

March 2022

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 "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 (MPM) wants to hear from you! Please visit our discussion board at <https://qualitypoint.medpointmanagement.com> and give your feedback to this month's question:

Does your office have a standard process for capturing SDOH codes? If so, please share that process. If not, how do you plan to implement a process in the future?

If you have other questions and would like input from other providers/health centers in MedPOINT 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!

Upcoming Cozeva Trainings

MedPOINT continues to offer Cozeva Training Webinars and looks forward to users taking advantage of these learning opportunities to increase knowledge and skills within the platform. Please see the upcoming sessions available below:

- **Tuesday, April 5, 2022: 2:00-3:30 PM**
- **Wednesday, April 13, 2022: 12:30-2:00 PM**

Interested? Email Janice Tillett at JTillett@medpointmanagement.com with your session preference in order to receive the webinar invitation.

Oral Hygiene for Medi-Cal Patients

As you know, oral health is an essential part of one's overall health and well-being and the Medi-Cal program covers routine dental check-up for children and adults!

Poor oral hygiene can lead to cavities and gum disease, and has been linked to heart disease, cancer, and diabetes. Good oral hygiene and regular dental check-ups help keep gums and teeth healthy and strong.

Remind your Medi-Cal patients that:

- Dental check-ups are free or low-cost
- Medi-Cal members under age 21 can have a check-up every six months
- Medi-Cal members over the age of 21 can have a check-up every 12 months

If patients don't have a dentist or would like more information about their dental benefit, they can visit the Smile, California website or for Spanish speakers, SonrieCalifornia.org

Download and share the Medi-Cal Has Dental Covered flyer (attached) to view a list of the preventive and restorative dental benefits available for children and adults. Use the "Find A Dentist" button on the Smile, California website or SonrieCalifornia.org to help patients find a Medi-Cal dentist accepting new patients in their area.

Visit the Smile, California Partners and Providers web page to view materials for Medi-Cal members, including additional oral health resources and information about Medi-Cal Dental covered services for babies, kids, teenagers, adults, seniors, caregivers, and individuals who are pregnant.

You can also sign up for Smile Alerts at www.smilecalifornia.org to receive future Smile, California campaign updates and materials! If you have questions, please email Smile, California.

EHR Extracts

There is still time to submit Standard Supplemental data for Measurement Year (MY) 2021. EMR extracts will be processed for the health plans listed below if received by the due date indicated. Please submit your spreadsheets and any questions related to supplemental data submission to qifiles@medpointmanagement.com. Your HEDIS/STARS Specialist can also help. Please call 818.702.0100 ext. 1353 for assistance.

Health Plan	Due Date	Health Plan Due Date
California Health and Wellness	04/01/22	04/14/22
Health Net	04/01/22	04/14/22
LA Care	04/15/22	04/29/22

Your data will be sent to the respective health plans first to ensure timely processing. Once MedPOINT completes the supplemental data validation process with Cozeva, your data will then be forwarded to Cozeva for processing.

March is Colorectal Cancer Awareness Month

Colorectal cancer is the second leading cause of cancer deaths in the United States in men and women combined. Colorectal cancer (CRC) refers to both rectal cancer and colon cancer. CRC may not show any symptoms at first, but as the tumor grows, it can disrupt the body's ability to digest food and remove waste. This causes potentially severe bowel and abdominal problems. CRC is preventable and treatable through screening. Talking to your patients, especially those who are high-risk of developing CRC

and/or those who are ages 45+, about regular screening measures is vital. Effective May 31st, 2022, insurance plans must cover and may not impose cost sharing with respect to a colonoscopy conducted after a positive non-invasive stool-based screening test or direct visualization screening test, making CRC screening even more affordable and inclusive to patients.

Resources

- **Medi-Cal Has Dental Covered** - The attached flyer from Smile, California can be displayed to inform patients of the dental care that is covered by Medi-Cal.
- **How to Submit Homeless Data in 837 File** - This instructional guide from HICE, available on the MPM website, provides instructions and examples on how to submit homeless data in the 837 file for institutional and professional submissions.
- **HEDIS® Advanced Illness and Frailty Exclusions Guide** - This NCQA Exclusions Guide is posted on the MPM website and contains billing codes for advanced illness and frailty exclusions, and dementia medication descriptions and names.
- **Benefits Eligibility Tool** - The attached 2-page tool from the Benefits Access for Immigrants in Los Angeles (BAILA Network) can be used to determine if an immigrant patient may meet criteria for additional resources/aids from various programs.
- **Resources for Quality Care** - The attached flyer from L.A. Care gives information to providers on how to access various resources by providing resource names, descriptions, and links.
- **Colorectal Cancer Screening Saves Lives** - The attached patient flyer from the CDC shows an overview of information regarding colorectal cancer and screening tests.



Benefits Eligibility Tool

CalFresh (food assistance)



- Low-income; food insecure
- Already enrolled in Medi-Cal
- Eligible: Citizens, LPRs, refugees, asylees, U and T Visa/VAWA, others;
- Ineligible: undoc., DACA, TPS



- [GetCalFresh.org](https://www.getcalfresh.org)
- DPSS CSC: 1-866-613-3777 - Please press Option 2 after selecting your respective language.

WIC

(food assistance for young children and pregnant, nursing, or postpartum people)



- Low-income
- Pregnant or up to 6 months postpartum
- Child(ren) 0-5
- No immigration status requirements



- [Find WIC provider based on ZIP code or city](#)

CaWORKs (cash aid for families)



- Low-income
- Pregnant or children in the home (up to age 18)
- Eligible: Citizens, LPRs, refugees, asylees, U and T Visa/VAWA, PRUCOL
- Ineligible: undoc.



- Call DPSS CSC at 1-866-613-3777. Press **Option 2** after selecting your respective language.
- Apply online at [YBN](#) (soon BenefitsCal)

General Relief

(cash aid for adults without children)



- Childless adult
- Extremely low income and low resources
- Eligible: LPRs, refugees, asylees, U and T Visa/VAWA
- Ineligible: undoc., DACA, TPS



- Call DPSS CSC at 1-866-613-3777. Press **Option 2** after selecting your respective language.
- Apply online at [YBN](#) (soon BenefitsCal)

Disability/65+ Benefits (SSI, SSDI, CAPI)



- Disability lasting more than 12 months
- 65+
- Low income (SSI and CAPI)
- Potentially eligible: Citizens, LPRs, refugees, asylees, U and T Visa/VAWA, PRUCOL (CAPI only), lawfully present with work history (SSDI)
- Ineligible: undoc.



- [CBEST](#) (SSI, SSDI, and CAPI application help for people who are homeless or at risk of homelessness)
- CAPI: DPSS Customer Service Center line: 1-866-613-3777

Tax Credits (State and Fed.)



- Family with children (under 18)
- Kids with SSN (or ITIN for CA tax credits); parents with ITIN
- Income (\$1 or more) from work



- File with help from VITA Clinic (see [directory](#)) (clinics will re-open Jan/Feb 2022)

Health Programs

Full-Scope Medi-Cal

(comprehensive health coverage)



- Eligible: Citizens, LPRs, refugees and asylees, PRUCOL, U and T visa applicants and holders, VAWA, Cuban and Haitian entrants, DACA and TPS
 - All people under age of 26 regardless of status; starting May 2022: all people 50 and older
- Ineligible: people 26 to 49 who are undocumented or non-immigrant visa holders



- Call DPSS CSC at 1-866-613-3777. Press Option 2 after selecting your respective language
- Refer to [BAILA](#).

Restricted-Scope Medi-Cal

(aka "Emergency Medi-Cal")



- Eligible: people who are undocumented; non-immigrant visa holders (like students and tourists)



- Call DPSS CSC at 1-866-613-3777. Press Option 2 after selecting your respective language
- Refer to [BAILA](#)

Pregnancy-Related MC Programs



- Eligible: Citizens and other qualified immigrants; people who are undocumented; non-immigrant visa holders



- Call DPSS CSC at 1-866-613-3777. Press Option 2 after selecting your respective language
- Refer to [BAILA](#)

Medicare

(Federal health insurance for 65+ and/or disabled)



- Eligible: Lawfully-present immigrants who have 40 quarters (at least 10 years) of work history paying Medicare payroll taxes OR are at least 65 years old
- LPRs must have status for 5 years to qualify for Medicare "buy-in"
- Ineligible: undoc.



Information about joining a Medicare Plan ([English](#)), ([Español](#)) or call 1-800-633-4227.

My Health LA

(low-cost health care program for LA County residents)



- Eligible: People who are not eligible for Full-Scope Medi-Cal
 - people 26+ and under 50 (starting in May 2022) who are undocumented or non-immigrant visa holders



- Call MHLA Member Services at 1-844-744-6452
- Visit dhs.lacounty.gov/MHLA to find a map and list of MHLA clinics.; more information ([English](#)), ([Español](#))
- Refer to [BAILA](#)

Covered CA

(marketplace where people can buy subsidized health insurance)



- Eligible: Citizens, LPRs, asylees and refugees, U and T visa applicants and holders, VAWA, Cuban and Haitian entrants; people who are "lawfully present" includes: TPS holders and applicants with work authorization, non-immigrant visa holders
- Ineligible: people who are undocumented; DACA recipients



- Apply online: <https://www.coveredca.com/apply/>
- Apply with certified enroller: <https://storefronts.coveredca.com/>
- By phone: [Sign up for someone from Covered CA to call you](#) or call (800) 300-1506
- Refer to [BAILA](#)



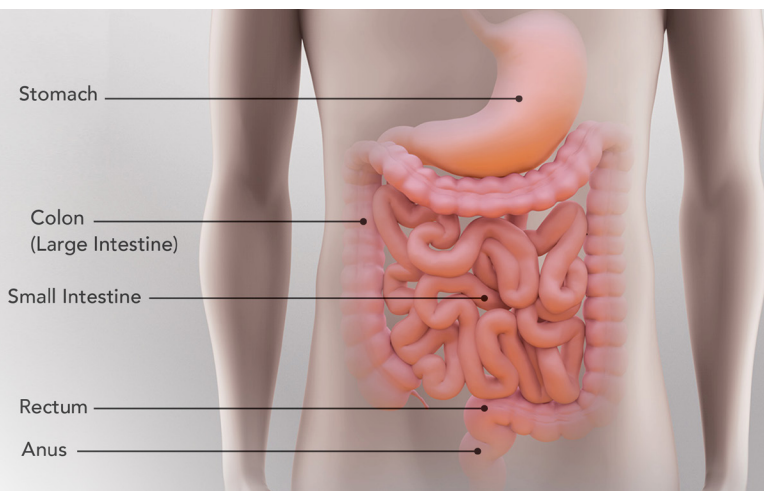
In cancers that affect both men and women, colorectal cancer is the second leading cancer killer—but most cases can be prevented with routine screening tests.

Screening Saves Lives

Colorectal cancer is the second leading cancer killer in the U.S. among cancers that affect both men and women. But it doesn't have to be. Routine screening for colorectal cancer beginning at age 45 can save lives!

What Is Colorectal Cancer?

Cancer is a disease in which cells in the body grow out of control. Colorectal cancer is cancer that occurs in the colon or rectum. The colon is the large intestine or large bowel. The rectum is the passageway that connects the colon to the anus.



If you're 45 or older, getting a colorectal cancer screening test could save your life.

Here's How:

- ▶ Colorectal cancer usually starts from precancerous polyps in the colon or rectum. A polyp is a growth that shouldn't be there. Over time, some polyps can turn into cancer.
- ▶ Screening tests can find precancerous polyps, so they can be removed before they turn into cancer. Screening tests can also find colorectal cancer early, when treatment works best.

Who Gets Colorectal Cancer?

Colorectal cancer occurs most often in men and women who are 45 years old or older, and the risk increases with age. If you are 45 or older, talk to your health care provider about getting screened.

You May Be at Increased Risk If:

- ▶ You or a close relative have had colorectal polyps or colorectal cancer.
- ▶ You have inflammatory bowel disease, Crohn's disease, or ulcerative colitis.
- ▶ You have a genetic syndrome such as familial adenomatous polyposis (FAP) or hereditary non-polyposis colorectal cancer (Lynch syndrome).

People at increased risk for colorectal cancer may need earlier or more frequent tests than other people. If you think you may be at increased risk, talk to your health care provider about the routine screening tests that are right for you.

What Are the Symptoms of Colorectal Cancer?

Someone could have colorectal cancer and not know it. People do not always have symptoms, especially at first (or in early stages). If there are symptoms, they may include:

- ▶ Changes in your bowel habits.
- ▶ Blood in or on your stool (bowel movement).
- ▶ Abdominal pain, aches, or cramps that don't go away.
- ▶ Unexplained weight loss.

Contact your health care provider if you notice any of these symptoms.

Which Test Is Right for You?

You have different screening options. Talk to your health care provider about which tests are right for you and how often you should be screened.

Types of Screening Tests

The U.S. Preventive Services Task Force, a group of medical experts, recommends that adults who are 45 to 75 years old be screened for colorectal cancer. The decision to be screened between ages 76 and 85 should be made on an individual basis. If you are older than 75, talk to your health care provider about getting screened. Several different screening tests can be used to find polyps or colorectal cancer. They include:

Stool Tests

- ▶ **Guaiaac-based Fecal Occult Blood Test (gFOBT)** uses the chemical guaiac to detect blood in stool. At home, you use a stick or brush to obtain a small amount of stool. You return the test to the health care provider or a lab, where stool samples are checked for blood.
- ▶ **Fecal Immunochemical Test (FIT)** uses antibodies to detect blood in the stool. You receive a test kit from your health care provider. This test is done the same way as gFOBT.
- ▶ **FIT-DNA Test (or Stool DNA Test)** combines the FIT with a test to detect altered DNA in stool. You collect an entire bowel movement and send it to a lab to be checked for cancer cells.

Flexible Sigmoidoscopy (Flex Sig)

The health care provider puts a short, thin, flexible, lighted tube into your rectum and checks for polyps or cancer inside the rectum and lower third of the colon.

Colonoscopy

Similar to flexible sigmoidoscopy, except the health care provider uses a longer, thin, flexible, lighted tube to check for polyps or cancer inside the rectum and the entire colon. During the test, the health care provider can find and remove most polyps and some cancers. Colonoscopy may also be used as a follow-up test if one of the other screening tests finds anything unusual.

CT Colonography (Virtual Colonoscopy)

Computed tomography (CT) colonography, also called a virtual colonoscopy, uses X-rays and computers to produce images of the entire colon. The images are displayed on a computer screen for the health care provider to analyze.

Your health care provider will discuss your test results with you. Depending on your results, you may need a follow-up appointment or another screening test.

Insurance Coverage

Colorectal cancer screening tests may be covered by your health insurance policy without a deductible or co-pay. Check with your plan to find out which tests are covered for you.

Resources

For more information:
Visit <https://www.cdc.gov/cancer/colorectal/>
Call 1-800-CDC-INFO (1-800-232-4636)
For TTY, call 1-888-232-6348.

Medi-Cal Has Dental Covered

As a Medi-Cal member, your benefits and your child's benefits include dental coverage. See the chart below for an overview of the dental care that is covered by Medi-Cal.



SERVICES	BABIES	KIDS	TEENS	PREGNANCY	ADULTS	SENIORS
Exam*	☀	☀	☀	☀	☀	☀
X-rays	☀	☀	☀	☀	☀	☀
Teeth cleaning	☀	☀	☀	☀	☀	☀
Fluoride varnish	☀	☀	☀	☀	☀	☀
Fillings	☀	☀	☀	☀	☀	☀
Tooth removal	☀	☀	☀	☀	☀	☀
Emergency services	☀	☀	☀	☀	☀	☀
Sedation	☀	☀	☀	☀	☀	☀
Molar sealants**		☀	☀			
Root canals		☀	☀	☀	☀	☀
Orthodontics (braces)***			☀			
Crowns			☀	☀	☀	☀
Partial and full dentures			☀	☀	☀	☀
Denture relines			☀	☀	☀	☀
Scaling and root planing			☀	☀	☀	☀

*Free or low-cost check-ups every six months for members under the age of 21, every 12 months for members over the age of 21.

**Molar sealants are covered for teens up to age 21.

***For those who qualify.

BABIES

Your child's first dental visit should take place after their first tooth appears, but no later than their first birthday. Baby teeth are critical to your child's health and development. They help him or her chew, speak and smile.

KIDS

Children start to lose their baby teeth as early as five years old. This is when their permanent teeth begin to grow in. Ask the dentist for molar sealants to help protect your child's molars from cavities.

TEENS

Eating sugary foods and drinks, as teens often do, puts them at a higher risk for gum disease and tooth decay. Teenagers who continue to get regular check-ups ensure good oral health well into adulthood.

PREGNANCY

Good oral health care helps prevent problems during pregnancy. As a Medi-Cal member, you are covered during pregnancy and 60 days past the birth of your baby.


ADULTS

As of January 1, 2018, the Department of Health Care Services (DHCS) restored adult dental benefits for members ages 21 and older with full-scope dental coverage. For a complete list of covered services, visit SmileCalifornia.org.

SENIORS

As an older adult, you are prone to gum disease and other oral health problems, but by brushing twice a day, flossing daily and most importantly, seeing your dentist regularly, you can lower your risk.

Learn about your dental benefit and find a Medi-Cal dentist near you at SmileCalifornia.org or by calling **1-800-322-6384**. With Medi-Cal Dental, your visit is free or low-cost. Schedule your appointment today!

 Text **SMILECA** to **31996** to receive healthy dental tips from *Smile, California!*

SmileCalifornia.org | **1-800-322-6384**





RESOURCE NAME	DESCRIPTION	LINK
Provider Financial Opportunities & Support	Physician Pay-for-Performance (P4P) Program - Offers performance-based incentives to qualified physicians and Community Clinics that provide high-quality preventive and chronic care to L.A. Care members.	www.lacare.org/providers/provider-central/provider-programs/quality-care-initiatives/p4p-program
	Prop 56 Funds - Tax revenue allocated to 6 health programs.	www.lacare.org/providers/provider-central/provider-programs/quality-care-initiatives/prop-56-programs
	Elevating the Safety Net - Initiative to address the physician shortage in Los Angeles County that includes:	www.lacare.org/providers/provider-central/elevating-safety-net
	<ul style="list-style-type: none"> •• Provider Recruitment Program (up to \$125,000 per provider) •• Provider Loan Repayment Program (up to \$5,000 per month for 36 months) •• Medical School Scholarship Program •• Residency Support Program •• IHSS + Home Care Training Program 	
Online Provider Portal	Create an account on the L.A. Care Online Provider Portal and look up eligibility and claim status, download reports and find important forms.	www.lacare.org/providers/provider-central/la-care-provider-central
Patient Education	Health Education Materials - Order free health education resources and refer patients to free Health Education services via the online referral form.	www.lacare.org/providers/provider-resources/tools-toolkits/health-education-tools
Performance Resources	HEDIS Resources - Learn more about providing the best quality care and how to properly submit coded data with these FREE HEDIS reference guides.	www.lacare.org/providers/provider-resources/tools-toolkits/hedis-resources
	<p>Cozeva - Better monitor and take action on performance gaps with this free reporting and analytics platform.</p> <p>Provider Opportunity Reports- These reports contain year-to-date compliance rates for HEDIS and member gaps in care. Download them and other reports from the provider portal.</p>	<p>Providers can sign up for free. Email lacare@cozeva.com for more information.</p> <p>www.lacare.org/providers/provider-central/la-care-provider-central</p> <p>Contact the HEDIS team here. www.lacare.org/providers/provider-resources/tools-toolkits/hedis-resources/contact-us</p>
Community Resources	L.A. Care Community Link - 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.	https://communitylink.lacare.org/



RESOURCE NAME	RESOURCE DESCRIPTIONS	LINK
Provider and Staff Training and Education	Quality Improvement Webinar Training Series - Ongoing series of webinars which cover a wide range of quality improvement topics.	www.lacare.org/qi-webinars
	Provider Continuing Education Program - Accredited educational program consisting of Continuing Medical Education activities.	www.lacare.org/providers/provider-central/provider-programs/classes-seminars/provider-continuing-education-program
	Cultural and Linguistic Training - Workshops available online for network providers.	www.lacare.org/providers/provider-central/provider-programs/classes-seminars/cultural-and-linguistic-training
	Patient Experience Training Series - Customer service and patient experience training program provided by SullivanLuallin Group. Webinar series includes sessions for providers, managers, and staff.	www.lacare.org/providers/provider-central/provider-programs/classes-seminars/webinars-for-ipas-and-providers
Guidelines, Toolkits, Forms and Tips	Preventive Health Guideline Brochures - Available for free for providers and their offices.	www.lacare.org/providers/provider-resources/tools-toolkits/clinical-practice-guidelines
	Clinical Practice Guidelines - Evidence based guidelines available to providers for use on various medical and behavioral conditions.	www.lacare.org/providers/provider-resources/tools-toolkits/toolkits
	Provider Toolkits - Over a dozen free toolkits for providers on topics ranging from medical and behavioral health to serving diverse populations.	www.lacare.org/providers/provider-resources/tools-toolkits/quality-improvement-program/tips
	Patient Satisfaction Tips - Tips to help you increase patient satisfaction and maximize financial payout.	www.lacare.org/providers/provider-resources/forms-manuals
	Forms and Manuals - One-stop shop for L.A. Care provider manuals and commonly used forms.	healtheducation.chi.v6.pressero.com/login
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.	www.lacare.org/providers/provider-resources/pharmacy-services
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.	www.lacare.org/providers/provider-central/news

