

# Provider Bulletin

Vol. 18 No. 8 • August 2009



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## CHILDHOOD OBESITY – A CALL TO ACTION

Childhood obesity is rapidly becoming an epidemic in the United States and is associated with various health-related consequences. Clinical Practice Guidelines recommend that a Body Mass Index (BMI) screening be performed at every well-child visit, along with counseling for nutrition and physical activity.

BMI is a measure of body fat based on height and weight. It is widely accepted and often employed due to its relative ease to calculate. Used as a screening tool by medical personnel, it can assist in identifying possible weight problems. CenCal Health is partnering with the Child Health and Disability Prevention (CHDP) program to provide training for medical assistants on how to calculate, record, and plot this vital information.

Upon completion, medical assistants will:

- Understand the importance of accurate height and weight measurement for determining BMI
- Identify accurate techniques to weigh and measure children and adolescents
- Demonstrate how to determine BMI number using the BMI wheel and plot BMI number on BMI-for-Age Percentile growth charts to obtain BMI-for-Age Percentile



Pediatricians in San Luis Obispo will be contacted by the San Luis Obispo CHDP office, as they will be organizing the trainings in this county. Santa Barbara County pediatricians should have received an invitation from CenCal Health. These trainings will be held:

**August 17, 2009 from 12:30 PM – 1:30 PM**

in CenCal Health's Auditorium  
110 Castilian Drive  
Goleta, CA 93117

**August 19, 2009 from 12:00 PM – 1:00 PM**

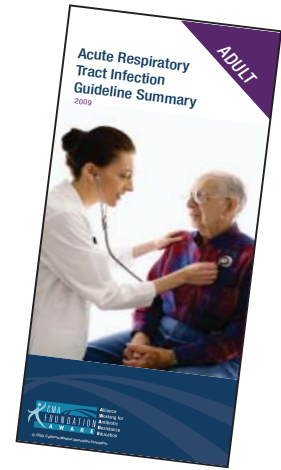
at Santa Barbara County Health Clinic – Santa Maria  
2115 S. Centerpointe Parkway  
Santa Maria, CA 93455  
Room 210

All medical assistants who attend these trainings will receive lunch and a BMI wheel to use in the office. Santa Barbara County providers must register prior to August 13, 2009. For more information or to register, please contact the Health Services' Quality Management Supervisor, Kim Osajda RN, BSN, MSN, at 562-1649 or [kosajda@cencalhealth.org](mailto:kosajda@cencalhealth.org).

## ANTIBIOTIC RESISTANCE EDUCATION

The California Medical Association (CMA) Foundation initiated a long-term, statewide effort that promotes the appropriate use of antibiotics. The program, Alliance Working for Antibiotic Resistance Education (AWARE), is a partnership that includes physician organizations, healthcare providers, health systems, health plans, public health agencies, consumer and community based health organizations, federal, state and local government representatives and the pharmaceutical industry. CenCal Health has once again partnered with the CMA Foundation to develop and distribute the 2010 AWARE Provider Toolkit. The toolkit contains resources that support practices' efforts to increase patients' awareness and understanding regarding the appropriate use of antibiotics.

CenCal Health is pleased to announce that the 2010 AWARE toolkits will be mailed by the CMA Foundation to Primary Care Providers (PCPs), Monday, August 31, 2009, far in advance of the upcoming cold and flu season.



The toolkit contains:

- 2010 Acute Respiratory Tract Infection Guideline Summary (Adult and Pediatric)
- Medical Office Posters (English and Spanish)
- Patient Education Materials that identify common symptoms and remedies that provide symptomatic relief, information on influenza and what to do if you get sick, and tips to prevent and treat influenza (English and Spanish).

**A limited number of these toolkits will be available after September 14, 2009 to offices that did not receive a toolkit directly from the CMA Foundation.**

For questions or to order a toolkit, please contact the Health Services' Quality Management Supervisor, Kim Osajda RN, BSN, MSN, at 562-1649 or [kosajda@cencalhealth.org](mailto:kosajda@cencalhealth.org) after September 14<sup>th</sup>.

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## CLINICAL PRACTICE GUIDELINES

The following are links to current Clinical Practice Guidelines:

- Standards of Medical Care for Patients with Diabetes- [http://care.diabetesjournals.org/content/31/Supplement\\_1](http://care.diabetesjournals.org/content/31/Supplement_1)
- Diagnosis and Management of Asthma- [www.nhlbi.nih.gov/guidelines/asthma/index.htm](http://www.nhlbi.nih.gov/guidelines/asthma/index.htm)
- Chlamydia Screening and Treatment- [http://www.igh.org/castd/clinical\\_guidelines.html](http://www.igh.org/castd/clinical_guidelines.html)
- Childhood Lead Screening- <http://www.cdph.ca.gov/programs/CLPPB/Pages/default.aspx>
- Behavioral Health- <http://www.cdph.ca.gov/programs/CLPPB/Pages/default.aspx>

In addition to these websites, these guidelines are also available on CenCal Health's website at [www.cencalhealth.org](http://www.cencalhealth.org) by clicking "Ensuring Quality" under the "For Providers" section. If you would like a printed copy of the guidelines, please contact the Provider Services Department at (805) 562-1676.

## WIC FOOD PACKAGES: TIME FOR A CHANGE

October 1st is the date of the rollout of the Women, Infants, and Children (WIC) program's new food packages. These packages will now provide a wider variety of foods, including for the first time, fruits and vegetables, whole grains, soy beverages and tofu.

WIC's food packages are changing to better meet the nutritional needs of the WIC participants. The new foods align with the Dietary Guidelines for Americans and infant feeding practice guidelines of the American Academy of Pediatrics (AAP) and take into account the diverse cultural food preferences of the WIC participants. In addition, changes to the breastfeeding foods will better promote and support the establishment of successful long-term breastfeeding.

If you would like to learn more about the new food packages, **sign up for the Webinar "WIC Food Changes for Medical and Nursing Care Providers" on August 26th, 12:30 – 1:30 PM at <http://www.calwic.org/webinars.aspx>**. Find out exactly how the new WIC food packages are designed to meet the guidelines recommended by the Institute of Medicine (IOM) and the AAP for the WIC population.

Providers will be asked to help WIC meet federal requirements for medical documentation for some of the new foods and special formulas, especially for women and children with particular health care needs. If you have questions about these requirements and the WIC program, providers in Santa Barbara County may contact Jane Boone-Brechwald, RD at (805) 346-8467. Providers located in San Luis Obispo County may contact Linda McClure, MS, RD at (805) 781-5571.



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## PREVENTATIVE HEALTH GUIDELINES

*Pediatric Immunization Schedule*- CenCal Health contracted providers must follow the most recent immunization periodicity schedule of the American Academy of Pediatrics (AAP). This schedule is updated regularly and is available on the AAP website at: [www.aap.org/healthtopics/immunizations.cfm](http://www.aap.org/healthtopics/immunizations.cfm) by clicking on "Current Immunization Schedule".

*Adult Immunization Schedule*- The schedule for adult immunizations can be found on CDC's website at: <http://www.cdc.gov/vaccines/recs/schedules/adult-schedule.htm>

*Schedule of Preventive Services for Adults*- The Agency for Healthcare Research and Quality (AHRQ) makes recommended services easily available in summary form on their website: <http://www.ahrq.gov/clinic/prevenix.htm> and is updated periodically.

*Schedule of Preventive Services for Children*- CenCal Health requires the use of the AAP periodicity schedule of examinations following the Initial Health Assessment. The frequency of preventive health care visits is assessed during medical record review. The schedule can be accessed at the link below: <http://brightfutures.aap.org/pdfs/AAP%20Bright%20Futures%20Periodicity%20Sched%20101107.pdf>

# CLAIMS

## Member Identification Numbers:

ORNER

CenCal Health recognizes the importance of protecting the identity and health information of our members, and we strongly encourage all providers to avoid using a member's Social Security Number (SSN) whenever possible. To ensure that your claim is processed under the appropriate program, please submit claims using the 9-digit **Client Index Number** (CIN) for our Medi-cal (**SBHI & SLOHI**) and Healthy Families (**SBHFP & SLOHFP**) programs. These numbers can be found on the member's Benefit Identification Card (BIC) or CenCal Health's Member ID Card. For our Healthy Kids, PP2 & IHSS programs, please use the member's identification number as shown on the member's ID card. For further assistance with eligibility verification, please contact our Member Services Department at (877) 814-1861, extension 1001.

### 2009 CPT-4/HCPCS Updates: Implementation for SBHI and SLOHI on September 1, 2009:

The 2009 updates to the CPT-4 and HCPCS National Level II codes will be effective for Medi-Cal for dates of service on or after September 1, 2009. At this time, CenCal Health will also implement the 2009 updates for Santa Barbara Health Initiative (SBHI) and San Luis Obispo Health Initiative (SLOHI). CenCal Health has already adopted the 2009 updates for our non Medi-Cal programs (Healthy Families, Healthy Kids, Prenatal Plus 2, and In-Home Supportive Services) as of January 1, 2009.

The affected codes are currently listed within the July 2009 EDS Medical Services Provider Manual Bulletin which can be found online at [www.medi-cal.ca.gov](http://www.medi-cal.ca.gov). Only those codes representing current or future Medi-Cal benefits are included. Please refer to the 2009 CPT-4 and HCPCS Level II code books for complete descriptions of these codes. Updated manual replacement pages reflecting the policy changes will be published in a future Medi-Cal update. For coding related questions, please contact the Claims Department at (805) 562-1823.

## Corrected Claims:

Providers must include the original 16-digit Claim Control Number (CCN) for each corrected claim. If a corrected claim is submitted without the CCN, the claim will be returned. Providers and applicable billing companies may use the Patient Profile function located in the "Restricted" section of CenCal Health's website to determine if a claim is on file and its CCN. For training on using the CenCal Health website, contact (805) 562-1676. Please ensure when submitting corrections, that the information that is being corrected is clear. If submitting another CMS-1500 claim with the corrected information included, please circle what items have been corrected or changed. All corrected claims should be mailed to CenCal Health, 110 Castilian Dr., Goleta, CA 93117-3028 Attention: Adjudication Department. For claims related questions, please contact the Claims Department at (805) 562-1823.

## ATTENTION PCPS – REFERRAL REMINDER

To ensure Referral Authorization Forms (RAFs) are processed quickly and not rejected, PCPs should include all relevant medical information, including treatment orders, symptoms, and diagnosis codes.

Directions and guidelines on obtaining and submitting RAFs can be found in the Provider Manual located on CenCal Health's website, [www.cencalhealth.org](http://www.cencalhealth.org). Please contact your Provider Services Representative at (805) 562-1676 for questions or training on the process.

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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at 110 Castilian Drive, Goleta, CA 93117-3028, or by calling (805) 685-9525 or (800) 421-2560, ext. 1676.