

Provider Services

What a better way to celebrate CenCal Health's 25th anniversary than to begin a successful new program – San Luis Obispo County Medi-Cal. Provider Services played an extremely significant role in the development of that program working for more than a year during the implementation process. First and foremost was contracting with a sufficient number of providers to take care of the needs of the SLO population. Without a network, the program would not have been a reality. We were able to develop a network of over 250 contracts with over 400 SLO providers participating. Additionally, all providers in Santa Barbara County were mailed new contracts which included SLO Medi-Cal. Of those providers over 300 signed contracts indicating that they would see SLO Medi-Cal patients. The Department of Health Care Services required extensive documentation regarding the demographics of that county and proof of all contracts obtained. We were able to show that we signed more than enough providers including Primary Care Providers, Specialists, Allied Providers, and facilities (i.e. Surgery Centers, hospitals) to more than satisfy the minimum numbers the State required. We were also able to credential all the physicians who hadn't already gone through the process.

15 formal provider workshops were held with a total attendance of 513 individuals. These (Basic Training) workshops were

held in SLO County and included training for physicians and their staff, hospitals, allied providers, community clinics, and other facility providers.

The staff of the Provider Services Department would like to extend their sincere appreciation to all of our providers who throughout the years have supported and even sung our praises. Without this dedication, the health of our community would be at risk. Our entire network now numbers nearly 900 individual providers; an exceptional number.

CenCal Health's 25th anniversary marked yet another milestone. The Provider Services Department would like to acknowledge Jacqueline Wright, former Director of Provider Services. Jacqueline retired on September 5, 2008, after serving as a leader in our organization. She was dedicated to the mission of ensuring healthcare access for 25 years. Thank you!



Clockwise left to right:

Theresa Merkle, Erin Smith, Amy Abbott, Sheila Thompson, Suzzi Tyler, Marina Gordon (Director of Provider Services), Faith Reeves, Cindy Lansing, Melinda White, Mary Rose Miemi, Elizabeth Ginder, Jennifer Fraser