CenCal Health would like to thank our Providers for their support during the HEDIS® 2017 quality of care evaluation, which assesses our health plan's compliance with preventive care screenings and other quality measures. This year was CenCal Health's best performance since first reporting HEDIS over 15 years ago!

Overall, fourteen aspects of care ranked in the top 10th percentile for Medicaid health plans nationally, an increase from nine in the previous year.

- Both counties surpassed high performance levels in: A1c control; A1c < 8%; diabetic eye exams; counseling for nutrition and physical activity for children and adolescents; and prenatal care timeliness.
- In Santa Barbara, excellent results were also achieved in: asthma medication ratio and postpartum care.

Despite the great overall result, improvement is still needed for the following aspects of care: annual monitoring of patients on ACE/ARB and diuretic medications; nephropathy screening and monitoring; avoidance of imaging studies for low back pain; childhood and adolescent immunizations; and well care exams for children 3-6 years of age.

Detailed HEDIS® 2017 results can be requested by calling Paula Curran, RN, Quality Improvement Manager at (805) 562-1637, or by visiting CenCal Health's website https://www.cencalhealth.org/providers/quality-of-care. Please also contact Paula for proven strategies that many of CenCal Health's providers have implemented to increase patient adherence to clinical guidelines.

[1] HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA). HEDIS is a set of standardized performance measures designed to help purchasers and consumers make reliable comparison of an organization's performance.

Updated Preventive Health Guidelines

Each year, CenCal Health develops current Preventive Health Guidelines which include all recommended tests, screenings, and immunizations for men and women in each age group. These are based on a review of the guidelines and recommendations published annually by the U.S. Preventive Services Task Force (USPSTF), American Academy of Pediatrics (AAP), Center for Disease Control (CDC), and Child Health and Disability Prevention Program (CHDP).

The recommendations are summarized in CenCal Health's 'Preventive Health Guidelines' member handout. These guidelines can be found on our website at https://www.cencalhealth.org/providers/quality-of-care/preventive-health-guidelines/
Adolescent Vaccines “Same Day, Same Way”

Kids and parents will soon be preparing for Back-to-School. This is a great time to remind your 11-12 year old patients to come in for their required school entry vaccine, Tdap. Even better, take the opportunity to administer all adolescent vaccines including Meningococcal and HPV during that same appointment. Help protect your pediatric patients by making a strong recommendation for vaccines this summer.

The biggest predictor of HPV vaccination uptake is a strong recommendation from a health care provider. Please recommend the HPV vaccine the same way you recommend other vaccines, and on the same day. CenCal Health encourages our providers to administer the HPV vaccine for both boys and girls ages 11 and 12, per accepted clinical guidelines.

NEW Federal Guidelines Regarding Timeframes for Filing Member Appeals

New Federal regulations will now require CenCal Health members to file an Appeal within 60 calendar days from the date of the Notice of Action (NOA) letter.

Additionally, if a provider requests an appeal to CenCal Health on behalf of their patient, written consent from the CenCal Health member must be included when filing on their behalf. Providers also have the option to advise their patients to file their appeal directly with CenCal Health by calling our Member Services Department at 1-877-814-1861. When the member requests an appeal verbally with the Health Plan, written consent is not required. Under these new regulations, the member will be asked to sign an appeal request form provided by CenCal Health in follow up to the beneficiary’s verbal request.

For questions or concerns on this topic, please contact our Member Services Department at 1-877-814-1861.

HIPAA: Code Conversions

The Health Insurance Portability and Accountability Act (HIPAA) mandates the standardization of internal (administrative) code sets and the use of standard service/procedure code sets for transactions. CenCal Health has been working diligently to convert its interim (local) codes to national values. The code conversion establishes HIPAA-compliant procedure codes for services rendered by replacing the non-HIPAA-compliant codes. The alternative solution includes utilization of revenue codes, CPT codes, HCPCS Level II codes, and modifiers.

Effective for dates of service on and after July 1, 2017, CenCal Health will no longer accept non-HIPAA-compliant codes, with the exception of FQHC codes.

Please reference our website at www.cencalhealth.org/providers/claims/hipaa/ for our code conversion lists, or contact our Claims Department at (805) 562-1083.