PROVIDER NEWS

Camp Wheez for Summer Camp

Camp Wheez is a day camp for children in grades 1 through 6 with asthma. They enjoy a camp experience designed for their special needs and learn about their asthma while participating in games & recreation, arts & crafts, and old-fashioned camp fun! This year, the camp will take place on Monday, August 5th – Friday, August 9th, from 8:30am – 12:30pm (additional fee for extended days). The FREE program is run by Sansum Clinic and founded by Myron Liebhaber, MD.

Let your young asthma patients and their parents know about this great opportunity. For more info, including brochures and applications in English and Spanish, visit: sansumclinic.org/camp-wheez

On The Horizon: Provider Webinars!

We are dedicated to supporting our provider network and will be hosting FREE webinars, to new providers, office staff, and billers. Session One: Provider Basic Training Webinar, Wednesday, June 19th & Thursday, June 20th from 10am – 11am

Learn the basics of working with CenCal Health during this training session. This webinar is designed to enhance your knowledge of processes when seeing our CenCal Health members! This course will focus on educating new providers and/or new office staff that would benefit from an overview of CenCal Health’s history, member benefits, eligibility, and managing authorizations.

Session Two: Claims Billing Webinar, Wednesday June 19th & Thursday, June 20th from 2pm – 3pm

Our Provider Claims Representatives will provide you details on how you can submit timely and accurate claims. We will also review ways to avoid common claim denials, and learn the best way to bill CenCal Health. Billing staff that bill on a CMS-1500 claim form will benefit from this training course.

Register for these educational courses online at cencalhealth.org/providers/provider-training-resources/

Electronic Funds Transfer (EFT) Enrollment Available!

CenCal Health offers weekly EFT payments, and providers can sign up through the Provider Portal on CenCal Health’s website or via our paper form. Once enrollment is complete, EFT payments will be made weekly. If your organization is not yet enrolled, now is the time to enroll! For any questions about our EFT enrollment process, go to cencalhealth.org/providers/claims/ or to receive assistance enrolling, please contact your Provider Services Representative or the Provider Services main line at (805) 562-1676 or via email at: psrgroup@cencalhealth.org
Technology Update: CenCal Health Provider Portal

CenCal Health recognized a need to accommodate growth and adapt to business changes. In July the Provider Portal on cencalhealth.org will feature a new and improved Coordination of Care, Member and Batch Eligibility, Diabetes SMART site, Share of Cost, and a security uplift.

We hope that these new features simplify your day-to-day processes when seeing a CenCal Health member.

Training webinars and online videos will be posted for Summer of 2019. Office staff will have access to RSVP for these events on the Provider Training & Resources cencalhealth.org/providers/provider-training-resources/.

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

CLINICAL CORNER
Reminder – Blood Lead Screening of Young Children

CenCal Health would like to remind our pediatric providers on the importance of blood lead level (BLL) testing. The American Academy of Pediatrics (AAP) Bright Futures recommends blood lead testing at 12 months of age and then again at 2 years of age for all children.

Additionally, if a child has never had a blood lead test before the age of 3 or has likely been exposed to lead, a screening is required. Providers must document when a screening was not completed or refused and provide the patient’s guardian with anticipatory guidance including information on harm caused by lead exposure.

Providers are not required to perform BLL testing if, in their professional judgement, the risk of screening poses a greater risk to the child’s health than the risk of lead poisoning.

For more information on when Blood Lead testing is required you can go to: aap.org/en-us/Documents/periodicity schedule.pdf or cencalhealth.org/providers/quality-of-care/preventive-health-guidelines/

If you have any questions about blood lead testing, please contact Clinical Practice Management at (805) 562-1637.

STI & HIV Testing

June 27th is National HIV Testing Day, which is a day to encourage your patients to get tested for HIV, know their status, and get linked to care and treatment.

Additionally, it is an excellent opportunity to discuss other sexually transmitted infections (STIs) and your patient’s risk factors. Given the significant increase of STIs in California over the past six years, this is a critical conversation to have with your patients to assess their need for testing. Getting your patients tested is the first step to treatment and transmission reduction.

For more information on National HIV Testing day, you can go to: hiv.gov/events/awareness-days/hiv-testing-day

For more information and resources on HIV & STIs in California, you can go to: cdp.ca.gov/Programs/CID/DCDC/Pages/STD.aspx
Measles Vaccines: Do Adults Need a Dose?

In light of recent measles outbreaks in other counties, here are a few helpful facts to remember as patients ask whether they need additional measles vaccinations.

• Any individual who has documentation that he/she received two live-attenuated measles vaccines is considered to have presumptive lifetime immunity.
• Individuals born before 1957 are presumed to have natural immunity. Many adult members, however, may not be protected if they received the ineffective killed measles vaccine which was available between 1963 and 1967.
• One dose of live-attenuated measles vaccine (MMR) should be given to any individual born during or after 1957 who received killed measles vaccines or measles vaccines of unknown type.
• Two doses should be given to these individuals if they are at increased risk of exposure, such as healthcare professionals or anyone traveling to high risk areas.

For more information, please reference the Centers for Disease Control and Prevention link: cdc.gov/measles/

Screening for Trauma in Children

California Department of Health Care Services (DHCS) will be mandating developmental and trauma screening for all Medi-Cal children. Many providers have already incorporated developmental screenings into their daily practice following the recommendations in Bright Futures, published by the American Academy of Pediatrics, but trauma screening will be new for most. The State is looking to reimburse providers who use the recommended screening tool to screen adults and children for adverse childhood events. Trauma in this context refers to events experienced in childhood related to abuse, neglect or household dysfunction. Research has shown that individuals who experienced trauma in childhood are at significantly increased risk of heart diseases, diabetes, and are likely to die 20 years sooner than those who did not experience traumatic events. These physical health costs are in addition to the mental health and substance use disorders that often follow childhood trauma.

CenCal Health will share more information about this mandate, and the screening reimbursement once DHCS releases more details. The recommended screening tools can be found here: acesconnection.com/blog/ca-will-reimburse-for-one-of-three-aces-screeners or ucsf.edu/news/2018/07/411161/disrupting-toxic-stress-children-prevent-long-term-health-impacts

Access to Care Standards

Periodically providers may be contacted by CenCal Health or the DMHC for the purpose of conducting appointment availability and after-hours access surveys. CenCal Health would like to remind providers of the standards.

CenCal Health appreciates the ongoing collaboration with our providers as we all strive toward providing excellent care to the members we serve.

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

<table>
<thead>
<tr>
<th>Appointment Time</th>
<th>Standard Time Frame</th>
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<tbody>
<tr>
<td>Non-urgent Primary Care Appointment</td>
<td>Within 10 business days (or via Advanced Access)</td>
</tr>
<tr>
<td>Non-urgent Specialist Appointment</td>
<td>Within 15 business days</td>
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<tr>
<td>Non-urgent Obstetrics/Gynecology (includes Initial Prenatal Care Appointment)</td>
<td>Within 10 business days (within 1st trimester per ACOG)</td>
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<tr>
<td>Non-urgent (non-physician) Mental Health Care Appointment- Outpatient Services</td>
<td>Within 10 business days (delegated to The Holman Group)</td>
</tr>
<tr>
<td>Non-urgent Ancillary Services Appointment (for diagnosis or treatment)</td>
<td>Within 15 business days*</td>
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<tr>
<td>Urgent Care Appointment</td>
<td>Within 48 hours*</td>
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<tr>
<td>Emergency Care</td>
<td>Immediately*</td>
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<tr>
<td>Primary Care Triage and Screening</td>
<td>Within 30 minutes*</td>
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<tr>
<td>Mental Health Care Triage and Screening</td>
<td>Within 30 minutes* (delegated to The Holman Group)</td>
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<tr>
<td>Wait Time in Office</td>
<td>Within 30 minutes*</td>
</tr>
<tr>
<td>After Hours Care</td>
<td>24 hours a day*</td>
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<tr>
<td>Telephone Access</td>
<td>24 hours a day*</td>
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* reflects separate regulatory and/or industry standards
Erythropoiesis-Stimulating-Agents (ESA) & Granulocyte Colony-Stimulating Factors (C-GSFs) Preferred Biosimilar Products

Effective June 1, 2019, Retacrit® (epoetin alfa-epbx) will be the preferred erythropoiesis-stimulating agent (ESA) on the CenCal Health Formulary. Epogen® and Procrit® will be removed from the CenCal Health formulary and will require a prior authorization indicating a trial/failure of the preferred ESA product.

Effective June 1, 2019, Zarxio® (filgrastim-sndz), Nivestym® (filgrastim-aafi), Fulphila® (pegfilgrastim-jmdb) and Udenyca® (pegfilgrastim-cbqv) will be the preferred Granulocyte Colony-Stimulating Factors (C-GSFs) on the CenCal Health Formulary. Neupogen® and Neulasta® will be removed from the CenCal Health formulary and will require a prior authorization indicating a trial/failure of the preferred C-GSF product.

Biosimilar Facts:

• Biosimilars are biologic medicines that are highly similar to their reference biologic, demonstrating no clinically meaningful differences in safety, purity, and potency compared to that of the reference product

• All Biosimilar Products have been approved by the FDA

• Biosimilars are not interchangeable with the reference products and will require a new prescription from the prescriber

For additional information, please visit: cencalhealth.org/providers/pharmacy/

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