Technology Updates

Attestation of Practice Information
As a reminder, Senate Bill 137 requires CenCal Health to make significant changes surrounding the collection and reporting of provider data. The requirements include that health plans incorporate specific provider information in the online provider directories, as well as a mechanism to provide frequent and timely updates to provider information. Effective April 2018, CenCal Health will be launching an online tool allowing providers to validate and attest to their provider and practice information via the provider portal. The Attestation tool will allow providers to view their practice information and submit a request to make updates. Provider Attestation will be an annual process required to ensure current practice information is reflected in the Online Provider Directory.

Prepare for Provider Portal Security Enhancements
CenCal Health made recent enhancements to the security of the Provider Portal. If you have not logged into the CenCal Health Provider Portal and updated your information, please login today. CenCal Health's goal is to ensure no disruption in your ability to access the Provider Portal when the enhancements go live in April 2018.

The enhancement includes password reset; allowing for secure usernames and passwords as well as specified permissions and access to the CenCal Health Provider Portal. Each provider office or organization must delegate a staff person as their Physician/Administrator; responsible for creating individual user accounts and determining access levels for clinic and practice staff prior to the password change.

To delegate your Physician/Administrator, log into the portal and select “Physician/Administrator” under Job Role. Please stay tuned for additional training and updates. For questions, please contact the Provider Services Department at (805) 562-1676 or psr@cenicalhealth.org.

California Children’s Services/Whole Child Model

Beginning July 2018, CenCal Health members who are California Children’s Services (CCS) eligible will receive care coordination by CenCal Health for both Santa Barbara and San Luis Obispo Counties. This change is part of the Whole Child Model of care implementation; improving integration of services and coordination of care across providers. CenCal Health will be responsible for case management and authorizing medically necessary covered services, such as pediatric referrals, hospital stays, medications, supplies, and durable medical equipment. Care coordination of non-CenCal Health members, will remain under the responsibility of the local County CCS office.

CenCal Health is establishing a Pediatric Clinical Advisory Board (PCAB) to be comprised of CenCal Health's Chief Medical Officer, Santa Barbara and San Luis Obispo CCS Medical Directors and local CCS paneled providers to provide input for medical policy, review treatment authorization procedures as well as pediatric care and quality improvement processes.

Providers interested in joining PCAB, or for more information, please contact the Provider Services department at (805) 562-1676.
Spotlight on Credentialing

CenCal Health has designed and implemented a quality of care program to continually improve the health plan and the delivery of health care to our members. As part of this program, we credential our contracted providers who are practicing as individuals or as members of practice groups. Most providers will complete the initial credentialing process concurrent with the contracting process.

We are members of the Counsel for Affordable Quality Healthcare (CAQH) and can access provider applications on file there, or providers may submit a California Participating Physician Application (CPPA). The CPPA and information about credentialing is available on our website at https://www.cencalhealth.org/providers/join-network/. Written notice that your credentialing application has been approved is one step in the onboarding process. Prior to providing services to members of CenCal Health programs, please ensure that you receive an effective date in our network. Claims for services rendered prior to your effective date may not be reimbursed.

CenCal Health then re-credentials providers every three years by collecting an updated credentialing application and current copies of the various attachments. We may also contact you in between credentialing cycles as items expire. Please remember that compliance with our credentialing process is a contractual requirement, and we greatly appreciate your timely response. Questions regarding credentialing may be directed to our credentialing team by e-mailing providercredentials@cencalhealth.org.

There are new requirements from the Department of Health Care Services (DHCS) that all Medi-Cal Managed Care Plan network providers must be enrolled in the Medi-Cal program. CenCal Health will distribute more information as soon as it is available; and we remain committed to assisting our network providers in this process. Stay tuned!

Providing Culturally Competent Care

CenCal Health recognizes the importance of ensuring that members receive culturally and linguistically appropriate medical care. Being aware of cultural competence in your practice can help ensure that you are able to provide high quality care to your patients.

What is Cultural Competence?

Cultural competence is the ability of health care providers and organizations to understand and respond effectively to the cultural and language needs of patients. Cultural competence requires organizations and their personnel to:

• Value diversity.
• Assess themselves.
• Manage the dynamics of difference.
• Acquire and institutionalize cultural knowledge.
• Adapt to diversity and the cultural contexts of individuals and communities served.

Why is this important?

We all have personal factors, beliefs, attitudes, and biases that can consciously or unconsciously influence how we interact with patients. By becoming self-aware of these things, and by being aware of having a culturally competent approach for providing health care to patients, we can improve:

• Patient health outcomes.
• Patient compliance and access to care.
• Patient-provider relationship.

The U.S. Department of Health and Human Services offers a 9-credit CME course through their program “Think Cultural Health.” The program is available to anyone interested, and CMEs are available for Physicians, Family Practice, Physician Assistants, and Nurse Practitioners. For more information, visit https://www.thinkculturalhealth.hhs.gov/education/physicians. Additional information and resources for integrating cultural competency into your practice can be found at https://www.cencalhealth.org/~/media/files/pdfs/psmanual/current-provider-manual/section1memberservices.pdf?la=en in Section L11 of our Provider Manual.

Holiday Closure

CenCal Health will be closed on Monday, February 19, 2018 in observance of Presidents’ Day.
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 has begun a Multiphase Implementation Plan to deter overutilization of opioids and update utilization management measures.

Effective January 1, 2018, Phase 1 was implemented with revisions to the opioid formulary offerings as described in the January Provider Bulletin.

Effective March 1, 2018, Phase 2 of the implementation plan will begin with the addition of quantity restrictions to existing opioid formulary agents. Below is a list of affected opioid agents.

<table>
<thead>
<tr>
<th>Opioid Formulary Updates: Effective March 1, 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>All strengths are updated unless a specific strength is noted in the table below. CenCal Health Benefit allows for a maximum of 30-day-supply.</td>
</tr>
<tr>
<td><strong>Drug</strong></td>
</tr>
<tr>
<td>------------------------------------------------</td>
</tr>
<tr>
<td>acetaminophen/codeine 120-12mg/5ml solution</td>
</tr>
<tr>
<td>hydromorphone 2mg, 4mg tablets</td>
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<tr>
<td>morphine sulfate 15mg, 30mg IR tablets</td>
</tr>
<tr>
<td>morphine sulfate 15mg, 30mg, 60mg ER tablets</td>
</tr>
<tr>
<td>morphine sulfate 100mg ER tablets</td>
</tr>
</tbody>
</table>

In an effort to minimize member and provider disruption, members on chronic opioid therapy affected by the changes listed in the table will receive a prior authorization to allow for continuation of care. Any new start after 3/1/18 for a non-formulary medication or a quantity limit/step override will require submission of a prior authorization/Medication Request Form (MRF). Should the utilization data reveal inappropriate or abuse of opioid therapy, specific provider outreach will be warranted.

Please visit the CenCal Health website for the updated CenCal Health Formulary and Pain Management/Opioid Tools.

https://www.cencalhealth.org/providers/pharmacy/

Please contact CenCal Health Pharmacy Department with questions at (805) 562-1080.