Mandatory Checks in CURES

Effective October 2, 2018, physicians must consult California’s prescription drug database (the Controlled Substance Utilization Review and Evaluation System, or CURES) – prior to prescribing Schedule II, III, or IV controlled substances. All individuals practicing in California who possess both a state regulatory board license authorized to prescribe, dispense, furnish or order controlled substances and a Drug Enforcement Administration Controlled Substance Registration Certificate must be registered to use CURES.

Under this mandate, physicians must consult the database prior to prescribing controlled substances to a patient for the first time, and at least once every four months thereafter if that substance remains part of the patient’s treatment. Physicians must consult CURES no earlier than 24 hours or the previous business day prior to prescribing, ordering, administering or furnishing of a contracted substance to the patient.

For more information, please visit:
- CURES website: https://oag.ca.gov/cures
- CURES FAQ: https://oag.ca.gov/cures/faqs
- Medical Board CURES webpage: http://www.mbc.ca.gov/Licensees/Prescribing/CURES/
- CMA CURES webpage: https://www.cmadocs.org/cures
- CMA Safe Prescribing webpage: https://www.cmadocs.org/safe-prescribing

For questions, please contact the Provider Services Department at (805) 562-1676.
The Provider Bulletin is produced as a timely supplemental information service for provider office staff and is published monthly by the Provider Services Department. Questions and/or suggestions for articles may be made to psrgroup@cencalhealth.org or by calling (805) 562-1676.


National Diabetes Awareness Month

November is National Diabetes Awareness Month. CenCal Health outreached to members with diabetes encouraging follow up on A1c test and visits with their PCP about blood glucose control.

CenCal Health’s Diabetes SMART program is a disease management program that provides PCP Providers with case management lists for their diabetic population. These lists are provided to aid in identifying members with diabetes and the clinical services they need.

CenCal Health’s Quality Improvement (QI) team is here to answer all your questions regarding the Diabetes SMART Program and diabetes health promotion. Please contact the QI team at qualityimprovement@cencalhealth.org or (805) 617-1997.


Please visit the CenCal Health website at https://www.cencalhealth.org/providers/patient-education-materials/ to download Health education materials for your patients.

Transportation Benefit: NEMT and NMT

As a reminder, Non-Emergency Medical Transportation (NEMT) and Non-Medical Transportation (NMT) are covered services for CenCal Health members. CenCal Health has partnered with Ventura Transit System (VTS) to assist in the arrangement and management of transportation services. Members requiring NMT or NEMT can contact VTS directly at (855) 659-4600 or CenCal Health’s Member Services Department at (877) 814-1861 to arrange for covered transportation services.

What you need to know:

NMT services
- Authorization is not required and providers are NOT expected to complete a ‘Physician Certification Statement (PCS)’ Form.
- Out of area NMT transportation requires approval.

NEMT services require a ‘Physician Certification Statement (PCS)’ Form.
- Authorization for NEMT (PCS Form), must be initiated by VTS, and then forwarded to the member’s Referring Physician.
- The Referring Physician completes the remaining items to be filled out on the PCS Form.
- Please fax the completed form to CenCal Health’s Health Services Department at (805) 681-3071.
- CenCal Health will notify VTS of the completed form and VTS will schedule and coordinate the member transportation.

For questions or more information regarding NEMT and NMT, visit https://www.cencalhealth.org/providers/authorizations/ or contact the Provider Services Department at (805) 562-1676.

Reminder: Provider Portal Password Reset

CenCal Health’s Provider Portal security features will prompt passwords to reset every 180 days. When logging in, you will be prompted to create a new password.

As a reminder, passwords must meet the following guidelines:
1.) Must be a minimum of 8 characters.
2.) Must contain at least 1 character from each of the following groups below.
   - 1 upper case, 1 lower case, 1 digit, 1 special character

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

Holiday Closure

CenCal Health is thankful for our Provider Partners this season. Happy Thanksgiving! CenCal Health will be closed on Thursday, November 22nd and Friday, November 23rd in observance of the Thanksgiving Holiday.

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