Message to Providers

I wanted to express my sincere gratitude for the opportunity to collaborate with local providers over the past fifteen years here at CenCal Health. I am impressed every day by your dedication and commitment to this important mission.

Recently, I was offered an opportunity to serve as Chief Operating Officer for Central California Alliance for Health serving Santa Cruz, Monterey and Merced Counties. Like CenCal Health, the Alliance serves the low-income population and shares the mission of improving the health and well-being of the communities it serves. I will be relocating in the New Year.

Like with all transitions at CenCal Health, our organization has a strong and capable team. The Provider Services Department will continue to function smoothly after my departure. Sherri Bennett, Associate Director of Provider Services, will serve as Interim Director of Provider Services at CenCal Health and can be reached at (805) 562-1621. She has over twenty years of experience in managed care and with government programs.

Looking back, a lot has been accomplished in the last decade including expansion into San Luis Obispo County and the implementation of the Affordable Care Act that expanded Medi-Cal eligibility to so many in need. Together, we have withstood challenges all the while improving quality for those we serve. There is a lot to look forward to at CenCal Health in the coming year. I will always be grateful to our providers for continuing to go above and beyond to ensure the success of this innovative managed care model, which is accountable to the community it serves.

Marina Owen - Director, Provider Services & Community Engagement

Technology Updates:

Portal Password Changes - Please note that you may be prompted to indicate your Name, Title and Email contact information when logging onto CenCal Health's Provider Portal. In an effort to move towards standardized security practices, CenCal Health will begin collecting user information and will eventually require password changes for users within the restricted area of the website. Please stay tuned, as updates will be posted in the Provider Bulletin.

For questions regarding Portal accounts, please contact the Provider Services Department at (805) 562-1676.

New Provider Manual

CenCal Health's newly revised Provider Manual is now available. The manual provides basic information and answers general questions about how CenCal Health operates, including covered services, authorization guidelines, forms, etc. You can view the new manual at: https://www.cencalhealth.org/providers/forms-manuals-policies/provider-manuals/.

For your convenience, a PDF can be downloaded of individual chapters as well as the entire manual. For more information, please contact the Provider Services Department at (805) 562-1676.
Pharmacy Update: 2018 Opioid Formulary Revisions

With the approval of CenCal Health’s Pharmacy & Therapeutics Committee and in coordination with its Pharmacy Benefits Manager (MedImpact), CenCal Health will begin a Multiphase Implementation Plan to deter overutilization of opioids and update utilization management measures.

Effective January 1, 2018, Phase 1 will include revisions to the opioid formulary offerings. Please visit https://www.cencalhealth.org/providers/pharmacy/ and go to the Pharmacy News section for a complete list of formulary revisions and provider tips for the prescribing of opioid medications. Additional updates will be provided in the January Provider Bulletin. Please contact CenCal Health Pharmacy Department with questions at (805) 562-1080.

Depression Screening

Depression screening is important year round and the holiday season is a perfect time to place extra focus on the screening individuals that may be affected. The National Institute of Mental Health (NIMH) states that 16 million U.S adults had at least one major depressive episode in 2012.

Recommendations by the Department of Health Care Services (DHCS) and CenCal Health would like to remind providers to perform depression screening on all members age 12 and above regardless of risk factors. Completed screenings are reported via claims billed to CenCal Health. Below are the HCPS codes to report depression screening completion:

- G8510 for a negative depression screen where a follow-up plan is not required.
- G8431 for a positive depression screening with follow-up.

Screening and reporting can start now for all members not yet screened this year.

For any questions, please contact CenCal Health’s Clinical Quality Management Department at (805) 562-1637.


Claims Corner  CHDP Code Conversion Update

Tips, news, & more.

CenCal Health, in accordance with the State, is pleased to announce that we will be fully transitioned from the Child Health and Disability Prevention Program (CHDP) specific PM 160 form to the applicable billing form, CMS1500 or UB04. Effective January 1, 2018, CenCal Health will be ending the contract with eCHDP. All billing, regardless of date of service, on or after January 1, 2018, is to be billed directly to CenCal Health.

For questions, please contact the Provider Services Department at (805) 562-1676.

Happy Holidays From CenCal HEALTH

CenCal Health will be closed Monday, December 25th 2017 and Monday, January 1st 2018 in observance of Christmas and New Year’s Day.
Our Board of Directors and Leadership

CenCal Health Board of Directors
(from left to right): Supervisor Adam Hill, Supervisor Janet Wolf, Richard Roberts, Jeffrey Hamm, Karen Johnson, Douglas Metz, DPM, MPH, Daniel Nielson, Kerin Mase, Mark P. Lisa, Lynda Tanner, René Bravo, MD, Kurt Ransohoff, MD, Dan Herlinger

CenCal Health Leadership Team
(from left to right): Barbara Kramer, Marina Owen, Florence Chan, Lulu Von Alvensleben, Allen Freymuth, Jai Raisinghani, Karyn Fish, David Ambrose, CFO, Caitlin Larsen, Rob Botdorf, Carlos Hernandez, Takashi Michael Wada, MD, Jeff Januska, PharmD, Paul Jaconette, COO, Darryl Leong, MD, CMO, Michael Harris, Barrie Parker, CIO, Kashina Bishop, Ron Mideiros, Bob Freeman, CEO, Donna Slimak, Sherri Tarpchinoff Bennett
As stewards of public funds, CenCal Health’s Board of Directors and executive team provide sound leadership to ensure the organization meets current and future financial goals. As always, we put the health of our members first, so we maximize money for health care services by operating as efficiently as possible. Our administrative expenses represent only about six cents of every dollar the organization spends with the remaining ninety four cents going to providers in direct medical care. CenCal Health is dedicated to achieving and maintaining operational efficiency to ensure the maximum amount of dollars go toward improving the health and well-being of people on the Central Coast.

Financial Summary for Years Ended June 30th (Rounded in millions of dollars)

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<tr>
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CenCal Health’s FY 2017 Medical Expenses (Rounded in millions of dollars)

- Physician Services & PCP Capitation & Incentives: $138.0
- Pharmaceuticals: $105.7
- Long-Term Care Services: $97.1
- Hospital Services: $148.4
- Other Medical Services: $51.7

www.cencalhealth.org