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

As a reminder, effective July 1, 2018, CenCal Health will begin administering The Whole Child Model (WCM) for the California Children’s Services (CCS) Program 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. This integration’s focus is on the whole-child, including the child's full range of needs as well as their CCS condition.

Payment, authorizations and care coordination of services for children with CCS-eligible conditions, will be the responsibility of CenCal Health. County Health Departments will continue to provide eligibility determination for CCS as well as continued coordination for all-non CenCal Health CCS-eligible children.

CenCal Health will be hosting a series of Readiness Seminars to ensure a smooth transition for providers and members. Please visit https://www.cencalhealth.org/providers/ to register online for the Whole Child Model Program, Readiness Seminar/Webinar.

For more information or questions about Whole Child Model (WCM) and California Children's Services (CCS), please contact the Provider Services Department at (805) 562-1676 or psrgroup@cencalhealth.org.

Camp Wheez

Camp Wheez, a day camp in Santa Barbara for children with asthma, will be held this year on August 6, 2018 - August 10, 2018. The camp is for children ages 6-12 and provides kids with fun activities while learning about asthma. The program is sponsored by Sansum Clinic and is free of charge. Let young asthma patients and their parents know about this great opportunity. For more information, including brochures and applications in English and Spanish, please visit http://www.sansumclinic.org/camp-wheez.

Mindfulness in the Health Care Setting

Incorporating mindfulness in your clinical practice can enhance quality and safety for your patients as well as foster joy in your work, reduce stress, and help prevent burnout. According to the Institute for Healthcare Improvement, mindfulness is assuming an aware, nonjudgmental, and present state of mind.

There are various ways in which mindfulness can be incorporated into your practice:
• Taking 10 seconds to practice deep breathing between seeing patients. This practice can help clear your mind and prepare you for your next patient.
• Meditation is the practice of focusing your mind to achieve a mentally clear and emotionally calm state.

Both of these practices require varying degrees of time and concentration so choose a method that works best for you and your practice. For more information, please visit https://wellmd.stanford.edu/healthy/mindfulness.html.
Available Interpreter Services

CenCal Health’s Language Access provides for language assistant for those Limited English Proficient (LEP) members at medical points of contact. As a reminder, CenCal Health must provide its membership 24/7 access to Interpreter Services known as Certified Language International (CLI). This telephonic interpreter service is available to CenCal Health’s contracted provider network at no charge to the provider and the member. The CLI Language line allows a quick connection by phone, to facilitate interpretation between providers and members who are considered Limited English Proficient nor share the same culture, during office visits. CenCal Health’s Language Access Program provides:

- 24 hour 7 days a week availability for telephonic Interpreter services at medical appointments for over 150 spoken languages.
- For American Sign Language (ASL), some members may prefer using their own Smart Phones for assistance or using “Face to Face” Interpreter Service at medical appointments. Please contact CenCal Health’s Member Services Department at 1 (877) 814-1861 from 8:00 AM to 5:00 PM, Monday–Friday when needing to schedule assistance for an ASL member requesting an in-person interpreter for ASL services.
- CenCal Health has established criteria for the use of “Face to Face” in-person interpreter services for those LEP members that speak Spanish. Please refer to CenCal Health’s website in the provider section, (please see link noted below) that provides guidance regarding those medical services that meet CenCal Health’s criteria for “Face to Face” Spanish interpreter services.

The Provider Services department is available to assist you or answer any questions you may have with Certified Language International’s language line. For more information or instructions on how to request Interpreter services, use of the Certified Language International telephonic language services, please visit https://www.cencalhealth.org/providers/provider-basics/interpreter-services/ or contact Provider Services Department at (805) 562-1676.

Behavioral Health Treatment Services

Beginning July 1, 2018, the availability of Behavioral Health Treatment (BHT) is expanded to all members diagnosed with a Neurodevelopmental disorder such as Autism Spectrum Disorder, Seizure Disorder, Cerebral Palsy and Brain Trauma that is presenting with significant behavioral and developmental impairments that is substantially affecting their functioning at home or in the community. BHT services includes Applied Behavioral Interventions (ABA), skills training and parent training.

To qualify for BHT services, members must meet the following requirements:
- Eligible CenCal Medi-Cal member.
- Younger than age 21.
- Be medically stable.
- Not in need of 24-hour medical/nursing monitoring or procedures provided in a hospital.
- BHT services must be medically necessary to correct or ameliorate developmental or behavioral deficits.

BHT services require pre-authorization from the Holman Group. Providers may make a referral for BHT services by faxing a referral using the PCP referral form with supporting documentation. To download The Holman Group PCP Referral Form, please visit https://www.cencalhealth.org/~/media/files/pdfs/providers/for-providers/behavioural-health/holmanpcpreferral05222018.pdf?la=en.

Providers can contact The Holman Group at 1 (800) 321-2843 or CenCal Health’s Clinical Integration Manager, Amanda Pyper at (805) 685-9525 for further information.
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.
   o Santa Barbara County: **1 (888) 868-1649**
   o 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.