

MPM Provider Quality Newsletter

To access the materials referenced in this newsletter, go to:

www.medpointmanagement.com/provider-resources

- > Click on "Quality Management Information" and then "2020 Quality Newsletters."
- > All materials are listed in one PDF document.
- > Please also note that MedPOINT's Reference Guides are available under "HEDIS Documents."

MedPOINT is Changing Quality Platforms!



We are excited to announce that we are transitioning to Cozeva, a new quality platform for care gap management and risk adjustment functions!

Cozeva (<https://corp.cozeva.com/>) is an industry leader in value-based healthcare and provides a comprehensive solution for quality and risk adjustment measure reporting and improvement. This platform is used by several contracted health plans so we are also exploring data integration possibilities for those clinics who have Electronic Medical Records (EMR).

Interpreta was disabled on June 30, 2021. Our goal is to provide access to Cozeva by mid-October. With any major software change, time is needed to allow system configuration and data reconciliation. Every effort is being made to achieve this aggressive target.

MedPOINT will continue to provide support and actionable data reporting based on encounters/claims in our EZ-CAP encounters system, health plan gap in care reports and other data sources.

Your patience and support are appreciated as we work through this unanticipated transition. Please contact your Quality Specialist or QualityMeasures@medpointmanagement.com with any questions you may have.



Well Child Visit Outreach Tips

The Child and Adolescent Well Child Visit (WCV) HEDIS measure includes ages 3 to 21, which increased the denominator (total due) this year. The tips below can help increase your compliance:

1. Call families with more than one child due and schedule a longer visit to see all children at once.
2. Outreach to ages 3-6 first as they may have been in.
3. Call ages 4-13 and include Immunizations for Adolescents (IMA2) measure to complete both.
4. Educate parents that age 13-17 needs to come in every year as this is a new age range for HEDIS.
5. Don't forget adult members age 18-21 in the WCV measure.
6. Sort member gap list and schedule by birth month.
7. Use the Interpreta member gap report "Due Date" column to call members due since January 1.
8. Use texting for all ages as reminders that the well visit is due.
9. Consider Saturday clinics or extended hours to accommodate the added ages.
10. Have a "Clean Healthy Child Area" for those coming in for screenings instead of sick visits.
11. When possible, use Telehealth visits to assist with care gaps.
12. Set a goal for providers to complete a certain number of well visits per month or week and provide incentive payment.

Medicare Pharmacy Programs

Patient compliance is one of the challenges faced for medication management measures. Consider looking into companies that can assist patients with their multiple medication needs by delivering pre-packaged daily dose packets. They also provide counseling, tutorials and frequent patient follow-ups. As an example, please see the attached information regarding SortPak. The organization is contracted with many Pharmacy Benefit Management (PBM) organizations who are contracted with health plans to administer prescription benefits to their members. This is an effective solution to simplify medication management for your senior patients and increase compliance. Check with your contracted health plans to see if they can provide services to your members.

Updates:

• ACEs Aware Initiative

Please see the attached JTF (Just the Fax) notice from Molina regarding the Adverse Childhood Experiences (ACEs) Aware initiative. The COVID-19 pandemic has underscored the need for strong trauma-informed care teams to be integrated into health care practices and provider engagement is important. See <https://www.acesaware.org/> for details.

• Advanced Illness & Frailty Exclusions

Optum has provided a comprehensive guide on Advanced Illness & Frailty Exclusions for Medicare Advantage members. Please share this with general staff, coders and billing departments.

• Autism

Clinical guidelines for Screening and Management of Autism Spectrum Disorder Offices need to adhere to the AAP/Bright Future Guidelines on Autism Spectrum Disorder Screening as recommended for ages 18 months to 2 years old. For details, please download the MedPOINT letter for providers on Autism Spectrum Disorder on the MedPOINT website under Quality Management Information/HEDIS 2021 Health Plan Guides & Resources.

• Member Resources

Blue Shield provided the attached update on the resources available for their Medicare and Cal MediConnect members, which includes health classes. Please share this information with your staff.

• Immunization Registry Required

All immunization-related medical exemptions for children enrolled at California K-12 schools and childcare agencies must now be filed electronically via the California Department of Public Health (CDPH) California Immunization Registry at CDPH CAIR ME.

For more information regarding step by step instructions to file these exemptions, please visit Los Angeles County Health Alert Network (LAHAN): <http://publichealth.lacounty.gov/eprp/lahan/alerts/LAHANSchoolIZandME032621.pdf>. Additional information about this exemption may also be found at: <https://cair.cdph.ca.gov/exemptions/home>.

• Medicare Quality Measures Guide

An excellent detailed guide on the Medicare quality measures (including CAHPS and HOS patient satisfaction surveys) from Optum is available for download on the MedPOINT website under Quality Management Information/HEDIS 2021 Health Plan Guides & Resources.

• Women's Preventive Care

If you have members with L.A. Care Health Plan, they would like to remind you that there is no prior authorization or referrals needed for obstetrical care, breast cancer screening and cervical cancer screenings. Please contact qualitymeasures@medpointmanagement.com with any questions.

July is Healthy Vision Month

Be part of Healthy Vision Month! Learn why it's important to increase diversity among eye health professionals and share simple steps everyone can take to protect their vision. The National Eye Institute is putting the spotlight on increasing diversity in the eye health field with their theme, Eye on Health Equity. Visit their website at <https://www.nei.nih.gov/learn-about-eye-health/resources-for-health-educators/healthy-vision-resources/healthy-vision-month> and take this opportunity to promote Retinal Eye Exams for your diabetic members!

QM Bulletin Board

Have a question and need input from other health centers in the MedPOINT network? Post your question at <https://qualitypoint.medpointmanagement.com> and check out the other resources available to you!

THIS CA UPDATE HAS BEEN SENT TO THE FOLLOWING:
COUNTIES:

- ☒ Imperial
- ☒ Riverside/San Bernardino
- ☒ Los Angeles
- ☐ Orange
- ☒ Sacramento
- ☒ San Diego

LINES OF BUSINESS:

- ☒ Molina Medi-Cal Managed Care
- ☐ Molina Medicare Options Plus
- ☐ Molina Dual Options Cal MediConnect Plan (Medicare-Medicaid Plan)
- ☐ Molina Marketplace (Covered CA)

PROVIDER TYPES:

- ☒ **Medical Group/ IPA/MSO**

Primary Care

- ☒ IPA/MSO
- ☒ Directs

Specialists

- ☒ Directs
- ☒ IPA

- ☐ **Hospitals**

Ancillary

- ☐ CBAS
- ☐ SNF/LTC
- ☐ DME
- ☐ Home Health
- ☐ Other

FOR QUESTIONS CALL
PROVIDER SERVICES:

(888) 562-5442, Extension:

Los Angeles/Orange Counties

X123017

Riverside/San Bernardino Counties

X120613

Sacramento County

X125682

San Diego County

X121735

Imperial County

X125682

California's ACEs Aware Initiative Launches State of Care Provider Engagement Campaign

This is an advisory notification to Molina Healthcare of California (MHC) network providers regarding the California's ACEs Aware Initiative Launches State of Care Provider Engagement Campaign.

The Department of Health Care Services (DHCS) and Office of the California Surgeon General (CA-OSG) has launched the "State of CARE" health care provider engagement campaign to expand the reach and impact of the Adverse Childhood Experiences (ACEs) Aware initiative. The campaign slogan is, "Our State of CARE is ACEs Aware." The campaign uses digital and print media to raise awareness about ACEs and the long-term health effects they can have on children and adults if not addressed.

Decades of research demonstrate that ACEs and the resulting toxic stress response, when left untreated, contribute to some of the most significant and costly societal challenges facing our communities," said California Surgeon General Dr. Nadine Burke Harris. "The State of CARE campaign is designed to help providers understand the importance of screening for ACEs and to leverage our ACEs Aware resources to effectively integrate ACE screening and referrals into their practices.

The core component of the State of CARE campaign is a **free, two-hour "Becoming ACEs Aware" online training and certification. Once certified, providers who participate in Medi-Cal can receive payment for screening patients for ACEs and responding to the symptoms of toxic stress.** More than 17,600 individuals have completed the ACEs Aware training since it became available in December 2019. As a result, Medi-Cal providers screened more than 300,000 patients for ACEs between January and September 2020. Providers who complete the training receive 2.0 Continuing Medical Education and/or 2.0 Maintenance of Certification credits.

The launch of the State of CARE campaign includes updates and improvements to the online Becoming ACEs Aware training modules, lessons learned and best practices. ACEs Aware is also launching new clinical materials that are focused on helping health care practitioners and clinics implement ACE screening in their practices in a health equity-focused manner. The materials include "The ACE Screening Implementation How-To Guide" on the ACEs Aware webpage here: ACEsAware.org.

The first-in-the-nation ACEs Aware initiative has been an integral part of California's response to the COVID-19 public health emergency, giving providers tools and resources to help Medi-Cal beneficiaries manage stress and identify and address stress-related physical and mental health concerns, like asthma, heart disease and depression, that can occur due to prolonged exposure to toxic stress.

The COVID-19 pandemic has underscored the need for strong trauma-informed care teams to be integrated into health care practices, clinics, and across our communities,” said Dr. Karen Mark, Medical Director for DHCS. “The State of CAre campaign will reach more providers and send a clear message that California is leading the way in identifying, preventing, and addressing the impacts of ACEs and toxic stress.

Additionally, the ACEs Aware initiative is working closely with the ACE Resource Network to promote the new NumberStory.org initiative, a resource for consumers and patients to learn more about ACEs, toxic stress, and how to heal.

“ACEs are not destiny,” said Dr. Burke Harris. “Community organizations, health care teams, and individuals throughout California can play a vital role in improving lives and transforming health outcomes. Together, we can make our state of care, ACEs Aware.”

QUESTIONS

If you have any questions regarding the notification, please contact your Molina Provider Services Representative at (888) 562-5442. Please refer to the extensions on page one.

Advanced illness and frailty exclusions

Medicare Advantage

The National Committee for Quality Assurance (NCQA) has allowed additional exclusions to the Healthcare Effectiveness Data and Information Set (HEDIS®) measures for patients with advanced illness and frailty.

Quality measures that were designed and intended for a general adult population may not always be appropriate for those with limited life expectancy or advanced illness and frailty. As such, NCQA is implementing exclusions across selected HEDIS measures to help focus on the population who is most likely to benefit from the measured services.¹

Use of HEDIS-approved ICD-10-CM, CPT® and HCPCS codes can substantially reduce medical record requests for HEDIS data collection purposes.

Exclusion criteria

Members who are 66 years of age or older as of December 31 of the measurement year can be excluded from the measures below if they have *both* advanced illness and frailty, or if they are living long term in a nursing home.

Members who are 81 years of age or older can be excluded from CBP, KED, OMW and PBH if they have frailty only.

Note: Advanced illness can be reported in the measurement year or the year prior; frailty must be reported in the measurement year.

- Breast Cancer Screening (BCS)
- Colorectal Cancer Screening (COL)
- Comprehensive Diabetes Care (CDC)
- Controlling High Blood Pressure (CBP)
- Kidney Health Evaluation for Patients with Diabetes (KED)
- Osteoporosis Management in Women Who Had a Fracture (OMW)
- Osteoporosis Screening in Older Women (OSW)
- Persistence of Beta-Blocker Treatment After a Heart Attack (PBH)
- Statin Therapy for Patients with Cardiovascular Disease (SPC)
- Statin Therapy for Patients with Diabetes (SPD)

ICD-10-CM Advanced Illness Codes for HEDIS

A81.00	Creutzfeldt-Jakob disease, unspecified
A81.01	Variant Creutzfeldt-Jakob disease
A81.09	Other Creutzfeldt-Jakob disease
C25.0	Malignant neoplasm of head of pancreas
C25.1	Malignant neoplasm of body of pancreas
C25.2	Malignant neoplasm of tail of pancreas
C25.3	Malignant neoplasm of pancreatic duct
C25.4	Malignant neoplasm of endocrine pancreas
C25.7	Malignant neoplasm of other parts of pancreas
C25.8	Malignant neoplasm of overlapping sites of pancreas
C25.9	Malignant neoplasm of pancreas, unspecified
C71.0	Malignant neoplasm of cerebrum, except lobes and ventricles
C71.1	Malignant neoplasm of frontal lobe
C71.2	Malignant neoplasm of temporal lobe
C71.3	Malignant neoplasm of parietal lobe
C71.4	Malignant neoplasm of occipital lobe
C71.5	Malignant neoplasm of cerebral ventricle
C71.6	Malignant neoplasm of cerebellum
C71.7	Malignant neoplasm of brain stem
C71.8	Malignant neoplasm of overlapping sites of brain
C71.9	Malignant neoplasm of brain, unspecified
C77.0	Secondary and unspecified malignant neoplasm of lymph nodes of head, face and neck
C77.1	Secondary and unspecified malignant neoplasm of intrathoracic lymph nodes

C77.2	Secondary and unspecified malignant neoplasm of intra-abdominal lymph nodes
C77.3	Secondary and unspecified malignant neoplasm of axilla and upper limb lymph nodes
C77.4	Secondary and unspecified malignant neoplasm of inguinal and lower limb lymph nodes
C77.5	Secondary and unspecified malignant neoplasm of intra-pelvic lymph nodes
C77.8	Secondary and unspecified malignant neoplasm of lymph nodes of multiple regions
C77.9	Secondary and unspecified malignant neoplasm of lymph node, unspecified
C78.00	Secondary malignant neoplasm of unspecified lung
C78.01	Secondary malignant neoplasm of right lung
C78.02	Secondary malignant neoplasm of left lung
C78.1	Secondary malignant neoplasm of mediastinum
C78.2	Secondary malignant neoplasm of pleura
C78.30	Secondary malignant neoplasm of unspecified respiratory organ
C78.39	Secondary malignant neoplasm of other respiratory organs
C78.4	Secondary malignant neoplasm of small intestine
C78.5	Secondary malignant neoplasm of large intestine and rectum
C78.6	Secondary malignant neoplasm of retroperitoneum and peritoneum
C78.7	Secondary malignant neoplasm of liver and intrahepatic bile
C78.80	Secondary malignant neoplasm of unspecified digestive organ
C78.89	Secondary malignant neoplasm of other digestive organs

C79.00	Secondary malignant neoplasm of unspecified kidney and renal pelvis
C79.01	Secondary malignant neoplasm of right kidney and renal pelvis
C79.02	Secondary malignant neoplasm of left kidney and renal pelvis
C79.10	Secondary malignant neoplasm of unspecified urinary organs
C79.11	Secondary malignant neoplasm of bladder
C79.19	Secondary malignant neoplasm of other urinary organs
C79.2	Secondary malignant neoplasm of skin
C79.31	Secondary malignant neoplasm of brain
C79.32	Secondary malignant neoplasm of cerebral meninges
C79.40	Secondary malignant neoplasm of unspecified part of nervous system
C79.49	Secondary malignant neoplasm of other parts of nervous system
C79.51	Secondary malignant neoplasm of bone
C79.52	Secondary malignant neoplasm of bone marrow
C79.60	Secondary malignant neoplasm of unspecified ovary
C79.61	Secondary malignant neoplasm of right ovary
C79.62	Secondary malignant neoplasm of left ovary
C79.70	Secondary malignant neoplasm of unspecified adrenal gland
C79.71	Secondary malignant neoplasm of right adrenal gland
C79.72	Secondary malignant neoplasm of left adrenal gland
C79.81	Secondary malignant neoplasm of breast
C79.82	Secondary malignant neoplasm of genital organs
C79.89	Secondary malignant neoplasm of other specified sites
C79.9	Secondary malignant neoplasm of unspecified site
C91.00	Acute lymphoblastic leukemia, not having achieved remission
C91.02	Acute lymphoblastic leukemia, in relapse
C92.00	Acute myeloblastic leukemia, not having achieved remission
C92.02	Acute myeloblastic leukemia, in relapse
C93.00	Acute monoblastic/monocytic leukemia, not having achieved remission
C93.02	Acute monoblastic/monocytic leukemia, in relapse
C93.90	Monocytic leukemia, unspecified, not having achieved remission
C93.92	Monocytic leukemia, unspecified in relapse
C93.20	Other monocytic leukemia, not having achieved remission
C93.22	Other monocytic leukemia, in relapse
C94.30	Mast cell leukemia, not having achieved remission
C94.32	Mast cell leukemia, in relapse
F01.50	Vascular dementia without behavioral disturbance
F01.51	Vascular dementia with behavioral disturbance
F02.80	Dementia in other diseases classified elsewhere without behavioral disturbance
F02.81	Dementia in other diseases classified elsewhere with behavioral disturbance
F03.90	Unspecified dementia without behavioral disturbance
F03.91	Unspecified dementia with behavioral disturbance
F04	Amnesic disorder due to known physiological condition
F10.27	Alcohol dependence with alcohol-induced persisting dementia
F10.96	Alcohol use, unspecified with alcohol-induced persisting amnesic disorder

F10.97	Alcohol use, unspecified with alcohol-induced persisting dementia
G10	Huntington's disease
G12.21	Amyotrophic lateral sclerosis
G20	Parkinson's disease
G30.0	Alzheimer's disease with early onset
G30.1	Alzheimer's disease with late onset
G30.8	Other Alzheimer's disease
G30.9	Alzheimer's disease, unspecified
G31.01	Pick's disease
G31.09	Other frontotemporal dementia
G31.83	Dementia with Lewy bodies
I09.81	Rheumatic heart failure
I11.0	Hypertensive heart disease with heart failure
I12.0	Hypertensive chronic kidney disease with stage 5 CKD or ESRD
I13.0	Hypertensive heart and chronic kidney disease with heart failure and stage 1-4 or unspecified CKD
I13.11	Hypertensive heart and chronic kidney disease without heart failure with stage 5 CKD or ESRD
I13.2	Hypertensive heart and chronic kidney disease with heart failure and stage 5 CKD or ESRD
I50.1	Left ventricular failure, unspecified
I50.20	Unspecified systolic (congestive) heart failure
I50.21	Acute systolic (congestive) heart failure
I50.22	Chronic systolic (congestive) heart failure
I50.23	Acute on chronic systolic (congestive) heart failure
I50.30	Unspecified diastolic (congestive) heart failure
I50.31	Acute diastolic (congestive) heart failure
I50.32	Chronic diastolic (congestive) heart failure
I50.33	Acute on chronic diastolic (congestive) heart failure
I50.40	Unspecified combined systolic (congestive) and diastolic (congestive) heart failure
I50.41	Acute combined systolic (congestive) and diastolic (congestive) heart failure
I50.42	Chronic combined systolic (congestive) and diastolic (congestive) heart failure
I50.43	Acute on chronic combined systolic (congestive) and diastolic (congestive) heart failure
I50.810	Right heart failure, unspecified
I50.811	Acute right heart failure
I50.812	Chronic right heart failure
I50.813	Acute on chronic right heart failure
I50.814	Right heart failure due to left heart failure
I50.82	Biventricular heart failure
I50.83	High output heart failure
I50.84	End stage heart failure
I50.89	Other heart failure
I50.9	Heart failure, unspecified
J43.0	Unilateral pulmonary emphysema [MacLeod's syndrome]
J43.1	Panlobular emphysema
J43.2	Centrilobular emphysema
J43.8	Other emphysema
J43.9	Emphysema, unspecified

J68.4	Chronic respiratory conditions due to chemicals, gases, fumes and vapors
J84.10	Pulmonary fibrosis, unspecified
J84.112	Idiopathic pulmonary fibrosis
J84.170 +	Interstitial lung disease with progressive fibrotic phenotype in diseases classified elsewhere
J84.178 +	Other interstitial pulmonary diseases with fibrosis in diseases classified elsewhere
J96.10	Chronic respiratory failure, unspecified whether with hypoxia or hypercapnia
J96.11	Chronic respiratory failure with hypoxia
J96.12	Chronic respiratory failure with hypercapnia
J96.20	Acute and chronic respiratory failure, unspecified whether with hypoxia or hypercapnia
J96.21	Acute and chronic respiratory failure with hypoxia
J96.22	Acute and chronic respiratory failure with hypercapnia
J96.90	Respiratory failure, unspecified, unspecified whether with hypoxia or hypercapnia
J96.91	Respiratory failure, unspecified with hypoxia
J96.92	Respiratory failure, unspecified with hypercapnia
J98.2	Interstitial emphysema
J98.3	Compensatory emphysema
K70.10	Alcoholic hepatitis without ascites
K70.11	Alcoholic hepatitis with ascites
K70.2	Alcoholic fibrosis and sclerosis of liver
K70.30	Alcoholic cirrhosis of liver without ascites
K70.31	Alcoholic cirrhosis of liver with ascites
K70.40	Alcoholic hepatic failure without coma
K70.41	Alcoholic hepatic failure with coma
K70.9	Alcoholic liver disease, unspecified
K74.00 +	Hepatic fibrosis, unspecified
K74.01 +	Hepatic fibrosis, early fibrosis
K74.02 +	Hepatic fibrosis, advanced fibrosis
K74.1	Hepatic sclerosis
K74.2	Hepatic fibrosis with hepatic sclerosis
K74.4	Secondary biliary cirrhosis
K74.5	Biliary cirrhosis, unspecified
K74.60	Unspecified cirrhosis of liver
K74.69	Other cirrhosis of liver
N18.5	Chronic kidney disease, stage 5
N18.6	End stage renal disease
ICD-10-CM Frailty Codes for HEDIS	
Note: Frailty codes must be billed in the measurement year to exclude the patient from CBP, KED, OMW or PBH.	
L89.000 - L89.96	Pressure ulcers
M62.50	Muscle wasting and atrophy, not elsewhere classified, unspecified site
M62.81	Muscle weakness (generalized)
M62.84	Sarcopenia
R26.0	Ataxic gait
R26.1	Paralytic gait
R26.2	Difficulty in walking, not elsewhere classified
R26.89	Other abnormalities of gait and mobility

R26.9	Unspecified abnormalities of gait and mobility
R41.81	Age-related cognitive decline
R53.1	Weakness
R53.81	Other malaise
R53.83	Other fatigue
R54	Age-related physical debility
R62.7	Adult failure to thrive
R63.4	Abnormal weight loss
R63.6	Underweight
R64	Cachexia
W01.0-	Fall on same level from slipping, tripping and stumbling without subsequent striking against object
W01.10-	Fall on same level from slipping, tripping and stumbling with subsequent striking against unspecified object
W01.110-	Fall on same level from slipping, tripping and stumbling with subsequent striking against sharp glass
W01.111-	Fall on same level from slipping, tripping and stumbling with subsequent striking against power tool or machine
W01.118-	Fall on same level from slipping, tripping and stumbling with subsequent striking against other sharp object
W01.119-	Fall on same level from slipping, tripping and stumbling with subsequent striking against unspecified sharp object
W01.190-	Fall on same level from slipping, tripping and stumbling with subsequent striking against furniture
W01.198-	Fall on same level from slipping, tripping and stumbling with subsequent striking against other object
W06.-	Fall from bed
W07.-	Fall from chair
W08.-	Fall from other furniture
W10.0-	Fall (on) (from) escalator
W10.1-	Fall (on) (from) sidewalk curb
W10.2-	Fall (on) (from) incline
W10.8-	Fall (on) (from) other stairs and steps
W10.9-	Fall (on) (from) unspecified stairs and steps
W18.00-	Striking against unspecified object with subsequent fall
W18.02-	Striking against glass with subsequent fall
W18.09-	Striking against other object with subsequent fall
W18.11-	Fall from or off toilet without subsequent striking against object
W18.12-	Fall from or off toilet with subsequent striking against object
W18.2-	Fall in (into) shower or empty bathtub
W18.30-	Fall on same level, unspecified
W18.31-	Fall on same level due to stepping on an object
W18.39-	Other fall on same level
W19.-	Unspecified fall
Y92.199	Unspecified place in other specified residential institution as the place of occurrence of the external cause
Z59.3	Problems related to living in residential institution
Z73.6	Limitation of activities due to disability
Z74.01	Bed confinement status
Z74.09	Other reduced mobility
Z74.1	Need for assistance with personal care
Z74.2	Need for assistance at home and no other household member able to render care
Z74.3	Need for continuous supervision

Z74.8	Other problems related to care provider dependency
Z74.9	Problem related to care provider dependency, unspecified
Z91.81	History of falling
Z99.11	Dependence on respirator [ventilator] status
Z99.3	Dependence on wheelchair
Z99.81	Dependence on supplemental oxygen
Z99.89	Dependence on other enabling machines and devices
CPT Frailty Codes for HEDIS	
99504	Home visit for mechanical ventilation care
99509	Home visit for assistance with activities of daily living and personal care
HCPCS Frailty Codes for HEDIS	
These codes for devices and encounters include equipment that is typically submitted on claims, such as hospital beds, wheelchairs and oxygen. Some of these code descriptions were truncated to fit; please see the HCPCS code list for full descriptions.	
E0100	Cane, includes canes of all materials, adjustable or fixed, with tip
E0105	Cane, quad or three prong, includes canes of all materials, adjustable or fixed, with tips
E0130	Walker, rigid (pickup), adjustable or fixed height
E0135	Walker, folding (pickup), adjustable or fixed height
E0140	Walker, with trunk support, adjustable or fixed height, any type
E0141	Walker, rigid, wheeled, adjustable or fixed height
E0143	Walker, folding, wheeled, adjustable or fixed height
E0144	Walker, enclosed, four sided framed, rigid or folding, wheeled with posterior seat
E0147	Walker, heavy duty, multiple braking system, variable wheel resistance
E0148	Walker, heavy duty, without wheels, rigid or folding, any type, each
E0149	Walker, heavy duty, wheeled, rigid or folding, any type
E0163	Commode chair, mobile or stationary, with fixed arms
E0165	Commode chair, mobile or stationary, with detachable arms
E0167	Pail or pan for use with commode chair, replacement only
E0168	Commode chair, extra wide and/or heavy duty, stationary or mobile, with or without arms, any type, each
E0170	Commode chair with integrated seat lift mechanism, electric, any type
E0171	Commode chair with integrated seat lift mechanism, non-electric, any type
E0250	Hospital bed, fixed height, with any type side rails, with mattress
E0251	Hospital bed, fixed height, with any type side rails, without mattress
E0255	Hospital bed, variable height, hi-lo, with any type side rails, with mattress
E0256	Hospital bed, variable height, hi-lo, with any type side rails, without mattress
E0260	Hospital bed, semi-electric (head and foot adjustment), with any type side rails, with mattress
E0261	Hospital bed, semi-electric (head and foot adjustment), with any type side rails, without mattress
E0265	Hospital bed, total electric (head, foot and height adjustments), with any type side rails, with mattress
E0266	Hospital bed, total electric (head, foot and height adjustments), with any type side rails, without mattress

E0270	Hospital bed, institutional type includes: oscillating, circulating and Stryker frame, with mattress
E0290	Hospital bed, fixed height, without side rails, with mattress
E0291	Hospital bed, fixed height, without side rails, without mattress
E0292	Hospital bed, variable height, hi-lo, without side rails, with mattress
E0293	Hospital bed, variable height, hi-lo, without side rails, without mattress
E0294	Hospital bed, semi-electric (head and foot adjustment), without side rails, with mattress
E0295	Hospital bed, semi-electric (head and foot adjustment), without side rails, without mattress
E0296	Hospital bed, total electric (head, foot and height adjustments), without side rails, with mattress
E0297	Hospital bed, total electric (head, foot and height adjustments), without side rails, without mattress
E0301	Hospital bed, heavy duty, extra wide, with weight capacity > 350 pounds, but ≤ 600 pounds, with any type side rails, w/o mattress
E0302	Hospital bed, extra heavy duty, extra wide, with weight capacity > 600 pounds, with any type side rails, w/o mattress
E0303	Hospital bed, heavy duty, extra wide, with weight capacity > 350 pounds, but ≤ 600 pounds, with any type side rails, with mattress
E0304	Hospital bed, extra heavy duty, extra wide, with weight capacity > 600 pounds, with any type side rails, with mattress
E0424	Stationary compressed gaseous oxygen system, rental
E0425	Stationary compressed gaseous oxygen system, purchase
E0430	Portable gaseous oxygen system, purchase; includes regulator, flowmeter, humidifier, cannula or mask, and tubing
E0431	Portable gaseous oxygen system, rental
E0433	Portable liquid oxygen system, rental; home liquefier used to fill portable liquid oxygen containers
E0434	Portable liquid oxygen system, rental
E0435	Portable liquid oxygen system, purchase
E0439	Stationary liquid oxygen system, rental
E0440	Stationary liquid oxygen system, purchase
E0441	Stationary oxygen contents, gaseous, 1 month's supply = 1 unit
E0442	Stationary oxygen contents, liquid, 1 month's supply = 1 unit
E0443	Portable oxygen contents, gaseous, 1 month's supply = 1 unit
E0444	Portable oxygen contents, liquid, 1 month's supply = 1 unit
E0462	Rocking bed with or without side rails
E0465	Home ventilator, any type, used with invasive interface, (e.g., tracheostomy tube)
E0466	Home ventilator, any type, used with non-invasive interface, (e.g., mask, chest shell)
E0470	Respiratory assist device, bi-level pressure capability, without backup rate feature
E0471	Respiratory assist device, bi-level pressure capability, with back-up rate feature
E0472	Respiratory assist device, bi-level pressure capability, with backup rate feature
E0561	Humidifier, non-heated, used with positive airway pressure device
E0562	Humidifier, heated, used with positive airway pressure device

E1130	Standard wheelchair, fixed full length arms, fixed or swing away detachable footrests
E1140	Wheelchair, detachable arms, desk or full length, swing away detachable footrests
E1150	Wheelchair, detachable arms, desk or full length swing away detachable elevating leg rests
E1160	Wheelchair, fixed full length arms, swing away detachable elevating leg rests
E1161	Manual adult size wheelchair, includes tilt in space
E1240	Lightweight wheelchair, detachable arms, (desk or full length) swing away detachable, elevating leg rest
E1250	Lightweight wheelchair, fixed full length arms, swing away detachable footrest
E1260	Lightweight wheelchair, detachable arms (desk or full length) swing away detachable footrest
E1270	Lightweight wheelchair, fixed full length arms, swing away detachable elevating leg rests
E1280	Heavy duty wheelchair, detachable arms (desk or full length) elevating leg rests
E1285	Heavy duty wheelchair, fixed full length arms, swing away detachable foot rest
E1290	Heavy duty wheelchair, detachable arms (desk or full length) swing away detachable footrest
E1295	Heavy duty wheelchair, fixed full length arms, elevating leg rest
E1296	Special wheelchair seat height from floor
E1297	Special wheelchair seat depth, by upholstery
E1298	Special wheelchair seat depth and/or width, by construction
G0162	Skilled services by a registered nurse (RN) for management and evaluation of the plan of care; each 15 minutes
G0299	Direct skilled nursing services of a registered nurse (RN) in the home health or hospice setting, each 15 minutes
G0300	Direct skilled nursing services of a licensed practical nurse (LPN) in the home health or hospice setting, each 15 minutes
G0493	Skilled services of a registered nurse (RN) for the observation and assessment of the patient's condition, each 15 minutes
G0494	Skilled services of an LPN for the observation and assessment of the patient's condition, each 15 minutes
S0271	Physician management of patient home care, hospice monthly case rate (per 30 days)

S0311	Comprehensive management and care coordination for advanced illness, per calendar month
S9123	Nursing care, in the home; by registered nurse, per hour
S9124	Nursing care, in the home; by licensed practical nurse, per hour
T1000	Private duty/independent nursing service(s) - licensed, up to 15 minutes
T1001	Nursing assessment/evaluation
T1002	RN services, up to 15 minutes
T1003	LPN/LVN services, up to 15 minutes
T1004	Services of a qualified nursing aide, up to 15 minutes
T1005	Respite care services, up to 15 minutes
T1019	Personal care services, per 15 minutes, not for an inpatient or resident of a hospital, nursing facility, ICF/MR or IMD
T1020	Personal care services, per diem, not for an inpatient or resident of hospital, nursing facility, ICF/MR or IMD
T1021	Home health aide or certified nurse assistant, per visit
T1022	Contracted home health agency services, all services provided under contract, per day
T1030	Nursing care, in the home, by registered nurse, per diem
T1031	Nursing care, in the home, by licensed practical nurse, per diem

Per the ICD-10-CM Official Guidelines for Coding and Reporting FY 2021: "A dash (-) at the end of an alphabetic index entry indicates that additional characters are required. Even if a dash is not included at the alphabetic index entry, it is necessary to refer to the tabular list to verify that no 7th character is required." The bolding of the ICD-10-CM codes represents categories, subcategories or codes that map to the CMS-HCC risk adjustment model for payment year 2021.

Codes marked with a **+** directly after them represent new additions to the FY 2021 ICD-10-CM code classification.

Optum360 ICD-10-CM: Professional for Physicians 2021. Salt Lake City, UT: 2020.

American Medical Association. Current Procedural Terminology Professional. 2021. Chicago, IL: AMA; 2020.

Optum360 HCPCS Level II: 2021. Salt Lake City, UT; 2020

1. NCQA Updates Quality Measures for HEDIS® 2019. ncqa.org/news/ncqa-updates-quality-measures-for-hedis-2019/. Accessed January 8, 2021.

- HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).
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This guidance is to be used for easy reference; however, the current ICD-10-CM code classification and the Official Guidelines for Coding and Reporting are the authoritative references for accurate and complete coding. The information presented herein is for general informational purposes only. Neither Optum nor its affiliates warrant or represent that the information contained herein is complete, accurate or free from defects. Specific documentation is reflective of the "thought process" of the provider when treating patients. All conditions affecting the care, treatment or management of the patient should be documented with their status and treatment, and coded to the highest level of specificity. Enhanced precision and accuracy in the codes selected is the ultimate goal. Lastly, on April 6, 2020, the Centers for Medicare & Medicaid Services (CMS) announced that 2020 dates of service for the 2021 payment year model are based on the Centers for Medicare & Medicaid Services Announcement. cms.gov/files/document/2021-announcement.pdf.

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Member Resources for Lifestyle Medicine

Quarter 2 (April – June 2021)

SilverSneakers Programs - *No cost and exclusive to Medicare & CMC members*

1. SilverSneakers Connect *(English Only)*

- A digital platform where members can share their experiences with others
- Connect via Zoom meetings and see members' faces
- Social event topics can include- game night, book club, crafts/hobbies, pet club, etc.
- To get a member started, please direct them here:
[SilverSneakers.com/ConnectCA](https://silversneakers.com/ConnectCA)

2. Find Your Fit *(English Only)*

- A video series designed for members to engage in exercise at home
- Members can choose from beginner, balance, emotional health, or pain management
- Member will receive a new video each week for four weeks
- To get a member started, please direct them here:
BSC Member: [SilverSneakers.com/BSC](https://silversneakers.com/BSC)
Promise Member: [SilverSneakers.com/Promise](https://silversneakers.com/Promise)

3. SilverSneakers On-Demand *(English Only)*

- View classes, health tips, and workout videos through the video library
- To get a member started, please direct them here:
silversneakers.com/learn/ondemand/

4. SilverSneakers Live Virtual Classes and Workshops *(English Only)*

- Take virtual classes and workshops all from the comfort of your home
- Classes and workshops include strength and balance, yoga, and cardio dance
- To get a member started, please direct them here:
<https://tools.silversneakers.com/Learn/Live>

5. SilverSneakers Go app *(English Only) (Free to Any Member)*

- Video-based exercise programs that can be tailored to the member level
- Direct member to download the app from **Apple App Store** or **Android Google Play**

Wellvolution - *No cost and exclusive to Medicare & CMC members*
(Bilingual Health Coaches Vary by Program)

- Personalized digital health programs
- Smartphone apps and in-person options
- Learn how to eat healthier, move more, manage stress, sleep better, ditch cigarettes and even prevent or reverse disease
- To get a member started, please direct them here:
Medicare & CMC: www.wellvolution.com/medicare
Medi-Cal: (coming soon)

For questions or more information on SilverSneakers and Wellvolution programs, please contact **Paulina Montalvo** at Paulina.Montalvo@blueshieldca.com.

Member Resources for Blue Shield Promise Only

Due Date Plus *(English and Spanish)*

- *No Cost Mobile App for Expectant Medi-Cal Members*
- Tracks pregnancy progress and the growth of children ages 0-2
- Offers a week-by-week "what to expect" pregnancy guide, ability to log upcoming appointments, kick count tracker, daily tips to stay healthy and more
- Links to health plan and community resources
- Promise members who register for the app are eligible for a \$50 gift card
- Search Blue Shield Promise in the app store or text the word "BABY" to (619) 940.1064 (San Diego) or (323) 310-5118 (Los Angeles)

Diabetes Prevention Program (DPP) *(English and Spanish)*

- *No Cost for Medi-Cal, Medicare & CMC Members That Are Pre-Diabetic*
- An evidence-based lifestyle program to prevent or delay the onset of type 2 diabetes for those members diagnosed with pre-diabetes
- Members have the choice of an in-person or digital program
- Program includes 16 weekly sessions over 6 months and monthly sessions for the remaining 6 months
- To confirm eligibility and get a member started, please direct them here:
 - **Medi-Cal:** www.solera4me.com/bluepromisemedical or call (866) 692-5059, TTY 711
 - **CMC & Medicare:** www.wellvolution.com/medicare

Health Education Virtual Classes – Quarter 2

No Cost to Medi-Cal, Medicare & CMC Members

Blue Shield members can access health education classes by telephone or computer. Health education classes listed on the next page.

Option 1: Connect by Telephone (Audio Only)

Please instruct members to:

- 1) Dial **Zoom** at **1-888-788-0099** (toll-free)
- 2) Enter the **meeting ID#**, and follow by the pound sign (#)
- 3) Enter the pound sign (#) again
- 4) At last, enter the **passcode**, and follow by the pound sign (#)

Press ***6** when members are asked to unmute.

Option 2: Connect by Computer or Other Electronic Device

To view these classes on a computer or other electronic device such as a cellphone or tablet, a **Zoom** app or class link is needed. Members must enter the **meeting ID#** and **passcode** to join the class. *Please direct members to call the Health Education department for support with this option.*

For questions or more information on Due Date Plus, Diabetes Prevention Program or health education virtual classes, including support with Zoom, please contact **Health Education** at (323) 827-6036 or e-mail BlueShieldofCAHealthEducation@blueshieldca.com.

Stress Management – April 2021

It is a stressful time right now. Coronavirus has affected many areas of our lives in different ways. Concerns about the unknown may be causing you to feel stressed. You are not alone. Join us to learn how to get through a stressful time. This class will go over how stress affects your health, ways to manage stress, and resources that can help.

Date	Language	Time	Meeting ID#	Password
Tuesday April 20, 2021	English	2:00 PM	862 0757 9421	NA
	Cantonese	10:00 AM	863 5257 5507	NA
Thursday April 22, 2021	Spanish*	2:00 PM	145 360 9985	2328
	Mandarin	10:00 AM	827 9564 5764	NA

*For the Spanish class, please dial Webinar at 1-800-948-1333. Then enter the meeting ID#, then press #. At last, please enter the password and press # again to connect to the class.



Nutrition – May 2021

Healthy eating does not have to be expensive. Join us for this presentation that will discuss ways to make budget friendly healthy meals at home. Discussion topics include meal planning, ways to save at the grocery store, budget friendly foods, sample meals prepared with 5 ingredients or less.

Date	Language	Time	Meeting ID#	Unmute Key
Tuesday May 18, 2021	English	2:00 PM	826 8728 5037	*6
	Cantonese	10:00 AM	868 2626 1307	*6
Thursday May 20, 2021	Spanish	2:00 PM	893 1822 1279	*6
	Mandarin	10:00 AM	880 5825 6204	*6

Summer Safety – June 2021

The summer months offer many opportunities for fun and interactive outdoor activities. This presentation will give practical tips to ensure a safe and enjoyable experience. Topics covered include heat injuries, water safety, recreation and sports safety, outdoor safety, skin and eye safety, and personal vehicle safety.

Date	Language	Time	Meeting ID#	Passcode
Tuesday June 22, 2021	English	2:00 PM	881 5964 3563	574 631 835
	Cantonese	10:00 AM	814 5905 0779	77 67 55 80
Thursday June 24, 2021	Spanish	2:00 PM	816 0420 6185	088 223 054
	Mandarin	10:00 AM	879 0389 3506	42 55 87 76

Please instruct members to:

- 1) Dial **Zoom** at **1-888-788-0099** (toll-free)
- 2) Enter the **meeting ID#**, and follow by the pound sign (#)
- 3) Enter the pound sign (#) again
- 4) At last, enter the **passcode**, and follow by the pound sign (#)

Press ***6** when members are asked to unmute.