

HOSPITAL OBLIGATIONS

This section of the CenCal Health Provider Manual was established to educate contracted hospitals about processes specific to hospitals. These processes, as set out in this section, will not be included in Provider Manuals sent to providers that are not hospitals.

Many of the topics for this section were taken from previous Hospital Agreements and amendments, and may have been removed from the current Hospital Agreement and placed in this format instead. In making the information available in this Provider Manual, CenCal Health will more easily be able to inform contracted hospitals of changes in its processes without having to amend the Agreement each year. Also, it will enable the hospital staff to learn of the changes without the need to access the Hospital Agreement or amendment(s) to the Agreement.

Changes to this Manual will be limited to the extent possible, but if material changes to it are required they will be shared with Hospitals prior to the change becoming effective.

NOTE REGARDING BILLING:

Hospitals bill most claims “electronically” rather than on paper or through CenCal Health’s website. This Provider Manual may not detail such billing practices as there is normally an intermediary involved in this process and specific CenCal Health staff to handle inquiries. Therefore, when reviewing the Claims section of this Provider Manual hospital staff may not find specific references to their billing practices, and are encouraged instead to contact Claims adjudication staff for information and/or education.