

# Provider Bulletin

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## CALIFORNIA CHILDREN'S SERVICES (CCS) CENCAL HEALTH SLOHI MEMBERS - PHARMACY Q & A

In an effort to better assist our providers we have provided you with a **Q & A** regarding pharmacy issues for members when they are also covered under the San Luis Obispo County CCS program.

### **Q. What is the process for a CenCal Health SLOHI CCS member with regards to obtaining a prescription?**

**A.** When a physician writes a prescription for a CenCal Health SLOHI CCS member and the condition for which the prescription is being prescribed is NOT related to their CCS condition the pharmacy must obtain a denial from the San Luis Obispo County CCS office prior to the prescription being filled. If this process is not followed the member may experience a delay in obtaining their prescription.

### **Q. What should the provider do when a member contacts them regarding a delay in the pharmacy processing their non CCS relatable prescription?**

**A.** The provider may refer the member to our Member Services Department at (877) 814-1861 for assistance. They will contact our pharmacy department who will assist the pharmacy in obtaining a denial from the CCS office so that the prescription can be processed. In addition the provider may contact our pharmacy department at (800) 421-2560 x 1639 or 1647 for provider ONLY assistance. Please do not directly refer the member to this department. Members need to be referred to the Member Services Department for assistance.

### **Q. What happens if the member is attempting to pick up the prescription after hours?**

**A.** CenCal Health's Pharmacy Benefit Manager, Med Impact has the capacity to override and allow for a fill of the prescription for up to five days based on medical necessity and/or an emergency situation.

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## 3RD ANNUAL CHILDHOOD OBESITY SUMMIT

CenCal Health's 3rd annual Childhood Obesity Summit for Santa Barbara and San Luis Obispo Counties will be held on February 2<sup>nd</sup> 2010 from 4:00pm to 7:00pm at the Radisson Hotel in Santa Maria. Please join us in an opportunity to share resources and showcase promising new programs from our health providers and community partners. Additional information will be forthcoming via our January Provider Bulletin. For registration please contact Paula Michal at (805) 562-1020.



## SENATE BILL SB 853 HEALTH CARE LANGUAGE ASSISTANCE

Starting January 1, 2009, Senate Bill SB 853 Health Care Language Assistance (of the Health and Safety code) took effect. SB 853 mandates that all managed care plans in California need to provide their limited English speaking (LEP) enrollees with language assistance in the form of interpretation (spoken) and translated (written) materials.

SB853 requires that all commercial insurance plans offer qualified interpretation services to LEP enrollees, at no cost, at all points of health care contact, including when an enrollee is accompanied by a family member or friend that can provide interpretation services.

Interpreting services have long been offered by CenCal Health for their members.

**The following services are provided at no charge for CenCal Health's Limited English Proficient (LEP) members only:**

### • **Over-the-phone Interpreting**

Certified Language International provides interpreter services via telephone 24 hours a day, 7 days a week in over 150 languages. To access, providers should call (800) 225-5254. Providers will need to provide the Customer Code 48CEN and their PIN or National Provider Identifier (NPI). Please also have available the last name of the member and the Client Identification Number (CIN#) or Member ID Number available prior to making the call to Certified Language International.

### • **On-Site Interpreting**

**Provider:** A provider can request a Spanish speaking or American Sign Language interpreter by calling the Member Services Resource Coordinator at (800) 421-2560, extension 1666.

**Member:** For assistance or to answer any questions regarding this service, members can call the Member Services Department at (877) 814-1861 and speak with a bilingual representative.

CenCal Health provides a number of resources to help providers and members communicate better. We encourage our contracted providers to view our “Provider Tools & Resources” under “Cultural & Linguistic Resources” in the “For Providers” section of our website at [www.cencalhealth.org](http://www.cencalhealth.org)

Many providers already have bilingual staff in your offices that may be filling a “dual role” that is, acting as an interpreter as well as fulfilling their role as a receptionist, a medical assistant, an LVN, or RN. Most dual role persons are dedicated persons and are proud of their ability to provide this needed interpreting service. However, several careful studies have shown that, if an interpreter is untrained in the skills of interpreting, interpreted medical encounters can contain clinically significant errors that could impact quality of care, or, at the least, create misunderstanding between patient and provider.

Fortunately, Santa Barbara City College has developed an interpreting education program that can help you and your staff better meet the requirement for qualified interpreters. The SBCC Health Care Interpreting Program (HCI) provides an interpreting skills program for bilingual Spanish/English speakers based on the California Healthcare Interpreting Association (CHIA) interpreting standards. These guidelines were created to standardize healthcare interpreting practices by providing a set of ethical principles, interpreting protocols, and guidance on roles particular to the specialty of healthcare interpreting. Doctor-patient communication is best facilitated when the interpreter, as well as the provider becomes familiar with the above principles and works as a team.

SBCC staff from the interpreter program would welcome the opportunity to talk with you and/or your staff about our program, and how it can be of assistance to you. For more information please contact Jayne Brechwald at (805) 683-8286.

## HEALTH CARE INTERPRETER TRAINING – SANTA BARBARA CITY COLLEGE WINTER INTENSIVE

Do you speak Spanish & English? Do you work, or want to work in health care? This



is an introductory course to learn effective, confidential and culturally sensitive health care interpreting through SBCC non-credit Adult/Continuing Education.

**Begins:** January 11-15, 2010  
Monday-Friday 8:30am-5:00pm  
Five consecutive 8-hour days

**Location:** Wake Center, Room 27  
300 N. Turnpike Rd., Santa Barbara

**Cost:** No Enrollment fee

### Cost of

**Materials:** \$15.00

**Earn:** 36 Continuing Education Units (CEU) available for CNA, LVN, RNs, MFTs and LCSWs

There will be no CEU charge for CNAs  
Enroll on-line at [www.sbccc.edu/AdultEd](http://www.sbccc.edu/AdultEd) starting Dec. 10. For more information contact Jayne Brechwald at [jebrechwald@sbccc.edu](mailto:jebrechwald@sbccc.edu) or call (805) 683-8286.

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:

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or Ashley Erickson ([aerickson@cencalhealth.org](mailto:aerickson@cencalhealth.org))

at 110 Castilian Drive, Goleta, CA 93117-3028, or by calling (805) 685-9525 or (800) 421-2560, ext. 1676.

## NEW STAFF - PROVIDERS SERVICES DEPARTMENT

Introducing **Ashley Erickson**, our newest Provider Services Representative

We would like to introduce a new addition to the Provider Services Department.

Ashley Erickson, Provider Services Representative, joined us in October and will be servicing the Specialists and Allied providers in South and Central Santa Barbara County. Ashley is a recent UC Los Angeles Masters in Public Health graduate and a Cal Poly, San Luis Obispo alum. She comes to us with experience working in a provider's office as well as a community foundation. Please welcome Ashley as she visits your offices and participates in workshops and training sessions.



Introducing **Karina Perfecto**, our newest Provider Services Support Specialist

We would like to introduce Karina Perfecto as our new Provider Services Data Coordinator. Karina joined our team recently in November. She was previously with the Public Health Department where she learned hand on skills as a Physical/Occupational Therapy attendant as well as used her administrative skills. Prior to her work with the Public Health Department, Karina was involved with the local Housing Authority Agency where she was administrative support to the Housing Management Department for 7 years. Please join us in welcoming Karina as part of the CenCal Health team!



# CLAIMS

# ORNER

## Billing Guidelines for Administration of the H1N1 Vaccine

CenCal Health will reimburse our Providers for the administration of H1N1 vaccine. However, it is important to use the correct CPT or HCPCS code for proper payment. The following chart lists the correct codes for each program. Please note that we can accept either 90663-SK or the new CPT code 90470-SK for our Medi-Cal program (do not bill both codes).

PROGRAM	CPT/HCPCS CODE		ALTERNATE CPT CODE
Medi-Cal-SBHI	90663-SK	OR	90470-SK
Medi-Cal-SLOHI	90663-SK	OR	90470-SK
Healthy Families	G9141		
Healthy Kids	G9141		
PP2	G9141		
IHSS	G9141		

### Would you like a “Personal meeting with your Claims Representative?”

The Claims Department at CenCal Health would like to extend an invitation to set up a personal meeting with your Claims Representative. Please contact Lucy Renteria at 562-1034 and she can work with you to set up a meeting time for some “one-on-one” assistance.

### Authorization Numbers

When submitting Authorization numbers, RAF’s, TAR’s or SAR’s, in Box 23 on the CMS-1500 or Box 63 on the UB-04 claim forms, please only submit the actual authorization number that is needed for the claim. It is not necessary to include anything else, such as “N/A REQ”, “NOT REQ”, or “NOT ON FILE”, “REVIEW”, SEE REMARKS”, “ATTACHED”, or symbols such as #. Please also verify that the authorization submitted is for the date of service on the submitted claim. CenCal Health Claim Dept. has seen a recent increase in denials due to submitted RAF’s and TAR’s not covering the DOS on the claim.

### Social Security Numbers

CenCal Health recognizes the importance of protecting the identity and health information of recipients and strongly encourages all providers to avoid using a recipient’s SSN whenever possible. To ensure that your claim is processed under the appropriate program, please submit claims using the 9-digit Client Index Number (CIN) for our Medi-cal (SBHI & SLOHI) and Healthy Families (SBHFP & SLOHFP) programs. These numbers can be found on the member’s BIC card or CenCal Health’s (SBHI & SLOHI) card. For our Healthy Kids, PP2 & IHSS programs please use the member’s identification number as shown on the member’s ID card. For further assistance please contact our Member Services Department at 805-685-9525 ext. 1001.

## HOLIDAY CLOSURE

CenCal Health will be closed on Friday, December 25<sup>th</sup> and Friday, January 1<sup>st</sup> in observance of the Christmas and New Year Holidays.

