

# Provider Bulletin

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## HOLIDAY CLOSURE

CenCal Health will be closed on Monday, September 6<sup>th</sup> in observance of Labor Day.

## 2010/11 STATE BUDGET – IMPORTANT NOTICE

The State of California has not yet adopted a budget for the fiscal year 2010/11, which began July 1, 2010. Consequently, the State's payments to CenCal Health have stopped, and will not resume until the budget is approved.

Earlier this year, CenCal Health committed to making uninterrupted payments to providers by utilizing reserve funds and the Medical Providers Interim Payment (MPIP) fund for as long as possible. We were able to continue payments through the months of July and August. However, **without additional funds from the State of California, CenCal Health is not able to continue making Fee-for-Service (FFS) payments. The last full Explanation of Benefits (EOB) issued by CenCal Health without an approved budget was August 27, 2010.**

During this period, CenCal Health asks providers to continue rendering services with the expectation that payment will be made on a retroactive basis after funding is received. Once the State budget is adopted and CenCal Health receives monies due, providers will receive EOBs with full payments for services rendered during this interim period.

We ask for your continued support and commitment as we do our best to navigate the State's budget crisis. CenCal Health will release more information if necessary in the coming month, with all updates available on the Breaking News section of our website: [www.cencalhealth.org](http://www.cencalhealth.org). **If you have any questions, concerns, or if the postponement of payment will severely impact you, please contact the Provider Services Department at 805.562.1676.** For information about how the budget impasse is affecting the FFS Medi-Cal Program, visit the State Medi-Cal website at: <http://www.medi-cal.ca.gov>.

## GET SMART ABOUT ANTIBIOTICS

For the fourth consecutive year, CenCal Health has partnered with the CMA Foundation to distribute the annual AWARE cold/flu toolkit to PCP offices. This project is supported by the Center for Disease Control and Prevention. The toolkit contains resources that assist efforts to increase patient awareness and understanding in regards to the appropriate use of antibiotics.

Materials in this year's toolkit include:

- Summary Guidelines 2011 (pediatric and adult compendia)
- "Feel Better Soon...Without Antibiotics" color poster in English and Spanish (pediatric and adult)
- Patient education brochures in English and Spanish (pediatric and adult)

The toolkit will also bring attention to the topics of pediatric pharyngitis and adult bronchitis. Toolkits will be mailed to PCP offices in early September 2010. The 2010 AWARE cold/flu toolkit materials and a link to order cold/cough kits are available on the AWARE website at [www.aware.md](http://www.aware.md).

For Questions about this year's toolkits, please contact Kim Osajda RN, Health Services Quality Improvement Supervisor, at 805.562.1649.

## ADOLESCENT WELL CARE SUCCESSSES AND UPDATES

The American Academy of Pediatrics (AAP) and the Department of Health Care Services (DHCS) recommend annual well care exams for children and teens, and CenCal Health has been promoting adolescent well care (AWC) exams as part of our Quality Improvement Program. In partnership with our contracted providers, CenCal Health has seen a modest increase in these important exams in recent years. However, our 2009 rate for adolescent well care, as measured by HEDIS (Healthcare Effectiveness Data and Information Set) dropped slightly to 41% from our all-time high of 42.4% in 2008, and remains several percentage points below the 50<sup>th</sup> percentile of plans nationwide.

In 2008 and 2009, many of our Primary Care Providers (PCP) participated in the annual AWC Campaign, which contributed to the increased number of exams. CenCal Health mailed fliers to families with teens encouraging them to call their PCPs for a well teen exam, and provided lists to the PCPs of their assigned teens who had not received an exam in the past year. CenCal Health identified several PCPs who encouraged the most teens to visit their office and complete a well care exam. We visited these high performing offices to reward them with a catered lunch and to share their tips for success.



**Peter Statti, MD, and Staff:**  
*Blanca Porcho, Debbie Mattie, Dr. Statti, Mary Jane Kipper, Beatriz Ruiz, Samuel Gomez (not pictured)*

**Peter Statti, MD (Pediatrician, Santa Maria)** attributes his success to the dogged determination of his staff in performing outreach to his patients, based on their case management list and by checking the last visit date on the teen's medical record. He feels they have built on this process year after year, as the members now accept an annual check-up as routine and the next appointment can be made in advance. Many of his members are 2<sup>nd</sup> or 3<sup>rd</sup> generation patients with established relationships. His staff also schedules a well visit after a sick visit if the teen is due, and turns sports physicals into complete well care exams. Dr. Statti feels it is important to let the teen dictate the visit and to offer an opportunity for time alone with the teen without the parent. He also tries to relate to them on their level and maintains some space that is not too "childish." At 72%, Dr. Statti's practice achieved the highest score during our 2009 campaign; as well as the highest score for the 2008 campaign, at 79%.

**Cindy Blifeld, MD (Pediatrician, Lompoc)** feels her practice doesn't do anything different for teens; rather her philosophy hinges on preventive care for all her patients. Dr. Blifeld and her staff make sure newly assigned members have an initial assessment immediately, and no member leaves without their next appointment scheduled. Her staff also sends a reminder postcard one month prior to the appointment and makes a reminder call the day before. Dr. Blifeld lets her members know from the beginning that ongoing care is her expectation, and many of her members are long time patients with whom she has a trusted relationship. While each of the exam rooms has a different theme (one more neutral and less childish) many of her older teens still request the room that was their favorite as a young child. With teens in particular Dr. Blifeld tries to provide a "take-away," for example validating their feelings about an issue. She believes this motivates them to come back. Dr. Blifeld saw 37% of her teens during the 2009 campaign and was recognized in 2007 as having consistently high individual rates.



**Cindy Blifeld, MD, & Staff:**  
*Dr. Blifeld, Sherman, Carlene Martinez, Sue Consindine, Kathy Pullian, Maria Ruelas, Aracele Arias*



**Westside Neighborhood Clinic:**  
*Ryan Robar, Brandon Loeza, Dr. Erdem, Zesus Casillas, Charleen Picardal, Lou Jean Pamitalan, Natalia Aldana, Amanda Schoepp, Dr. Lawton*

**The Neighborhood Clinics' (Westside Clinic)** approach is to focus on member outreach. They have assigned 2-4 staff members to review case management lists monthly and contact members that are due for well checks. These staff members report their progress at regularly scheduled meetings and are held accountable for this project. While they were already doing this, Westside Clinic used CenCal Health's campaign to further motivate them and encourage competition. They also use sick visits and requests for sports physicals to schedule well teen exams. Westside Clinic saw 36% of their teens during the 2009 campaign, and was also recognized as a high performer in 2008 by seeing 32% of their teens.



**CHCCC's - Guadalupe:** Dr. Camacho, Marta Salcido, Carla Hurt, Norma Rodriguez, Blanca Jimenez, Patricia Lopez, Minerva Nieves, Olivia Rosales, Nancy Montenegro, Kimberly Carreon, Susie Schubert.

**Community Health Centers of the Central Coast's (Guadalupe Clinic)** administration has made adolescent well care a priority for all their sites. Assigned staff made phone calls based on the lists provided to get appointments scheduled in addition to their ongoing process of sending postcards from an internal database. CHCCC site managers received feedback on their progress at monthly meetings. Because Guadalupe is geographically isolated and had only one provider, the site hired a Physician's Assistant and extra medical assistants to support the increased volume of exams. The Guadalupe site also partnered with CHCCC's site at Santa Maria High School. The Guadalupe site provided well care exams to 26% of their assigned teens during the 2009 campaign.

**Richard Peterson, MD (Pediatrician, Templeton)** believes that promoting well care exams is good for the whole family, as it seems to bring them together. He likes to "go with the flow" and let the family dictate the exam. No matter if the parent, friend or partner is present for all, some, or none of the exam. Dr. Peterson feels his patients are comfortable calling for any little concern which gives his staff the opportunity to either turn that appointment into a well care exam if the patient is not acutely ill or schedule another one. The office also uses sports physicals as an excuse to complete a well care exam. Like many other providers, Dr. Peterson credits his staff for taking this project on and being persistent with member outreach. He saw 26% of his teens that were due for exams during the 2009 campaign.



**Richard Peterson, MD, and Staff:** Dr. Peterson, Maria Hooper, Dawn Garcia, Beatriz Palacios, Marisol Martinez

### Changes for the 2010 Campaign for Adolescent Well Care

In an effort to improve outreach to members while simplifying data submittal for providers and data analysis by staff, a complete revision of the AWC campaign is planned for 2010. Instead of an annual mailing to members, CenCal Health will begin using an automated phone messaging system to perform member outreach based on claims data pulled on a rolling quarterly basis. Providers will be encouraged to perform AWC exams throughout the year rather than only looking at exams performed during a 2-3 month campaign. CenCal Health will not be requiring providers to track exams performed or present any data beyond accurately submitting claims and maintaining complete medical record documentation of the visit. CenCal Health's Provider Services staff is available to assist providers with developing processes for member recall and scheduling and will analyze data based on an annual claims pull one year after implementation. Member incentives will remain an integral part of the program but will be spread throughout the year and CenCal Health will continue to recognize high-performing providers based on the annual data analysis. Please contact Sheila Thompson, Provider Services Quality Improvement Manager at 805.562.1677 with any questions.

**Congratulations to our Providers for promoting these important exams!**

## Your Health MEMBER NEWSLETTER

Here are the articles in the Fall issue being mailed to our members this month:

- Cancer screening tests
- Teen exams
- Immunizations
- Text4baby
- Preventive Health Guidelines



## CENCAL HEALTH IS MOVING

In September, CenCal Health will be moving from two offices located in Goleta into one larger facility located at 4050 Calle Real, Santa Barbara, CA 93110. All phone and fax numbers will remain the same and the San Luis Obispo office will remain at its current location. Please visit our website, [www.cencalhealth.org](http://www.cencalhealth.org) for a Breaking News release on our move date and additional information.

# CLAIMS

## 2010 CPT-4/HCPCS ANNUAL UPDATE

Effective September 1, 2010, CenCal Health will adopt the 2010 CPT-4 and HCPCS Level II codes. Claims billed for dates of service on or after September 1, 2010 must use the appropriate 2010 codes. Please note this effective date applies only to CenCal Health's Medi-Cal plans, Santa Barbara Health Initiative (SBHI) and San Luis Obispo Health Initiative (SLOHI). For policy regarding added, modified or deleted codes, please visit the Medi-Cal website, [www.medi-cal.ca.gov](http://www.medi-cal.ca.gov).

CenCal Health's non Medi-Cal plans including Health Families (HF), Healthy Kids (HK), Prenatal Plus 2 (PP2) and In Home Supportive Services (IHSS) previously adopted this change effective for dates of service on or after January 1, 2010.

## CLAIMS WITH OHC DENIALS

CenCal Health may pay claims denied by a member's Other Health Coverage (OHC). To prevent denials and delays in claims processing, please be sure to attach a copy of the OHC denial for total billed charges **as well as the description of the denial**. The description is sometimes listed on a separate page as a "summary of benefits" and is often missing from the claims submitted to CenCal Health.

## FOLLOWING-UP ON DENIED CLAIMS

If you are unsure about when to submit a Claim Correction, Provider Grievance or Appeal, follow the guidelines below to have your claim reconsidered for payment.

### Step 1

**Corrections:** To request a change to the claim data or to submit additional documentation, please submit a correction. Corrections for Medi-Cal Plans SBHI and SLOHI must be received within 6 months from the original denial. Corrections for Non Medi-Cal Plans must be received within 365 days from the date of service.

### Step 2

**Provider Grievances/Disputes:** To question the amount paid, disagree with denials, or to change claim data/submit additional documentation over the follow up limit, please submit a Provider Grievance, also referred to as a "dispute." If the follow up limit has been exceeded, a detailed explanation of the circumstance that caused the delay is required.

### Step 3

**Appeals:** To disagree with the resolution of a Provider Grievance, please submit an Appeal. This request must be received, in writing, within 90 days of the action or inaction causing the complaint. The appeal must be mailed to the attention of Sheila Thompson at 110 Castilian Drive, Goleta, CA 93117; after September 13<sup>th</sup> mail to 4050 Calle Real, Santa Barbara, CA 93110.

## CONTACTING YOUR CLAIMS REPRESENTATIVE:

When leaving a message please provide the following information: your name, return phone number, the claim control number (CCN) and a brief description of your concern. This will allow your Claims Representative to research and return all messages within twenty-four (24) hours.

For questions on any information provided in the Claims Corner, please contact the Claims Department at 805.562.1083.

## NEW CONTRACTED PROVIDER LIST

CenCal Health has released a revised Contracted Provider List (CPL). This list includes the names and contact information of providers and health care facilities contracted to provide services to CenCal Health members. Printed versions are currently being mailed to PCPs. An electronic version of the CPL can be found on our website, [www.cencalhealth.org](http://www.cencalhealth.org). Please note, the information contained in the CPL is accurate to the best of our knowledge and is subject to change. If any discrepancies or omissions are found, please contact your Provider Services Representative or inform the Provider Services via e-mail to [psrgroup@cencalhealth.org](mailto:psrgroup@cencalhealth.org). For any other questions or to request a hardcopy, 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](mailto:psrgroup@cencalhealth.org) or by calling 805.562.1676.

**Now  
Enrolling**



## **Multipurpose Senior Services Program (MSSP)** **Supporting Seniors and Their Families in the Home**

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### **MSSP helps prevent nursing home placement.**

MSSP works with caregivers and clients to develop a comprehensive care plan and obtain critical resources and services that will assist in his or her daily living, provide a higher quality of life, ensure access to care and provide respite for family members.

### **Who provides these services?**

CenCal Health, formerly the Santa Barbara Regional Health Authority, provides case management and arranges in-home services. Nurses, social workers and aides visit the home and conduct an assessment. Together they evaluate individual needs and determine the resources that would benefit the client and caregiver.

### **Who can receive MSSP services?**

To be eligible for MSSP you must be:

- 65 years of age or older
- Living in Santa Barbara County
- Receiving MediCal
- Eligible for placement in a nursing facility but wish to remain in the home
- Willing to participate in the care plan and allow services to be provided in your home

### **What services can MSSP provide?**

- Respite for Caregivers
- Transportation
- Emergency Response System (Life Alert)
- Minor Home Repairs
- Home Safety Modification
- Referrals for:
  - Chore and Personal Assistance
  - Durable Medical Equipment
  - Home Delivered Meals and More

*“In my own home, life is better. Without this kind of help, I would not be able to do this at my age of 84 years.”*

- MSSP member

### **For information on how to enroll call:**

CenCal Health MSSP Manager at :

**(805) 562-1637 or toll free at (800) 421-2560 ext. 1637**

