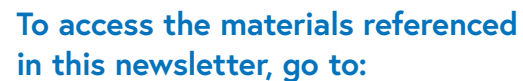


PROVIDER QUALITY NEWSLETTER



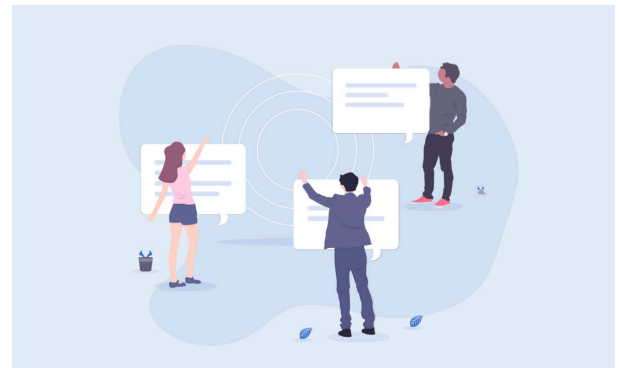
- > medpointmanagement.com/provider-resources
- > Click on "**Quality Management Information**" and then "**2020 Quality Newsletters.**"
- > All materials are listed in one PDF document.
- > Please also note that MedPOINT's Reference Guides are available under "**HEDIS Documents.**"



The Interpreter Supplemental Data is the most efficient way to submit medical records for services that have not been captured in an encounter. Please note that validating a member who had a bilateral mastectomy or total hysterectomy removes those members from the denominator for Breast Cancer Screening (BCS) and/or Cervical Cancer Screening (CCS). Submitting supporting records through the Portal will improve your HEDIS score and allow you to get credit for these exclusions and other measures. Contact us at qualitymeasures@medpointmanagement.com, (818) 702-0100, ext. 1353 or contact your dedicated HEDIS/Stars Specialist to review the Supplemental Data Portal.



MedPOINT is happy to launch our new **Quality Management Discussion Board!** This new interactive website is available to give our network providers, clinicians and staff a place to obtain information, share ideas, ask questions, receive answers, and share best practices for quality related topics. Ultimately, this should improve patient care and outcomes - now and into the future.



Signing up is quick and easy. Visit **qualitypoint.medpointmanagement.com** or launch the site from our website: **medpointmanagement.com**. Please join our community today to view the great content and categories that are already posted.

Care for Older Adults (COA) Success Story

One of our health centers recently assigned a member gap list to their Nurse Practitioner to call their patients due for the COA measure. The results were remarkable. In one day, 72 members were called and 51 telehealth visits were completed! All three components of the COA measure were addressed – medication review, functional status assessment and pain assessment. Please consider taking time to connect with your senior members and complete this measure through telehealth. Member gap in care lists are available in Interpreta or we would be happy to send you the list on request.

Are you Coding for Blood Pressure?

It is important to submit the following CPT II blood pressure codes with your encounters to address the HEDIS measures for Controlling Blood Pressure (CBP for hypertension) and Comprehensive Diabetes Care (CDC) – Blood Pressure Control:

CPT II Codes:	3074F - Systolic <=129
	3075F - Systolic 130-139
	3077F - Systolic >= 140
	3078F - Diastolic <=79 mm Hg
	3079F - Diastolic 80-89 mm Hg
	3080F - Diastolic >= to 90

DIS measures for Controlling Blood Pressure (CBP for hypertension) and Comprehensive Diabetes Care (CDC) – Blood Pressure Control:

Provider Satisfaction Surveys – We want to hear from you!

The annual Provider Satisfaction Surveys are coming your way and we need your feedback! Please watch your emails for this quick and easy Survey Monkey. Make your voice heard, share your thoughts and return the survey to us as soon as possible. With your help, we can continually improve and make changes that benefit everyone. Please contact us at qualitymeasures@medpointmanagement.com, (818) 702-0100, ext. 1353, or contact your HEDIS/Stars Specialist if you don't receive the survey.

Supplemental Data Deadlines

12/15/2021 – Please note date change! Deadline to submit medical records through the Interpreta Supplemental Data Portal or on the Non-Standard Excel Template forms is now 12/15/21.

2/28/2021 – Deadline to submit Standard data extracted directly from your EMR.

We have new 2020 Claim and Lab Excel Templates for standard and non-standard supplemental data! Please contact us before submitting spreadsheets so we can send the updated file formats to you.

Do you have questions on Supplemental Data? Contact your HEDIS/Stars Specialist or call **(818) 702-0100, ext. 1353.**

November is American Diabetes Month

Caring for your diabetic patients has been a challenge this year. It is important to do all you can to reach out to your members who have not been screened for HbA1c, eye exams or nephropathy. Please continue to reassure patients that it is safe to come in for these and other tests they may be due for.

RESOURCES

Pregnant Women

March of Dimes has developed two great tools for pregnant women to help them plan and navigate their pregnancy during this challenging time. Anthem has partnered with March of Dimes to make these materials available in 14 languages on these websites:

- "COVID-19 Birth Plan" – <https://www.marchofdimes.org/pregnancy/your-birth-plan.aspx>
- "Things to Know if You're Pregnant" – <https://www.marchofdimes.org/complications/coronavirus-disease-covid-19-what-you-need-to-know.aspx>

Talking about Vaccines

Health Net has produced a great flyer with positive evidence-based strategies to use when talking with your members regarding vaccines. Please download it at: https://www.lacare.org/sites/default/files/la3165_strategies_about_vaccines_202012.pdf.

Risk Adjustment in Cal MediConnect



Webinar

Wednesday, December 9, 2020 11:00 a.m. – 12:00 p.m.

Learn about the risk adjustment process for Cal MediConnect (CMC), including medical record documentation, coding, and the impact of COVID-19 on risk adjustment. The webinar will also include information on the provider incentive program for the Annual Wellness Exam.

Who should attend:

- Provider offices
- IPAs/MSOs

Register here

Or email quality@lacare.org

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

Molina now offers Video Remote Interpreting (VRI)!

This is an advisory notification to Molina Healthcare of California (MHC) network providers announcing Molina now offering Video Remote Interpreting (VRI).

Molina strives to increase access to interpreter services for members who are limited in their English proficiency or who use sign language. During the COVID-19 pandemic, we are working to keep members, providers, and interpreters as safe as possible by reducing contact at appointments where an interpreter is needed.

Providers and members are now able to request a face-to-face interpreter for both spoken and sign languages remotely via video. VRI can be accessed through any standard smartphone, tablet, or laptop equipped with a webcam. No specific software is needed, and the platform is HIPAA compliant and can be used for telehealth visits as well as in-person appointments.

To request a VRI appointment, call Molina's Member and Provider Contact Center with the following information:

- Member name and Molina ID number
- Provider name and appointment information
- An email address or textable phone number where we can send a link for the scheduled VRI session

Appointments should be scheduled 24 hours in advance whenever possible, however "on-demand" video interpreters are available as a backup. Molina also continues to offer telephonic and onsite interpretation when needed.

Any type of interpretation can be scheduled with the Contact Center at the following numbers:

- For Medi-Cal members call (888) 665-4621; Mon-Fri, 7am-7pm
- For Marketplace members call (888) 858-2150; Mon-Fri, 8am-6pm
- For Medicare members call (800) 665-0898; Mon-Fri, 8am-8pm
- For Cal MediConnect (Duals) members call (855) 665-4627; Mon-Fri, 8am-8pm

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 to the left.

PROVIDERUpdate



Health Net®

NEWS & ANNOUNCEMENT

NOVEMBER 30, 2020

UPDATE 20-918

2 PAGES

Avoid Delivery Delays When Ordering Blood Pressure Monitors for Medi-Cal Members

Follow these guidelines when placing orders.

Digital blood pressure cuffs for home use are a covered benefit for Health Net* Medi-Cal members. Health Net has made special arrangements with Western Drug Medical Supply, a durable medical equipment (DME) supplier, to stock and provide these items, which are not easily available from other DME suppliers.

What you need to know before placing an order.

- Blood pressure cuffs are a Medi-Cal covered benefit for any ICD-10-CM diagnosis code that justifies medical necessity.
- Members are limited to one digital blood pressure cuff per member every five years. Units are provided with instructions and batteries.
- Members must select an automated digital device to support quality improvement reporting.
- A prescription is not required but would be helpful to ensure the correct item is selected.
- Prior authorization is not required. However, providers are required to submit a written DME order.
- The order should include the following:
 - Patient's name
 - Date of birth
 - Member identification (ID) number
 - Member address
 - Member telephone number
 - Diagnosis
 - The provider's full name and signature
 - HCPCS code: A4670-NU Automatic Blood Pressure Monitor
 - Date of service
- Missing information will delay the delivery of the DME.

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- HMO/POS/HSP
- PPO
- EPO
- Medicare Advantage (HMO)
- Medi-Cal
 - Kern
 - Los Angeles
 - Molina
 - Riverside
 - Sacramento
 - San Bernardino
 - San Diego
 - San Joaquin
 - Stanislaus
 - Tulare

PROVIDER SERVICES

provider_services@healthnet.com

EnhancedCare PPO (IFP)

1-844-463-8188

provider.healthnetcalifornia.com

EnhancedCare PPO (SBG)

1-844-463-8188

provider.healthnet.com

Health Net Employer Group HMO, POS, HSP, PPO, & EPO

1-800-641-7761

provider.healthnet.com

IFP – CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO

1-888-926-2164

provider.healthnetcalifornia.com

Medicare (individual)

1-800-929-9224

provider.healthnetcalifornia.com

Medicare (employer group)

1-800-929-9224

provider.healthnet.com

Medi-Cal – 1-800-675-6110

provider.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

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How to place an order.

A written DME order or prescription must be signed by a licensed provider and faxed or emailed to:

Attention: Celeste Melgoza
Western Drug Medical Supply
Phone: 1-818-956-6691
Fax: 1-818-956-6695 or 1-818-551-9612
E-mail: celeste@westerndrug.com

A fax cover sheet must accompany all fax transmissions of Protected Health Information. The cover sheet must be labeled "PROTECTED HEALTH INFORMATION."

Members will receive their equipment 24-48 hours after the DME supplier verifies the member's eligibility and confirms the mailing address. Members who have questions or who have defective equipment can call Western Drug Medical Supply directly at 1-800-891-3661.

Additional Information

Providers are encouraged to access the provider portal online at provider.healthnet.com for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the information contained in this update, contact the Health Net Medi-Cal Provider Services Center within 60 days at 1-800-675-6110.

Proven Strategies Help Shorten Talks about Vaccines

Use the right approach to improve health outcomes and reduce hospital costs

4

Evidence-based strategies have been used with positive results when talking to patients about vaccines. Once you learn how to use them, it takes four minutes or less of your time.

The table below shows the order of strategies to use based on the level of acceptance or hesitancy.

Accepting parents

- 1 Presumptive recommendations
- 2 Blanket recommendations



Hesitant parents

- 3 Motivational interviewing
- 4 Debunking myths



1. Start with a presumptive recommendation.

Announce shots are due instead of asking how a member feels about getting shots.

Example:



“Well, it is flu season and we have some shots to do today,” instead of asking, “Have you thought about getting your flu shot today?”

2. Follow with a strong blanket recommendation.

Sound matter-of-fact, confident. Recommend all vaccines the same way.

Example:



“Your child needs four vaccines today: HPV, meningococcal, flu, and Tdap vaccines.”

Be prepared for questions and reply with brief facts about vaccines. Keep it simple.

(continued)

This flyer has been produced by Health Net. It is being shared with organizations as part of a joint flu education campaign.

3. Change tactics to motivational interviewing.

Switch to motivational interviewing (MI) when a member is not sure so you can reconnect with the member. Leverage their basic motivation for a behavior.

Motivational interviewing has four principles: empathy, collaboration, evocation, and support for autonomy. To help manage concerns, these principles include micro skills:

- Ruler
 - Elicit, provide, elicit (EPE)
 - Reflection
- Open-ended questions
 - Affirmation
 - Summaries

Example



A boy age 12 comes in for a well visit and to get forms signed. At the end of the visit, you offer a presumptive, strong, blanket recommendation for HPV, Tdap and MSP4 vaccines. Mom agrees to all but the HPV vaccine. You pivot to MI as follows:

Provider asks...	Member replies...
<i>"I see. So, on a scale of one to 10, with one never getting the vaccine and 10 definitely getting it today, where are you at?" (Ruler)</i>	<i>"About a three."</i>
<i>"Okay, can you tell me more about why you are a three and not a one?" (Elicitation, Evocation)</i>	<i>"Well, I definitely don't want my son to ever get cancer. I'm open to the idea of the vaccine, but I'm just scared it's not safe."</i>
<i>"Would you mind telling me what safety issues you are worried about?" (Open-ended question)</i>	<i>"I've heard that some children who get the shot can die from it. I know it's probably not true, but it just makes me worry."</i>
<i>"When people started rumors about this vaccine on the Internet, the rumors spread. There is no truth to them."</i> <i>"This is one of the safest vaccines and has been well studied. It prevents several types of cancer. I think it's an important vaccine. That's why I gave it to my own children."</i> <i>"That said, this is a decision only you can make. What do you think?" (Autonomy, EPE)</i>	

(continued)

4. Debunk myths with brief facts.

Take the mystery out of it. Always state a myth is false before you talk about it. This removes the myth in a person's mind and creates a gap. It is vital you fill the gap with brief, simple facts.

Example



Your next patient is a girl age one who comes in for a well visit. She has six vaccines due.

Provider asks...

You give your presumptive, blanket recommendation.

Member replies...

"My cousin told me I should stop getting vaccines because there are toxins in them."
"I heard there is mercury in the flu shot."

Summarize what you heard. Ask permission to make a recommendation.

"So, you seem concerned about potential effects of the ingredients in the vaccines."

(MI – reflection)

"I get that – you want to make sure your daughter only takes things good for her. I've looked into this a great deal. Would it be okay to share what I've learned about this?"

(MI – ask permission)

Briefly share what you learned, then pivot to the importance of the vaccines.

"It's actually all a myth about vaccines containing toxins."

(Preceding explicit warning)

"The ingredients in vaccines are in tiny quantities. They make vaccines to be safe."

(Alternative explanation)

"I feel better knowing my children and my patients get the vaccines they need. The diseases we're talking about are serious."

(Focus on core facts and positives of action)

"That said, this is your decision. What do you think?" **(MI – autonomy)**

Vaccine hesitancy training

- American Academy of Pediatrics – HPV Vaccine: Same Way, Same Day app. Available for Android™ and Apple® mobile devices through the Google Play Store and App Store.
- California Department of Public Health Immunization Branch (EZIZ): One-stop training resources at <https://eziz.org/eziz-training/>.
- Children's Hospital Colorado, Univ. of CO, Amanda Dempsey, MD, PhD, MPH, Amanda.dempsey@ucdenver.edu.