

NOVEMBER 2021

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 "2021 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 www.qualitypoint.medpointmanagement.com and give your feedback to this month's question:

What are some Culture and Linguistics and/or Health Education resources/programs you feel have been most beneficial to your patient populations?

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!

Cozeva is Live

We are happy to announce that MedPOINT's Cozeva platform is now available. We continue to validate our data and encourage you to request access and provide your feedback. Please send an email to Cozevasupport@medpointmanagement.com to request a link for our registration request form. Once you receive the form link, you will be asked to provide information needed to begin your registration. If you need access to all providers within a Clinic/Practice, please specify ALL under the Provider Name & Provider NPI fields.

Additionally, the Clinic Name and Tax ID are necessary to establish access at the Clinic/Practice level.

You will receive a welcome email from Cozeva once your account has been created with further instructions on completing your registration. You can link your MedPOINT account to your other Cozeva accounts, such as LA Care and/or Health Net.

Please watch for information regarding upcoming Cozeva training sessions. We encourage users to join to learn about Cozeva's functionality, as well as the ability to leverage this exciting new tool for improved Quality outcomes. If you have any questions or concerns regarding this process, please contact us at Cozevasupport@medpointmanagement.com or call, (818) 702-0100 x1353.

Supplemental Data Deadlines- Don't Wait Until It's Too Late!

The time is here to submit your supplemental data. We encourage you to submit medical records through Cozeva and EMR data extracts using MedPOINT's Excel Templates. Once received, the data will be processed and submitted to the appropriate health plan in their desired format.

- **12/15/2021** – Deadline to submit medical records through Cozeva's Supplemental Data Portal or on the Non-Standard Excel Template forms.
- **2/28/2022** – Deadline to submit Standard data extracted directly from your EMR.

The same Excel Templates used in 2020 to submit Standard and Non-Standard supplemental data are being used for 2021 data submissions! Data files should be sent to qifiles@medpointmanagement.com. Please contact us to ensure you have the most current file layouts. For questions, please contact your HEDIS/ Stars Specialist or call **818-702-0100, x1353**.

Survey Season Continues

Member and Provider Satisfaction survey efforts continue at MedPOINT Management. We recommend all providers participate in the Provider Satisfaction Survey and continue to encourage patients to participate in the Member Satisfaction Survey. Here are some updates for each of the surveys:

Member Satisfaction Surveys are sent out to your patients via text using Feedtrail. Patients receive a survey link following their most recent visit with your office. While completing the survey, members have the option to request a feedback on their response. Survey results and requests for feedback are displayed in Feedtrail in real time, making it essential for your office to monitor Feedtrail for results and response requests. If you have not already done so, please request access to Feedtrail by sending an email to feedtrail@medpointmanagement.com.

Provider Satisfaction Surveys have been distributed to providers via email twice to date through **SurveyMonkey**. Your feedback regarding your satisfaction with MedPOINT Management and your affiliated IPA(s) is invaluable to MedPOINT. We encourage you to take just a couple of minutes out of your day to complete the 9-question survey. We look forward to reading your thoughts and comments!

Member Outreach Communication Update

MedPOINT Management is happy to announce that we will be automating our member outreach efforts using software to generate robocalls and text messages to members who are due for preventative health screenings. Communication to members will occur each week to those who are due for specific screenings. These calls and texts will serve as a reminder to members and will instruct them to call in to schedule an appointment to be seen at your office. Please contact us at qualitymeasures@medpointmanagement.com or **818-702-0100, x1353** if you need assistance or have any questions during this process.

Need assistance? (818) 702-0100, ext 1353
qualitymeasures@medpointmanagement.com

November is American Diabetes Month

November is American Diabetes Month and the American Diabetes Association is promoting patient awareness, detection, management, and learning to thrive through a diabetes diagnosis. Diabetes is a constant battle, not only for the diagnosed, but for their loved ones, caregivers, and health care providers. With the guilt, the blisters, the numbers, the sleepless nights- it's no wonder it seems impossible to diabetic patients that there are good days ahead. However, providers know that the right diabetes management tips can be the difference between struggling and thriving; therefore, it is essential to talk to your diabetic patients about incorporating diet, exercise, and medication into their daily routine. The American Diabetes Association is an invaluable resource for the newly diagnosed, people caring for someone with diabetes, or health care providers trying to help their patients succeed. You can find more information about diabetes at www.diabetes.org.

Resources

- **Blood Lead Testing Information and Codes** - This attached list of testing information and included CPT codes from Blue Shield can be used to submit accurate and timely encounter data and claims to support compliance with requirements.
- **EMR CPT II Coding Template for Seniors** - This attached template of CPT II Codes for senior patients can be used as a list of measures that can be captured during a visit.
- **Diabetes Snapshot** - The attached CDC flyer shows diabetes facts and can be hung in the office for staff and patients to view.
- **Pharmacy Update Reminder** - The attached letter from LA Care serves as a reminder for providers to complete your registration to access the Medi-Cal Rx Web Portal.
- **APL 21-009** - The letter from DHCS provides guidance on using SDOH Codes to collect reliable SDOH data and can be found on the MPM website.
- **Medi-Cal Rx Transition** - This Provider Update from Health Net discusses the use of updated fax numbers to avoid delays for pharmacy prior authorizations and can be found on the MPM website.
- **Appeals and Grievances for Pharmacy Issues** - This Provider Update from Health Net discusses the filing process changes due to the Medi-Cal Rx transition and can be found on the MPM website.
- **Submitting SDOH Data on Claims and Encounters** - This PowerPoint from MPM goes over what SDOH are, their importance, how to submit SDOH data, and provides a list of DHCS priority SDOH codes.

Blood Lead Testing Information and Codes

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>Code 99000 includes any of the following: 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>Instructions for billing CPT code 99000 are included in the Pathology: Blood Collection and Handling section in the appropriate Part 2, Medi-Cal provider manual.</p> <p>Counseling services associated with blood lead testing are included as part of a preventive medicine health assessment.</p>

* There are no diagnosis code requirements, but providers may not submit the following non-specific diagnosis codes when ordering billing for laboratory procedures: Z00.00, Z00.5, Z00.6, Z00.8, Z01.00, Z01.10, Z01.89, Z02.1, Z02.3

A SNAPSHOT

DIABETES IN THE UNITED STATES



DIABETES

29.1
MILLION

29.1 million people have diabetes



That's about 1 out of every 11 people



1 OUT OF 4

do not know they have diabetes

PREDIABETES

86
MILLION



86 million people — more than 1 out of 3 adults — have prediabetes



9 OUT OF 10 do not know they have prediabetes



Without weight loss and moderate physical activity

15–30% of people with prediabetes will develop type 2 diabetes within 5 years



COST



\$245
BILLION

Total medical costs and lost work and wages for people with diagnosed diabetes

Risk of death for adults with diabetes is



50%
HIGHER



than for adults without diabetes

Medical costs for people with diabetes are **twice as high**

\$\$



\$

as for people without diabetes

People who have diabetes are at higher risk of serious health complications:



BLINDNESS



KIDNEY FAILURE



HEART DISEASE



STROKE



LOSS OF TOES, FEET, OR LEGS

EMR CPT II Coding Template for Seniors

SUBMIT BUTTON

Care for Older Adults

- ☐ AdvanCarePlan or similar legal document present in the medical record (1157F)
- ☐ AdvanCarePlan discussed with patient (1158F)
- ☐ Pain Present (1125F)
- ☐ Pain not present (1126F)
- ☐ Functional status assessment (1170F)
- ☐ Medication List & Reviewed (1159F & 1160F)

- ☐ Discharge Medication reconciliation with current medication list (1111F)

Comprehensive Diabetes Care

- ☐ HbA1c Level <= 6.9 (3044F)
- ☐ HbA1c Level = 7.0 - 7.9 (3051F)
- ☐ HbA1c Level = 8.0 - 8.9 (3052F)
- ☐ HbA1c Level >= 9.0 (3046F)

- ☐ BP Systolic <= 129 (3074F)
- ☐ BP Systolic = 130-139 (3075F)
- ☐ BP Systolic >= 140 (3077F)
- ☐ BP Diastolic <= 79 (3078F)
- ☐ BP Diastolic = 80-89 (3079F)
- ☐ BP Diastolic >= 90 (3080F)

- ☐ Foot exam with monofilament test (2028F)

Evidence of Treatment for Nephropathy

- ☐ Positive microalbuminuria test, result documented & reviewed (3060F)
- ☐ Negative microalbuminuria test, result documented & reviewed (3061F)
- ☐ Documentation of treatment for nephropathy (3066F)
- ☐ ACE/ARB prescribed or currently taken (4010F)

Comprehensive Diabetes Care (con't)

Retinal Eye Exam

- ☐ Negative retinopathy last year (3072F)
- ☐ Face-to-face dilated exam - with evidence of retinopathy (2022F)
- ☐ Face-to-face dilated exam - without evidence of retinopathy (2023F)
- ☐ 7 standard photos - with evidence of retinopathy (2024F)
- ☐ 7 standard photos; without evidence of retinopathy (2025F)
- ☐ Retinal telemedicine (e.g. EYEPACS) eye from 7 standard field stereo-scopic photos - with evidence of retinopathy (2026F)
- ☐ Retinal telemedicine (e.g. EYEPACS) eye from 7 standard field stereo-scopic photos - without evidence of retinopathy (2033F)

Preventive Screenings

- ☐ Flu vaccine in current season (4274F)
- ☐ Pneumococcal vaccine 60+ (4040F)
- ☐ Colorectal Cancer Scrng result submitted (3017F)
- ☐ Breast Cancer Scrng result submitted (3014F)
- ☐ Pap Smear with HPV co-testing result submitted (3015F)

Social History

- ☐ Tobacco use assessed (1000F)
- ☐ Patient smokes cigarettes (1034F)
- ☐ Alcoholic beverages - Yes (G0442)
- ☐ Positive for alcohol misuse; counseling done (G0443)

Depression Screening

- ☐ Screening for depression performed (3725F)
- ☐ SUD screening for depression (1220F)
- ☐ Negative screen (3351F)
- ☐ No significant depressive symptoms (3352F)
- ☐ Mild to moderate depressive symptoms (3353F)
- ☐ Clinically significant depressive symptoms (3354F)

Other

- ☐ Bone density test or on medication to treat or prevent osteoporosis. Women with bone fracture in last 12 months (3095F)
- ☐ On beta blocker and treatment for at least 6 months from discharge (hospitalized and discharged with diagnosis of AMI) (4008F)
- ☐ Age 45-79; Use of aspirin to reduce risk of myocardial infarction (4086F)
- ☐ Spirometry test to confirm diagnosis within 1yr of diagnosis (3023F)
- ☐ Patient is on ACE inhibitor or ARB (4188F)
- ☐ Patient is on Diuretic (4190F)
- ☐ Patient is Digoxin (4189F)
- ☐ Blood test been completed to test blood for anticonvulsants medication levels (4191F)

Green shading indicates HEDIS/Stars Measures.



L.A. Care
HEALTH PLAN®

For All of L.A.

November 1, 2021

**RE: Pharmacy Update – Registration Reminder
Medi-Cal Rx – Pharmacy Benefit Carve Out**

Dear Medi-Cal Provider,

On January 7, 2019, Governor Gavin Newsom issued Executive Order N-01-19 (EO-N-01-19) for achieving cost-savings for drug purchases made by the state. A key component of EO N-01-19 requires the Department of Health Care Services (DHCS) transition all Medi-Cal pharmacy services from Managed Care (MC) to Fee-for-Service (FFS) by January 1, 2022.

The Medi-Cal pharmacy benefits and services administered by DHCS in the FFS delivery system will be identified collectively as “Medi-Cal Rx.”

REMINDERS

- All Medi-Cal Rx providers, including pharmacies, prescribers, and their staff, **will need to complete registration** to access the secure section of the Medi-Cal Rx Web Portal via the User Administration Console (UAC) application at <https://medi-calrx.dhcs.ca.gov/provider/>.
 - The secure section of the Medi-Cal Rx Portal will be the place to go starting on January 1, 2022 to:
 - Access the Prior Authorization system
 - Chat and messaging features
 - Beneficiary drug look-up tool
 - Web and batch claims submissions
- The Medi-Cal Rx Web Portal and Training Registration document is also available [here](#).

This will only impact the Medi-Cal members under L.A. Care Health Plan. All other L.A. Care members (L.A. Care Covered, PASC, or L.A. Care Cal MediConnect) are not impacted by this change.

If you have any questions, please contact Diane Lee, Director of Pharmacy Compliance at dlee@lacare.org.

Sincerely,

Diane Lee
Director, Pharmacy Compliance
Pharmacy & Formulary
L.A. Care Health Plan

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