

PROVIDER QUALITY NEWSLETTER

MARCH 2018

MedPOINT
MANAGEMENT
Pointing Healthcare In The Right Direction



The March 2018 Episource Report is Posted!

The March Episource Report is the first to show rates and care gaps for measurement year 2018. Use the "Member Quality Compliance Report" to identify the members who need preventive screenings and call them to get those screenings done.

The February Episource Report was the last report showing care gaps for measurement year 2017, including all data received by 1/31/18. Although Episource will not be updated, it's still not too late to submit supplemental data for many health plans.

Email your standard supplemental data to QIFiles@medpointmanagement.com. Call us (818) 702-0100 x 353 if you have questions.



Childhood Immunizations

The Childhood Immunization Status (CIS) measure requires a series of vaccinations for children on or before their 2nd birthday. Several plans have included Combo 3 in their incentive programs, which includes 7 vaccines. For 2018, the State is encouraging plans to switch to CIS Combo 10, which adds 3 additional vaccines. Children 0-2 years old should receive the full list of shots below. Never pass up an opportunity to immunize and always document in CAIR.

4 DTaP • 3 Polio (IPV) • 1 MMR
3 Haemophilus influenza Type B (HiB)
3 Hepatitis B • 1 Chicken pox (VZV)
4 Pneumococcal conjugate (PCV)
1 Hepatitis A – NEW! • 2 Rotavirus (Rotarix)
or 3 Rotavirus (RotaTeq) –NEW!
2 influenza vaccines –NEW!

Are you curious about your year-over-year improvement?

The January 2017 Episource report (*in the Archived Reports section*) was the final report for measurement year 2016, making it a useful comparison to your February 2018 report.



Timely Access to PCP and Urgent Care

California law gives members the right to receive timely access to care and services from their provider. They must be able to receive an urgent appointment that does not require prior authorization within 48 hours of the request. They should be able to receive a non-urgent appointment with a PCP within 10 business days of the request. Please make sure your staff is aware of these important standards.



April is Alcohol Awareness Month

Alcohol Awareness Month provides a focused opportunity across America to increase awareness and understanding of alcoholism, its causes, effective treatment and recovery. For more information, please visit <https://www.ncadd.org/aam>.

The Department of Health Care Services (DHCS) requires that PCPs offer the member a validated alcohol screening questionnaire (either the AUDIT or AUDIT-C) to any Medi-Cal member who answers "yes" to the Staying Healthy Assessment alcohol pre-screen question.



Cervical Cancer Screening (CCS)

It is important for healthy women age 21-30 to receive a Pap smear every 3 years, while healthy women age 30 and over should receive a Pap smear with HPV co-testing every 5 years. Please make sure you're using the correct codes. Call your members who are due to come in for a Pap. Should a member have a total hysterectomy, this is counted as an exclusion as long as the chart indicates "total hysterectomy," "TAH" or "no cervix." Code Z90.710 can be used.



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Primary Care and Specialist Providers Access to Care Standards

Members have the right to receive timely access to care and services from their provider. Per DMHC requirements, providers are to ensure members proper availability within a specific number of days or hours for ...



EMERGENCY EXAM

If your patient is having a medical emergency, you should instruct them to go to the emergency room or have them call 911. If the issue is not life threatening, you should provide medical advice over the phone and schedule an appointment as shown below. (Only licensed staff with appropriate training should provide telephone assessments.)



APPOINTMENT AVAILABILITY STANDARDS

Type of Appointment:	Offer the Appointment within:
Primary Care Provider – Non-Urgent Appointment	Within 10 business days of request
Specialist Providers – Non-Urgent Appointment	Within 15 business days of request
Urgent appointments that <u>do not require</u> prior authorization	48 hours of request
Urgent appointments that <u>require</u> prior authorization	96 hours of request
Non-Urgent appointments for Ancillary services	15 business days of request
Non-Urgent appointments with a non-physician mental health care provider	10 business days of request



AFTER HOURS ACCESS REQUIREMENTS

Primary Care Providers must be available by telephone 24 hours per day/7 days per week.

*If the primary care provider is not available on-call, there should be another provider or nurse triage available.



ANSWERING MACHINE RECORDING MUST PROVIDE THE FOLLOWING:

“ If this is an emergency, please hang up and dial 911 immediately or go to the nearest emergency room ”

“ Hello, you have reached the (Name of doctor/Office or Clinic Name). If you wish to speak to with the provider on-call, ...”

Select one of the following three options to complete recording:

- a) Please hold and you will be directly connected to the provider on call.
- b) You may reach the on-call provider directly by calling (provide number).
- c) Please call (provide number). The on-call provider will be paged and you may expect a return call within the next 30 minutes.
- d) You may include Urgent Care Center information, if applicable (give address and phone number).



AFTER HOURS ANSWERING SERVICE SAMPLE SCRIPT:

Calls answered by a live voice – answering service or centralized triage

If the caller believes the situation is urgent, advise the caller to hang up and dial 911 immediately or proceed to the nearest Emergency Room.

If the member indicates a need to speak with a provider

a) Place the caller on hold and then connect them to the on-call provider, or page the provider and let the caller know the provider has been paged and he/she will return call within the next 30 minutes.

b) Ask the member for their call back information and advise a provider will call them back within the next 30 minutes.

OR

c) If a member indicated a need for interpreter services, facilitate the contact by accessing interpreter services. You can find interpreter information at www.medpointmanagement.com/download-category/culture-linguistic-information/.

