

Education and Training

The goal of the Provider Services Department is to deliver excellent customer service to our providers. In addition to overseeing contracts and maintaining the network, we are here to assist you. If you have any questions about your contract or any of our programs, just call or e-mail us at providerservices@cencalhealth.org. We want to help you!

We will assist you with your issues and concerns. If you don't know who to call at CenCal Health with a question, call Provider Services. We'll either answer your question, or find the expert who can.

We also provide education and training at your office.

Take a look at what we offer:

Visits

The Provider Services Representatives (PSRs) take great pleasure in meeting as many providers and their staff as possible. You may find that a PSR stops by your office just to say hello.

If you feel a more formal meeting is needed to discuss specific issues, we can schedule a visit to your office. Your staff can meet one-on-one with a Provider Services Representative, a Claims Representative, or perhaps one of our nurse Utilization Managers. With advance notice, we can request reports specific to your issues.

Orientations

When a new employee joins your staff, a PSR can come to your office to provide a complete orientation to our programs. They will provide an overview of eligibility, authorizations, and claims.

Provider Workshops

- Basic Training and Website Demonstration – An introduction to CenCal Health and its programs. This presentation offers an overview of our programs and instruction on eligibility, authorizations, and claims. Our workshop includes a live website demonstration reviewing on-line eligibility verification, claims, authorization submission (e-RAF and e-TAR), and more.
- Advanced Biller – This workshop includes claims and utilization management (UM) staff to assist providers with advanced billing questions. Our workshop is aimed at providing detailed assistance with billing issues.
- Infection Control – Training for health care workers and other staff that may have the risk of exposure to bloodborne pathogens and biohazardous waste. A certificate of completion is offered for your records.
- Facility Audit Training – Workshop for Primary Care Providers and their staff to discuss such topics as preparing for an audit, patient confidentiality, cultural and linguistic services, the Staying Healthy tool, and more.

- PCP / Office Manager Seminar – Annual meeting which includes presentations by CenCal Health staff and guest speakers regarding current topics in health care and health care practices.

Look for invitations to these workshops, and others, in our monthly bulletin and on our Website.

Educational Materials

The Provider Services Department publishes a monthly Provider Bulletin. The Provider Bulletin is mailed to all providers in our network and can also be found on our website. This bulletin updates providers on new or changed policies and procedures that affect CenCal Health and its programs. Articles may include information about billing, benefits, or payments.

Monthly letters are sent to PCPs with their Case Management and Incentive reports. These letters inform PCPs of a variety of topics that they may find helpful in managing their CenCal Health members.

Copies of printed materials may be requested by calling the Provider Services Department. Or, simply print them from our website www.cencalhealth.org.