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PCP Incentive Program – 2017 Top Performers

CenCal Health’s PCP Incentive Program rewards Primary Care Providers (PCPs) for providing high quality healthcare and controlling utilization costs of their assigned membership. We would like to congratulate the following providers for their outstanding performance in last year’s program. Their high performance scores are indicative of succeeding in both aspects of the program and ensuring our membership receives high quality healthcare services. Please join us in congratulating the top performers!

<table>
<thead>
<tr>
<th>Top Pediatric Peer Pool Performers</th>
<th>Top Family Practice Peer Pool Performers</th>
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</thead>
<tbody>
<tr>
<td>Himat Tank M.D.</td>
<td>Valley Medical Group of Lompoc</td>
</tr>
<tr>
<td>Jeffery S. Kaplan M.D.</td>
<td>Buellton Medical Center</td>
</tr>
<tr>
<td>Pediatric Medical Group of Santa Maria</td>
<td>Central Coast Medical Group</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Top Internal Medicine Peer Pool Performers</th>
<th>Top FQHC Performers by Site</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orcutt Walk-In Health Center</td>
<td>CHCCC- Del Mar</td>
</tr>
<tr>
<td>Eric Levy M.D.</td>
<td>Isla Vista Neighborhood Clinic</td>
</tr>
<tr>
<td>Jackson Medical Group- Pacific Oaks</td>
<td>Carpinteria Health Care Center</td>
</tr>
</tbody>
</table>

If you are a PCP and would like to learn more about CenCal Health’s Incentive Programs, please contact Provider Services Department at (805) 562-1676 or psrgroup@cencalhealth.org.

Upcoming DHCS Audit – PCP Site Visits

PCPs may be contacted by DHCS to schedule an onsite visit in early November 2018.

DHCS will conduct a routine medical audit of CenCal Health from **November 6, 2018 through November 9, 2018**. The DHCS audit will consist of an evaluation of CenCal Health’s compliance with its contract with DHCS and regulations in the following areas: utilization management, continuity of care, availability and accessibility, member rights, quality management, and administrative and organizational capacity. A component of the audit includes site visits of selected PCP offices to conduct medical record reviews of specific members’ records. DHCS nurse evaluators will collect copies of members’ medical records and conduct brief interviews with providers and/or staff regarding coordination of care.

Please be aware that DHCS, as a health oversight agency conducting activities necessary for appropriate oversight of government benefit programs, has the authority to review confidential information. See Title 45, Code of Federal Regulations, Subpart E, Sections 164.512, 164.506, and 164.512(d). We have been advised that the DHCS audit team has signed appropriate confidentiality agreements and will conduct any record reviews or staff interviews in accordance with HIPAA requirements.

For questions, please contact Sheila Thompson, Provider Services Quality and Credentialing Manager, at (805) 562-1676 or sthompson@cencalhealth.org.
Clinical Series: Adolescent Depression

Part 3: Treatment

Treatment of depression in an adolescent patient must be tailored to the severity of the depression. The following table provides some treatment suggestions:

<table>
<thead>
<tr>
<th></th>
<th>Mild Depression</th>
<th>Moderate Depression</th>
<th>Severe Depression or moderate depression with co-morbidities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Initial intervention</strong></td>
<td>* Provide active support &amp; monitoring for 6-8 weeks</td>
<td>* Initiate medication or therapy in primary care</td>
<td>* Refer to specialty mental health services</td>
</tr>
<tr>
<td>by Primary Healthcare</td>
<td>* Provide youth and family with education &amp; schedule follow-up appointments every 1-2 weeks</td>
<td>* Provide adolescent &amp; family with education, develop safety plan &amp; provide ongoing monitoring</td>
<td>* Provide support to patient &amp; family until services are established</td>
</tr>
<tr>
<td><strong>Interventions if partial or no improvement</strong></td>
<td>*Initiate medication or therapy in primary care</td>
<td>*Adding medication or therapy if not already</td>
<td>* Coordinate services with specialty mental health</td>
</tr>
<tr>
<td></td>
<td></td>
<td>* Adjust medication to max dosage</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>* Reassess diagnosis</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>* Consult with mental health specialist</td>
<td></td>
</tr>
</tbody>
</table>

If depression symptoms improve after 6-8 weeks, continue with medication for 6 months after full remission is obtained. Continue to monitor the youth for 6 – 24 months. Maintain contact with therapist if such treatment continues.

Important treatment considerations:
• Discuss limits of confidentiality with the adolescent and family.
• Develop treatment plan with the adolescent patient and families.
• The treatment plan should include the establishment of a safety plan, which includes restricting lethal means, engaging a concerned support person and developing an emergency communication mechanism should the adolescent deteriorate or become actively suicidal.
• Become familiar with the use of tested treatments for adolescent depression, including both antidepressants and psychotherapy.

Resources for treatment and safety planning
The Holman Group: 1 (800) 321-2843  
SB County Access Line: 1 (888) 868-1649  
SLO County Access Line: 1 (800) 838-1381
SAFTY (SB County Only): Youth crisis line and mobile crisis services: 1 (888) 334-2777
National Suicide Prevention Helpline: 1 (800) 273-8255 or Crisis Text Line: Text 741741
My3 – app: Electronic safety plan available in the Apple App Store and Google Play free of charge.

The complete clinical guidelines can be accessed at http://pediatrics.aappublications.org/content/141/3/e20174082.
Electronic Funds Transfer (EFT) Enrollment available on the Provider Portal!

CenCal Health offers Electronic Funds Transfer (EFT) and electronic Explanation of Payment (EOP). Payments related to claims processing, i.e. EOPs, Capitation and Incentive payments are available via EFT.

Go Paperless!!

Providers can now sign up through the Provider Portal on CenCal Health’s website to receive all payments electronically. Once enrolled, EFT deposits will be made weekly! Enroll in EFT today!

If you have any questions, please contact Provider Services at (805) 562-1676 or psrgroup@cencalhealth.org

Ready, Set, Enroll!!
Attention: Provider Enrollment

Are you enrolled in the Medi-Cal Program? **Effective January 1, 2018**, CenCal Health is required by federal law to ensure all new contracted providers are enrolled in the Department of Health Care Services (DHCS) Medi-Cal Program. **All currently contracted providers are required to enroll with Medi-Cal by December 31, 2018, otherwise may risk the ability to receive payment from CenCal Health.** Provider enrollment can be verified by following the link below.


Providers who enroll through DHCS are eligible to provide services to Medi-Cal Fee for Service (FFS) beneficiaries as well as CenCal Health Medi-Cal beneficiaries. To enroll through DHCS, please use the online process at the link below.

[http://www.dhcs.ca.gov/provgovpart/Pages/PAVE.aspx](http://www.dhcs.ca.gov/provgovpart/Pages/PAVE.aspx)

Providers who ONLY provide services to CenCal Health Medi-Cal beneficiaries may elect to enroll directly through CenCal Health. If you are not enrolled, please contact a Provider Services Representative (PSR) at (805) 562-1676; and the PSR team will assist you with the enrollment process.

Quality Improvement & Health Promotion Member Mailings

In order to encourage members to receive important clinical services for which they are due, CenCal Health recently coordinated an informational member mailing related to the following topics:

- Diabetes HbA1c Testing
- Cervical Cancer Screening
- Lab Monitoring for Members on ACE/ARBs or Diuretics

Your patients may ask you about these topics at their next visit. For questions, please contact The Quality Improvement Department at (805) 617-1997 or qualityimprovement@cencalhealth.org.
Pharmacy Updates

Prepare for 2018-2019 Flu Season

The Flu Season is now upon us. The Pharmacy Flu Program can help your patients stay healthy this flu season. As part of the pharmacy benefits provided by CenCal Health and MedImpact, members are eligible to receive the flu vaccine directly from a participating pharmacy in CenCal Health’s contracted network. 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 providers chose to administer the flu vaccine in their office, they can bill CenCal Heath directly.

Synagis® Pharmacy Update: RSV Season

CenCal Health would like to assist our members and providers in preparation for the upcoming RSV season. In conjunction with the Department of Health Care Services’ Children’s Medical Services Network, the Synagis® prophylaxis season will begin November 1, 2018, and run through March 31, 2019. Medical Request Forms (MRFs) will be accepted beginning October 1st for initial administration beginning November 1st to ensure that the infant’s/child’s weight is current.

Synagis® is required to be ordered through our Specialty Pharmacy vendor, Diplomat Specialty Pharmacy. Order forms can be obtained through the CenCal Health website at www.cencalhealth.org or by contacting Diplomat Specialty Pharmacy directly at (877) 319-6337.

For questions, please contact CenCal Health Pharmacy Services Department at (805) 562-1080.