

Provider Bulletin

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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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INTERVENTIONAL PAIN MANAGEMENT AUTHORIZATION CRITERIA

Effective January 15, 2009, CenCal Health added interventional pain management procedures to our list of procedures that require a Treatment Authorization Request (TAR). CenCal Health will now require the following information to accompany the prior authorization request for interventional pain management procedures:

1. Comprehensive history and physical with the elements stated below, including the frequency of prior treatments and their effectiveness in relieving pain.
2. A statement by the physician of his/her thought process and how the doctor draws his/her conclusions from the signs, symptoms, findings, and imaging studies.
3. Inherent consistency between the diagnoses given, the ICD-9 codes used, and that the intended procedures are indicated for the stated diagnoses.
4. A statement by the physician of his/her confidence that the intended treatment will give relief, why, and for how long.

More specifically, CenCal Health is looking to see evidence of:

- Consultations with behavioral medicine professionals
- Evaluation as part of any comprehensive pain management program
- The dates and nature of all prior interventional procedures, the response and duration of the response.
- Most importantly, please specify what symptoms and signs you as the proceduralist have found that determined the degree of confidence you have that the intended procedure will positively affect the patient's functional outcome and for what period of time.

If you have any questions regarding these requirements, please call CenCal Health's Utilization Department at (800) 421-2560, extension 1820.

CARE MANAGEMENT STAFF IS HERE TO HELP

CenCal Health is committed to assisting PCPs in improving the health of members with chronic problems. Our Care Management Nurses are here to help improve members' self management skills and adherence to physician prescribed treatment plans, and reduce emergency room department visits and secondary complications through direct member contact for assessment, education, support and advocacy.

Care management nurses are also available to provide education, improve compliance, or just to help navigate the healthcare system for CenCal Health members. Referrals from physicians are encouraged and can be done by completing the Care Management Referral Form and faxing it to (805) 685-5191. Forms are available and can be downloaded at www.cencalhealth.org>>For Providers>>Provider Manual under the Primary Care Provider/Referral Provider Obligations section. For questions, please contact the Care Management Supervisor at (800) 421- 2560, extension 1637.

ADOLESCENT WELL CARE SUCCESS STORIES

A goal as a community is to increase the provision of teen exams to ensure quality of care to this population during their formative years. CenCal Health launched the 2008 Teen Health Campaign to coincide with the beginning of the new school year and offered lists of teens that were due for an exam to providers. Although several providers participated in the campaign, there were three providers that demonstrated great success. Below, CenCal Health has gathered “tips for success” from these providers.



Peter Statti M.D.

Dr. Peter Statti, a Pediatrician in Santa Maria, and his staff made it their goal to call every teen on their Case Management list. Knowing that mailing postcards would not be enough because they are often ignored or forgotten, the office instead made numerous phone calls and repetitive attempts to get in touch with the families. Due to this effort, the office was able to complete exams for 79% of their assigned members during the campaign, and attribute their success to the extra time and personal touch. Once the office was on the phone with parents, they were able to personally relate to each of them regarding their teen, let them know their teen might be due for vaccines, and stress the importance of coming into the office. The education to parents and teens on the importance of getting vaccinated was fundamental. Parents were often unaware of the vaccines needed or available for their teen.

Dr. Statti stated that the benefits of the campaign well outweighed the cost and staff time associated with this outreach. He was able to get many of his teens immunized and evaluated for other health issues and felt that most of those he reached were teens that may have otherwise gone untreated.

Westside Neighborhood Clinic

Westside Neighborhood Clinic implemented process improvements for scheduling and following-up on preventive medicine evaluations and believes these improvements have made all the difference. Due to this effort, the clinic was able to complete exams for 32% of their assigned members during the two month campaign and continues to make great strides in the number of members seen for their wellcare exams. In October, 2008, Westside, Isla Vista, and Eastside Neighborhood Clinics began dedicating staff time to direct member outreach. Two staff members at each clinic site contact all members on their case management list that are due for their well care exams each week and provide this information in aggregate to the Clinical Services Director every Friday. This monitoring mechanism ensures that the clinic meets their goals. In addition to this proactive outreach, member charts are retained after each visit if the member is unable to complete a preventive medicine evaluation at their acute encounter. These charts are tagged for follow-up and staff members contact and schedule appointments at the member’s convenience. Lastly, to accommodate high school teens, visits are scheduled with practitioners in the late afternoon, early evening, or on Saturdays. This flexibility is a key to the clinic’s success in completing adolescent well care exams.



Gerard Brewer M.D.

Adolescence is a period of profound change and adjustment, which current medical standards may fail to adequately address. The American Academy of Pediatrics recommends covering the following topics for a primary care adolescent office visit: Immunizations, Growth and Development, Injury Prevention, Nutrition, Physical activity, Dental health, Breast or Testicular Self-Exam, Obesity Screening, and Counseling.

Missing from this list of topics, however, are the serious psychological and social problems which a teenager may be facing, such as depression, drug or alcohol abuse, eating disorders, and sexual activity. The key to diagnosing any of these issues is getting the patient to “open up.”

Often, the adolescent office visit starts with the parent saying, “She is missing a lot of school,” or “He is hanging out with the wrong crowd.” A concern like that, which may be symptomatic of an underlying problem, is often what brings a teenager into the office, and is a red flag that further discussion is needed.

In my office, I like to meet with the patient and the parent together, followed by the adolescent alone. It is during the time alone with the adolescent that establishing rapport with the patient is critical, since the patient may be more willing to confide in the doctor, rather than his or her parents. Encouraging the patient to confide requires a doctor to be completely non-judgmental, since fear of judgment is a powerful motivator for children to avoid confiding in a parent.

Certain techniques are extremely helpful in creating rapport during adolescent office visits:

- Normalizing problems by placing them in a larger context; for example, pointing out that depression, alcohol and drug abuse, or low self esteem are all common in this age group.
- Listening to the teenager and giving them the chance to speak freely is critical. The patient’s questions may also be used as a guide in directing the conversation.
- Speaking with dramatic emphasis, and some humor, are also keys to good communication with the adolescent.



The doctor should ask questions and convey information in a concise, candid manner. For example, I may ask a patient, “Drinking alcohol is very common in your age group; are you into that?” Similarly, I may ask, “Did you know that unprotected sex could lead to sexually transmitted diseases or cervical cancer?”

It may help if the doctor sides with the adolescent patient: “Do you feel your parents give you enough respect?” “Or are they always criticizing you?” This method will often open up patients to talking about themselves, and their feelings.

Once you have achieved the goal of getting the adolescent to initially open up, there may be a need for additional follow-up visits to fully diagnose and address any psychological or social issues. The important thing is to not let these issues be ignored in the context of a routine physical exam.

~ Gerard Brewer MD

CenCal Health would like to congratulate and thank Dr. Statti, Dr. Brewer and their staff for their tremendous effort! Their success shows that it is possible to get teens in for their annual visit. **As a reminder, preventive health services are part of the PCP Incentive Program. CenCal Health also pays fee-for-service for annual adolescent well care exams in non-CHDP years.**

Here are some tips to help your office succeed:

- Take advantage of every opportunity to turn a visit into a well care exam:
 - Visits for “sports physicals”, “camp physicals”, “foster care exams”
 - Immunizations; i.e. promote Gardasil, etc.
 - Acute visits, if the teen isn’t too sick
- Be sure front office staff knows that well care exams should be done annually rather than according to CHDP periodicity
- Develop a tracking system. If a teen comes in, you will know whether a well care exam is needed
- Use correct CPT/ICD-9 codes & document thoroughly

UPCOMING WORKSHOPS!

CenCal Health will be holding several provider workshops this month. This is your opportunity to learn about CenCal Health and our programs. Whether you are new to working with CenCal Health or are ready for an advanced billing course, there is a workshop designed for you!

- The **DME, Hearing Aid and Orthotic / Prosthetic Workshop** is scheduled for Thursday, **May 7, 2009**, at the historic Santa Maria Inn in Santa Maria. If you have any questions or would like to suggest a topic of interest to be covered, please contact Jennifer Fraser, your DME Provider Services Representative, at (805) 685-9525, ext. 1674.
- The **Basic Training and Advanced Billing Workshops** will be offered in Santa Maria on **May 13th and 14th** at the historic Santa Maria Inn.
- The **Basic Training and Advanced Billing Workshops** will be offered in Goleta on **May 20th and 21st** at the CenCal Health Administration Building.
- The **Basic Training and Advanced Billing Workshops** will be offered in San Luis Obispo on **May 27th and 28th** at the Madonna Inn.

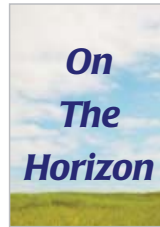
If you have any questions or need more information regarding these workshops, please call the Provider Services Department at (805) 543-4099. To download a copy of the invitations, visit our website at, www.cencalhealth.org.

HOLIDAY CLOSURE

CenCal Health will be closed on Monday May 25th in observance of Memorial Day.

MULTIPURPOSE SENIOR SERVICES PROGRAM (MSSP)

CenCal Health is helping more seniors live with dignity in the comfort of their own home and giving caregivers the respite and support they need to maintain relationships with their aging parents or family members. MSSP helps prevent nursing home placement by working with caregivers and clients to develop a comprehensive care plan, obtain critical resources and services that will assist in daily living, provide a higher quality of life, and ensure access to care and provide respite for family members. If you have a CenCal Health member you would like to refer to the program, please reference the flyer inserted in this Provider Bulletin or call the Health Services Department at (800) 421-2560, extension 1637.



Save the Date - Fluoride Varnish Application Trainings Coming in June

The Santa Barbara Medical Society will be holding a CME on Fluoride Varnish Application. Information to be covered:

- The Childhood Oral Health Fluoride Varnish Program
- Problems and contributing factors of Early Childhood Caries in California.

This training was developed for medical providers to provide education on oral health assessment for young children! For more information contact the Santa Barbara County Education Office at (805) 964-4710.

CLAIMS

ORNER

NCCI Edits – If your claim is denied with a NCCI

Edit code MY, MZ, or MW, please submit a corrected claim with a modifier IF APPROPRIATE for the service performed. Please do not submit written medical justification, medical records, or any other comments when sending your claim for reconsideration. Claims will be returned for an appropriate modifier if one is not provided. These edits apply to all of our

programs, and can be accessed at: <http://www.cms.hhs.gov/NationalCorrectCodInitEd/NCCIEP/list.asp#TopOfPage>.

Claim Correction Form – When using the Claim Correction Form, please submit only one Claim Control Number (CCN) per form. This will allow your corrected claim and the information you sent with the correction to be processed quickly for review. Also, please submit corrections on original CCNs only, as correcting a duplicate claim may result in a delay or return of your correction request.

Reminder – When a baby is using the mother's Identification number on a submitted claim, the baby's date of birth is required to process the claim. When billing Medi-Cal programs only, this information can be entered in Box 19 of the CMS-1500, or Box 80 on the UB-04 claim form. If billing an electronic/web claim, there is a remarks box where the required information can be entered. A baby can use their mother's identification number for the month of birth and the following month only.

For questions about claims processing, call the Claims Department at (800) 421-2560, extension 1823.

**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

