Training-Resources section of our website.

We always appreciate provider suggestions and try to deliver current information and materials. Please contact our Education Coordinator if you have additional topics of interest at: www.providers@cencalhealth.org or you can call our Provider Services Department at (805) 562-1676.
INTRODUCING... Pediatric Unit Program (PUP)

CenCal Health has developed a Pediatric Unit within its Health Services Department in order to better serve our pediatric population and their families. This Unit has dedicated nurses and nonclinical professionals who can seamlessly assist providers with timely processing of necessary specialty referrals and service requests, as well as provide care coordination and care transition services to members.

Overview
The Pediatric Unit Program (PUP) is designed as a “one-stop shop” for providers to obtain covered services for children and youth under the age of 21 that do not have a CCS eligible condition. The PUP team is comprised of a dedicated group of specialized staff who perform both Utilization Management (UM) and Case Management (CM) activities. Similar to CenCal Health's current CM Program, the PUP’s care coordination and care transition services are dependent on active family and caregiver participation.

Who qualifies?
Children and youth under the age of 21 who do not have a California Children's Services (CCS) condition.

What services are provided by the PUP?
The Pediatric Unit Program processes, facilitates, and/or coordinates:

- Referral (RAF)
- Prior authorization requests (also known as Auth Request, 50-1, 18-1, 20-1)
- Care coordination of health care services or with specialized programs, such as CCS, TCRC (Tri-Counties Regional Centers), & LEA (Local Education Authority)
- Care transition from one setting to another
- Individualized (or family) guidance, education, community resources

How to request PUP services:
Good News! There are no new steps the Provider needs to take, it is a benefit!

For UM: Submit your medical requests (50-1, 18-1, 20-1) and referrals (RAF) as you currently do. For a quick reference guide please visit our website www.cencalhealth.org or call your Provider Services Representative through the Provider Services Department central line at (805) 562-1676.

For CM: If you need case management or care transition services, please complete and fax the Case Management Referral Form to (805) 681-8260. The form can be found on our website www.cencalhealth.org, under the Provider tab. You can also call the Health Services Department at (805) 562-1082, option 3, to refer the member for these services.

Questions: For any additional questions, please contact the Health Services Department at (805) 562-1082.

New Staff- Provider Services Representatives
CenCal Health's Provider Services Department is pleased to introduce two new Representatives to the Provider Services team!

Erik Juarez, Provider Services Representative
Michelle Wright, Provider Services Representative

The new Representatives will be reaching out to introduce themselves, provide support and answer any questions you may have, as it is their responsibility to build strong and lasting relationships with our provider partners. Please join us in welcoming Erik and Michelle to CenCal Health!