



SEPTEMBER 2019

PROVIDER QUALITY NEWSLETTER

MedPOINT
MANAGEMENT
Pointing Healthcare In The Right Direction

Interpreta – <https://portal.interpreta.com>

We are happy to see that so many of you are using Interpreta for HEDIS gap closure. As a reminder, Interpreta will lock you out when you enter the wrong password four consecutive times. If you experience this problem, please email MedPOINT at Interpreta@medpointmanagement.com to have your login re-enabled. For immediate assistance, please call us at (818) 702-0100, ext. 1353, and we'll be happy to assist you.

Patient Satisfaction Tips

The information below reinforces the LA Care Health Plan's Tips distributed to improve patient satisfaction:

Tip #1: Let patients know the estimated Wait Time

The CAHPS (Consumer Assessment of Healthcare Providers and Systems) member satisfaction survey asks your patients how often they saw the provider within 15 minutes of their appointment time. In addition to looking at processes and workflows to reduce wait time, also consider that the patient's perception of wait times greatly influence their satisfaction. Communicating and explaining delays to patients goes a long way. Let patients

know how long they can expect to wait, check in with them if you're running late, and bring them in for vitals as soon as possible to help change perception that they are being ignored.

Tip #2: Ask your Staff how to improve patient satisfaction

Involve your staff to improve patient satisfaction and it will not only give you insights on patient behavior and their viewpoints, it can increase office morale and collaboration. One way to ask staff for general feedback is to present open ended statements and ask for their thoughts: *I like, I wish, I wonder* are often thought-provoking ways to begin these conversations. How would you complete this?

Tip #3: Provide staff with Motivational Interviewing Training

Consider improving patient engagement by offering motivational interviewing training to your staff. By understanding the difficulties most people face in making any life change, this method uses empathy and practical techniques to tap into a patient's own feelings and coax them to verbalize their own desire and commitment to change their behavior. This technique can boost patient outcomes, adherence and satisfaction.



Correcting a Wrong Diabetes Diagnosis

If you discover that a member is incorrectly listed on the member gap report as being due for Comprehensive Diabetes Care (CDC) because they do not have confirmed diabetes, please follow these steps to correct the diagnosis:

1. Confirm the member is not diabetic by checking the chart thoroughly.
2. Identify all claims that had the wrong diagnosis.
3. Re-submit the CMS 1500 forms and use the correct diagnosis.
4. Enter '7' in Box 22 on the new encounters, which indicates this is a replacement and/or corrected claim. This information is picked up by MPM's claim team and submitted to the health plans for correction.
5. Ensure the wrong diagnosis is not used again.
6. Send the name(s) of the patient(s) to your HEDIS/Stars Specialist so they can track that everything was corrected.



Member Health Education Resources

Health Plans offer free health education materials for your members and we have listed where you can find this information below. Stock up on the conditions your patients want to know about!

- **Health Net:** Contact 800-804-6074 to receive their Health Education Provider Order Form.
- **LA Care:** <http://lacare.org/providers/provider-resources/tools-toolkits/health-education-tools>
- **Blue Shield Promise:** <https://www.blueshieldca.com/promise/providers/index.asp?secProviders=health-education-materials>



Monthly Health Themes

Please use the following health themes to remind your patients about their preventive and chronic care screenings:

September

- Healthy Aging Month - Senior Annual Wellness visits
- National Childhood Obesity Awareness Month - Annual wellness visits for ages 3-6 (W34) and 12-21 (AWC)
- National Health & Fitness Day - Screenings for all ages
- Sexual Health Awareness month - Chlamydia screenings for age 16-24

October

- National Breast Cancer Awareness Month - Mammogram
- 11th** National Depression Screening Day (11) - Prenatal/postpartum screenings
- 16th - 20th** National Health Education Week - Provide health plan education materials
- 21st** National Check Your Meds Day - Care for Older Adults (COA) medication review