Whole Child Model (WCM) and California Children’s Services (CCS)

Beginning July 1, 2018, The Whole Child Model (WCM) for the California Children’s Services (CCS) Program will be administered by CenCal Health for all eligible members. The WCM is a delivery system that will provide comprehensive, coordinated services for children and youth with special health care needs through enhanced partnerships with CenCal Health.

CenCal Health will be hosting a series of readiness seminars beginning in June 2018, to ensure a smooth transition for the provider network. Topics include, Eligibility & Covered Services; Claims & Billing Requirements; Authorization Changes and Case Management Assistance. Enclosed, please reference the CenCal Health Whole Child Model Program, Readiness Seminar invitation or go to https://www.cencalhealth.org/providers/ to register online.

For questions or more information, please contact the Provider Services Department at (805) 562 - 1676 or psrgroup@cencalhealth.org.

Provider Enrollment with Medi-Cal

As of January 1, 2018 Federal law issued new requirements pertaining to the enrollment of providers in the Medi-Cal program. This requires that all CenCal Health contracted providers are screened and enrolled in the Department of Health Care Services (DHCS) Medi-Cal program.

DHCS has provided Managed Care Plans (MCP) the option to develop and implement an MCP screening and enrollment process or MCPs may direct their network providers to enroll directly through DHCS. CenCal Health has opted to develop an enrollment process for providers who ONLY render services to our Medi-Cal Managed Care members. While the enrollment package will be the same as the current DHCS application, CenCal Health will be able to process timely.

Many providers are currently enrolled through DHCS as they provide services to Fee-For-Service (FFS) Medi-Cal members (“straight” Medi-Cal). If a provider is not already enrolled and provides services to FFS Medi-Cal members, they MUST enroll through DHCS. DHCS Application packages by provider type can be found at http://www.dhcs.ca.gov/provgovpart/Pages/ApplicationPackagesAlphabeticalbyProviderType.aspx.

CenCal Health will continue to notify of updates regarding enrollment, however, it is encouraged to begin the enrollment process now. For questions, please contact Sheila Thompson, RN, CPHQ at (805) 562-1677 or sthompson@cencalhealth.org.
May is Mental Health Awareness

May marks the sixty-eighth observance of Mental Health Month, which aims to increase the awareness and understanding of mental health. According to the National Institute of Mental Health, more than 44 million people, one in six adults, suffer from mental illness in the U.S.

The National Alliance on Mental Illness (NAMI) makes the following recommendations on how medical providers can create an office environment that will help clients and families feel comfortable talking about their or their child’s mental health concerns.

- Include mental health resources in the waiting and exam rooms.
- Supportive and knowledgeable staff. Educate yourself and all your staff (direct care and support staff) on mental health topics including how to recognize if somebody is experiencing a mental health urgency.
- Ask questions about mental health a routine part of every physical exam.
- Listen to a client or families’ concerns openly and without judgment.
- Know your local resources to make appropriate referrals and follow-up whether the member or family have been successful in accessing resources.

Please visit https://www.cencalhealth.org/providers/provider-basics/behavioral-health/ for more information, regarding Behavioral Health.

Staff Spotlight: Meet your Provider Services Representative Team

CenCal Health's Provider Services Department has a team of representatives to support and assist the provider network. As a reminder, the Provider Services Representative (PSR) Team provides onsite training for practice staff regarding CenCal Health's provider portal. For training and resources, please visit CenCal Health's website at https://www.cencalhealth.org/providers/provider-training-resources/.

Please contact the Provider Services department at (805) 562-1676 or psrgroup@cencalhealth.org to schedule a visit/training.

Technology Update: Electronic Explanation of Payment

As a reminder, contracted providers can now access an electronic version of their weekly Explanation of Payments (EOP) by logging into the Provider Portal section of CenCal Health's website at www.cencalhealth.org.

For questions related to EOP portal access, please contact the Provider Services Department at (805) 562-1676 or psrgroup@cencalhealth.org.

Holiday Closure

CenCal Health will be closed on Monday, May 28, 2018 in observance of Memorial Day.
Pharmacy Update

2018 Opioid Morphine Equivalent Dose (MED) Limit

CenCal Health and its Pharmacy Benefits Manager, MedImpact, are working together to communicate formulary changes to plan providers. With the approval of CenCal Health's Pharmacy & Therapeutics Committee and in coordination with its Pharmacy Benefits Manager (MedImpact), CenCal Health has begun a Multiphase Implementation Plan to deter overutilization of opioids, and update utilization management measures.

Effective July 1, 2018, CenCal Health will be implementing the following MED (Morphine Equivalent Dose) edits to help minimize the overutilization of opioids:

- MED (Morphine Equivalent Dose) > 120mg
  - Soft-Edit at the pharmacy, can be overridden by the pharmacy
- MED (Morphine Equivalent Dose) > 200mg
  - Hard-Stop at the Pharmacy, Prior Authorization would need to be submitted to justify the MED > 200mg

In an effort to minimize disruption to members on Chronic Opioid Therapy, we are notifying providers of the MED limits that will be effective July 1, 2018. For providers with members over the future MED limit, please see the recommended actions below to ensure that there is no disruption in therapy.

Actions to Take:
1. Assess patient and review diagnosis, treatment plan, and possible titration from medications and or willingness to obtain addiction treatment from the County Drug and Alcohol Services Program.
   - Santa Barbara County: 1 (888) 868-1649
   - San Luis Obispo County: 1 (800) 838-1381
2. If member’s medical condition necessitates continuation of therapy above the 200mg MED, the following information must be submitted to obtain Prior Authorization, starting July 1, 2018:
   1) Diagnosis with medical justification
   2) Pain Assessment
   3) Urine Screening- Shows concordance with prescriptions
   4) Attempts made to titrate therapy
   5) Alternative treatment/therapies attempted

Please contact CenCal Health Pharmacy Services Department at (805) 562-1080 if you have any questions or need any assistance.