

APRIL 2022

## MPM Provider Quality Newsletter

To access the materials referenced in this newsletter, go to:  
[www.medpointmanagement.com/provider-resources](http://www.medpointmanagement.com/provider-resources)

- > Click on "Quality Management Information" and then "2022 Quality Newsletters."
- > All materials are listed in one PDF document.
- > Please also note that MedPOINT's Reference Guides are available under "HEDIS Documents."

### QM Bulletin Board – Question of the Month

**MedPOINT Management wants to hear from you!**

Please visit our discussion board at

[www.qualitypoint.medpointmanagement.com](http://www.qualitypoint.medpointmanagement.com)

and give your feedback to this month's question:

**Are you currently utilizing MedPOINT's Cozeva platform? Why or why not?**

If you have other questions and would like input from other providers/ health centers in MedPOINT's managed groups, you can post your question using the same link above. Check out the other resources available to you while you're there. We look forward to some great discussions!

### Cozeva Corner

Did you know that MedPOINT provides Cozeva with weekly data feeds? Data is pulled every Wednesday for the previous week and submitted to Cozeva for processing. Encounters processed from Wednesday of the previous week to Tuesday of the current week will be visible in Cozeva the following Monday.

**Example:** encounters processed in MedPOINT's EZ-Cap system from 5/4/2022 through 5/10/22 will be visible in Cozeva on 5/16/22.

You can also review a member's claim/encounter history in Cozeva on the member dashboard under the Timeline window pane. Not sure how to access

this? Ask your HEDIS/STARs Quality Specialist for assistance. We are here to help you navigate the system to maximize the benefits of using Cozeva. Please call **(818) 702-0100 ext. 1353** or email us at [qualitymeasures@medpointmanagement.com](mailto:qualitymeasures@medpointmanagement.com).

### Supplemental Data Updates

MPM is wrapping up supplemental data submissions for MY2021. The final standard data files will be sent to LA Care by 4/29/22. MPM is also in the process of forwarding all remaining standard supplemental data files to Cozeva for processing and ingestion into Cozeva within the next few weeks. We recommend you review your MY2021 rates to evaluate the impact of the data you submitted during the first week of May.

MPM will begin accepting and processing standard supplemental files for MY2022 beginning in May. We encourage you to submit standard data files monthly to avoid the end of the year push. The files will be processed in real time and submitted directly to Cozeva. This will provide a more accurate picture of your performance. You can also submit medical records directly through Cozeva's Supplemental Data Portal to capture services not submitted through the encounter submission process. Please contact your HEDIS/STARs Quality Specialist for assistance and continue emailing your supplemental files to [qifiles@medpointmanagement.com](mailto:qifiles@medpointmanagement.com).

## 2022 HEDIS® Reference Guide Changes

The creation of the MPM 2022 HEDIS® Reference Guide is currently underway. MPM's target distribution date for the guide is late April 2022. While most of the guide's changes are dates, there are some additional changes to note. First, the following measures: COA (Advanced Care Planning), CDC (HBA1c Testing), and CDC (Nephropathy) have all been removed from this year's guide. Additionally, the COL (Colorectal Cancer Screening) measure revised the age range from 50-75 years to 45-75 years. The lowering of the age range will likely result in a larger denominator for this measure next year. With that in mind, be sure to begin educating your patients who are 45+ about the benefits of Colorectal Cancer Screenings to get a head start.

**Questions? See the attached HEDIS® Measurement Year (MY) 2022 Volume 2: Technical Update for more information or reach out to your HEDIS®/STARs Specialist.**

April is Autism Acceptance & Awareness Month. Every April, the world comes together to celebrate Autism Acceptance & Awareness Month. As inclusion advocates, it's an important time to reflect not only on what autism is, but more importantly, to remind ourselves that autism isn't linear and that each person with autism has their own unique strengths/needs in different areas. According to the CDC, approximately 1 in 44 U.S. children are diagnosed with an autism spectrum disorder. Children who are low-income, African-American, and/or Hispanic are less likely to be identified than white children. More than raising awareness, these statistics are an inclusive call to action. When interacting with someone on the autism spectrum, it's important to approach them with kindness, ask questions and allow time for answers, be prepared for interruptions, help them feel safe, and be aware of their sensory sensitivities. Although there is no cure for this "silent" disability, new treatments have emerged over recent years to help individuals overcome some of the symptoms and lead more productive lives. Early treatment can make an enormous difference in bringing greater quality of life to individuals diagnosed with Autism.

## Blood Level Screening

Federal law requires states to screen children enrolled in Medicaid for elevated blood lead levels. In 2021, the Lead Exposure and Prevention Advisory Committee (LEPAC) unanimously voted to update the CDC reference value from 5µg/dL to 3.5 µg/dL.

Blood lead screening tests may be conducted using either the capillary (finger stick) or venous blood sampling methods. At each periodic assessment from 6 months to 6 years, providers are required to inform parents/guardians about the risks/effects of childhood lead exposure, the requirement that children enrolled in Medi-Cal receive blood tests, and the requirement that high-risk children not enrolled in Medi-Cal receive blood lead tests. Providers are not required to test the child if they deem the risk of screening is greater than risk of lead poisoning or if a parent withhold screening consent. If parents refuse the test, be sure to document the refusal and obtain a signed state of refusal; both of which should be placed in the child's records. Providers should use the following CPT Codes when documenting blood lead screenings:

CPT Codes	Description
83655	Lead
99000	<p>Handling and/or conveyance of specimen for transfer from the [physician's] office to a laboratory</p> <p><b>Code 99000 includes any of the following:</b> Single or multiple venipuncture, capillary puncture or arterial puncture with one or more tubes, centrifugation and serum separation, freezing, refrigeration, preparation for air transportation or other special handling procedures, supplies, registration of patient or specimen and third-party billing.</p> <p><b>Instructions for billing CPT code 99000 are included in the Pathology:</b> Blood Collection and Handling section in the appropriate Part 2, Medi-Cal provider manual. Counseling services associated with blood lead testing are included as part of a preventive medicine health assessment.</p>

For more information on blood lead screening, please visit the MPM website and download **Promise Blue Shield's Blood Lead Screening PowerPoint**.



## Resources

- **Blood Lead Screening in Young Children** - This PowerPoint from Blue Shield Promise is located on the MPM website and contains a wide-range of information and topics on blood lead screening.
- **Lead Declination Forms** - These 2 forms, one in English and the other in Spanish, require signatures from parents/guardians to acknowledge they do not consent to blood lead testing for their child. The completed form should be placed in the child's medical record.
- **HEDIS® Measurement Year (MY) 2022 Volume 2: Technical Update** - This update from the NCQA details the changes to the HEDIS® Resource Guide.
- **Resources for Quality Care Flyer** - This two page flyer from L.A. Care lists various provider resources, education, and programs to support providing quality care.
- **HEDIS® 101** - This PowerPoint, located on the MPM website, provides an overview of what HEDIS® is and provides incentive program information and tips.





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## Parent/Guardian Refusal of Blood Lead Testing

Print child's full name: \_\_\_\_\_

Child's date of birth: \_\_\_\_\_

I confirm that I am aware of the serious and long-term health effects of lead poisoning on children under six years old. I do object to my child being blood tested to find out if he/she is lead poisoned. I hereby refuse blood lead testing. I am aware that a copy of this will be kept in the medical record.

Reason for refusal \_\_\_\_\_

Signed \_\_\_\_\_

Relation to child: \_\_\_\_\_  
(parent or guardian)

Date: \_\_\_\_\_

Parent/Guardian address:

\_\_\_\_\_  
city state zip

Parent/Guardian phone number \_\_\_\_\_

**Copies:**

Provide parent/guardian with copy for their records.  
One copy should be retained in chart.

**Language Assistance Notice**

For assistance in English at no cost, call (855) 699-5557 (TTY: 711) (San Diego) or (800) 605-2556 (TTY: 711) (Los Angeles). Para obtener asistencia en español sin cargo, llame al (855) 699-5557 (TTY: 711) (San Diego) o (800) 605-2556 (TTY: 711) (Los Angeles). 如果需要中文的免费帮助, 请拨打这个号码 (855) 699-5557 (TTY: 711), (800) 605-2556 (TTY: 711) (Los Angeles).

**Nondiscrimination Notice**

Blue Shield of California Promise Health Plan complies with applicable state laws and federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, ethnic group identification, medical condition, genetic information, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, mental disability, or physical disability.

You can get this document for free in other formats, such as large print, braille, and/or audio. Call (855)699-5557 (TTY:711) for San Diego County, (800) 605-2556 (TTY: 711) for LA county.

Blue Shield of California Promise Health Plan is an independent licensee of the Blue Shield Association.



Promise Health Plan

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## Rechazo de la prueba de detección de plomo en sangre por parte del padre/de la madre o del tutor

Nombre completo del niño en letra de imprenta: \_\_\_\_\_

Fecha de nacimiento del niño: \_\_\_\_\_

Confirmando que conozco los efectos graves y a largo plazo que tiene la intoxicación con plomo sobre la salud de los niños menores de seis años. Me niego a que le hagan un análisis de sangre a mi hijo(a) para averiguar si está intoxicado(a) con plomo. A través de este formulario, rechazo la prueba de detección de plomo en sangre. Sé que se incluirá una copia de esto en el registro médico.

Razón del rechazo \_\_\_\_\_

Firma \_\_\_\_\_

Relación con el niño: \_\_\_\_\_  
(padre/madre o tutor)

Fecha: \_\_\_\_\_

Dirección del padre/de la madre o del tutor:

\_\_\_\_\_

ciudad	estado	código postal
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Número de teléfono del padre/de la madre o del tutor: \_\_\_\_\_

### Copias:

Se entregará una copia al padre/a la madre o al tutor para sus registros.

Se deberá incluir una copia en la historia médica.

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You can get this document for free in other formats, such as large print, braille, and/or audio. Call (855)699-5557 (TTY:711) for San Diego county, (800) 605-2556 (TTY: 711) for LA county, or (855) 905-3825 (TTY:711) for Cal MediConnect, 8 a.m. to 6 p.m., weekdays. The call is free.

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RESOURCE NAME	DESCRIPTION	LINK
Provider Financial Opportunities & Support	<b>Physician Pay-for-Performance (P4P) Program</b> - Offers performance-based incentives to qualified physicians and Community Clinics that provide high-quality preventive and chronic care to L.A. Care members.	<a href="http://www.lacare.org/providers/provider-central/provider-programs/quality-care-initiatives/p4p-program">www.lacare.org/providers/provider-central/provider-programs/quality-care-initiatives/p4p-program</a>
	<b>Prop 56 Funds</b> - Tax revenue allocated to 6 health programs.	<a href="http://www.lacare.org/providers/provider-central/provider-programs/quality-care-initiatives/prop-56-programs">www.lacare.org/providers/provider-central/provider-programs/quality-care-initiatives/prop-56-programs</a>
	<b>Elevating the Safety Net</b> - Initiative to address the physician shortage in Los Angeles County that includes:	<a href="http://www.lacare.org/providers/provider-central/elevating-safety-net">www.lacare.org/providers/provider-central/elevating-safety-net</a>
	⚙️ Provider Recruitment Program (up to \$125,000 per provider)	
	⚙️ Provider Loan Repayment Program (up to \$5,000 per month for 36 months)	
Online Provider Portal	⚙️ Medical School Scholarship Program	
	⚙️ Residency Support Program	
Patient Education	⚙️ IHSS + Home Care Training Program	
	Create an account on the L.A. Care Online Provider Portal and look up eligibility and claim status, download reports and find important forms.	<a href="http://www.lacare.org/providers/provider-central/la-care-provider-central">www.lacare.org/providers/provider-central/la-care-provider-central</a>
Performance Resources	<b>Health Education Materials</b> - Order free health education resources and refer patients to free Health Education services via the online referral form.	<a href="http://www.lacare.org/providers/provider-resources/tools-toolkits/health-education-tools">www.lacare.org/providers/provider-resources/tools-toolkits/health-education-tools</a>
	<b>HEDIS Resources</b> - Learn more about providing the best quality care and how to properly submit coded data with these FREE HEDIS reference guides.	<a href="http://www.lacare.org/providers/provider-resources/tools-toolkits/hedis-resources">www.lacare.org/providers/provider-resources/tools-toolkits/hedis-resources</a>
Community Resources	<b>Cozeva</b> - Better monitor and take action on performance gaps with this free reporting and analytics platform.	Providers can sign up for free. Email <a href="mailto:lacare@cozeva.com">lacare@cozeva.com</a> for more information.
	<b>Provider Opportunity Reports</b> - These reports contain year-to-date compliance rates for HEDIS and member gaps in care. Download them and other reports from the provider portal.	<a href="http://www.lacare.org/providers/provider-central/la-care-provider-central">www.lacare.org/providers/provider-central/la-care-provider-central</a>  Contact the HEDIS team here. <a href="http://www.lacare.org/providers/provider-resources/tools-toolkits/hedis-resources/contact-us">www.lacare.org/providers/provider-resources/tools-toolkits/hedis-resources/contact-us</a>
Community Resources	<b>L.A. Care Community Link</b> - A tool for addressing the Social Determinants of Health. It is a site where you can search for help with free or low-cost food, bills, job training, legal aid, and more.	<a href="https://communitylink.lacare.org/">https://communitylink.lacare.org/</a>





RESOURCE NAME	RESOURCE DESCRIPTIONS	LINK
Provider and Staff Training and Education	<b>Quality Improvement Webinar Training Series</b> - Ongoing series of webinars which cover a wide range of quality improvement topics.	<a href="http://www.lacare.org/qi-webinars">www.lacare.org/qi-webinars</a>
	<b>Provider Continuing Education Program</b> - Accredited educational program consisting of Continuing Medical Education activities.	<a href="http://www.lacare.org/providers/provider-central/provider-programs/classes-seminars/provider-continuing-education-program">www.lacare.org/providers/provider-central/provider-programs/classes-seminars/provider-continuing-education-program</a>
	<b>Cultural and Linguistic Training</b> - Workshops available online for network providers.	<a href="http://www.lacare.org/providers/provider-central/provider-programs/classes-seminars/cultural-and-linguistic-training">www.lacare.org/providers/provider-central/provider-programs/classes-seminars/cultural-and-linguistic-training</a>
	<b>Patient Experience Training Series</b> - Customer service and patient experience training program provided by SullivanLuallin Group. Webinar series includes sessions for providers, managers, and staff.	<a href="http://www.lacare.org/providers/provider-central/provider-programs/classes-seminars/webinars-for-ipas-and-providers">www.lacare.org/providers/provider-central/provider-programs/classes-seminars/webinars-for-ipas-and-providers</a>
Guidelines, Toolkits, Forms and Tips	<b>Preventive Health Guideline Brochures</b> - Available for free for providers and their offices.	<a href="http://www.lacare.org/providers/provider-resources/tools-toolkits/clinical-practice-guidelines">www.lacare.org/providers/provider-resources/tools-toolkits/clinical-practice-guidelines</a>
	<b>Clinical Practice Guidelines</b> - Evidence based guidelines available to providers for use on various medical and behavioral conditions.	
	<b>Provider Toolkits</b> - Over a dozen free toolkits for providers on topics ranging from medical and behavioral health to serving diverse populations.	<a href="http://www.lacare.org/providers/provider-resources/tools-toolkits/toolkits">www.lacare.org/providers/provider-resources/tools-toolkits/toolkits</a>
	<b>Patient Satisfaction Tips</b> - Tips to help you increase patient satisfaction and maximize financial payout.	<a href="http://www.lacare.org/providers/provider-resources/tools-toolkits/quality-improvement-program/tips">www.lacare.org/providers/provider-resources/tools-toolkits/quality-improvement-program/tips</a>
	<b>Forms and Manuals</b> - One-stop shop for L.A. Care provider manuals and commonly used forms.	<a href="http://www.lacare.org/providers/provider-resources/forms-manuals">www.lacare.org/providers/provider-resources/forms-manuals</a>
	<b>Cultural and Linguistic Resources</b> - C&L toolkit, language poster (16 languages), member language brochure, telephonic interpreting card.	<a href="http://healtheducation.chi.v6.pressero.com/login">healtheducation.chi.v6.pressero.com/login</a>
Pharmacy Services	L.A. Care's Pharmacy Services offers several resources and guidelines to assist you with prescribing medications to our members. There is a list of covered drugs, outlined steps to improve medication adherence and prescription drug prior authorizations.	<a href="http://www.lacare.org/providers/provider-resources/pharmacy-services">www.lacare.org/providers/provider-resources/pharmacy-services</a>
Provider News and Advisories	Stay up-to-date with the latest information about policy and regulatory changes, education and training opportunities, as well as updates on clinical best practices in a bi-monthly email newsletter and quarterly print newsletter.	<a href="http://www.lacare.org/providers/provider-central/news">www.lacare.org/providers/provider-central/news</a>

