



Health Care LA, IPA Newsletter “Express Information Monthly Update”

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As part of the ongoing organizational improvement efforts of Health Care LA, IPA, the Board of Directors has developed this update regarding IPA activities. The Board appreciates your partnership with HCLA, and is committed to improving communication with all IPA members. If you would like to suggest future topics for the update, please e-mail Iris Weil at iweil@healthcarela.org.

END OF THE YEAR WRAP UP AND 2016 SUCCESSES:

It is hard to believe we are reaching the end of another very busy and productive year for Health Care LA IPA (HCLA).

Did you know that the IPA has been in business for 25 years! It has grown from a start of less than 10 Health Centers to 40 Health Centers, and 2000 members to over 380,000 members by the end of 2016. That is quite an accomplishment!

As many of you know, this has been an unprecedented year for HCLA. **Episource**, our web based solution for monitoring HEDIS and STARS measures to improve Health Center Quality performance has been successfully launched. HCLA continues to provide bonus incentives for **Adult Immunizations**, where our performance has improved over 200%! **Post Discharge clinics** were launched in the San Fernando Valley and Downtown Los Angeles and HCLA became designated as a **501c3 Not-for-Profit Organization**. HCLA received a **HEDIS Achievement Award from Molina Health Plan, and a CAPG Elite Recognition**.

With all that being said, there remain more opportunities for improvement and future successes!

COMMUNICATION WITH OUR HEALTH CENTER PARTNERS:

As an organization, HCLA is committed to providing all of you with the tools and information to be successful partners in the world of Managed Care. To summarize how we accomplish this, I will take this opportunity to remind you of the following:

Quarterly Meetings:

- Quarterly Quality Meetings
- Quarterly Utilization Review Meetings
- Quarterly Chief Medical Officer Meetings
- Quarterly Operations Meetings

Written Communications

- HCLA Monthly Newsletter
- Quality Department at MedPOINT Management (MPM)
- Communications from MedPOINT Management (MPM)

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WHAT IS ON TAP FOR 2017?:

- A continued focus on Quality and Patient Experience
- Focus differentiating Members versus Patients
- More engagement on Transition of Care from the team at MPM and our Post Discharge Clinic Staff
- A continued focus on Encounter Compliance
- A continued focus on Annual Wellness Exams for our Medicare Advantage Members and Covered California Members
- Working with the Provider community to increase access to specialty care
- Launching of our enhanced HCLA Website

DPSS CALL CENTER FLYER:

We encourage you to post and share the below flyer (pages 3 & 4 – English and Spanish versions) with your members!! Current demographic information is critical!

Members can now call in to the Department of Public Social Services (DPSS) to update their contact information.

QI INTERVENTIONS REPORTED AMONG TOP PERFORMING IPA'S:

LA Care flyer included on page 5, highlights the following:

- Interventions Among Top Performers Impacting Member Experience
- Interventions Among Top Performers Crossing Multiple HEDIS Measures
- Measure-Specific Interventions Among Top Performers

COMMUNICATIONS CORNER:

10/18/2016: HCLA Electronic Health Records (EHRs) Questionnaire (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

10/20/2016: Blood Cancer & Breast Cancer Awareness Month (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

10/20/2016: HCLA Newsletter – October 2016 Issue (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

10/26/2016: 2014 -2015 HCLA Incentive Payment – Phase 2 (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

10/27/2016: HCLA Ops Meeting Invitation – 11/8/2016 (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

10/28/2016: HCC Snippet - October (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

11/1/2016: Annual Wellness Visit for Medicare (email distributed to individual health center's CEO, CMO, COO and CFO)

11/1/2016: HCLA All Member Meeting Invitation – 11/17/2016 (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

11/3/2016: Covered California Members Wellness Visit Incentive (email distributed to individual health center's CEO, CMO, COO and CFO)

11/3/2016: HCLA Quarterly Report – September 2016 Data (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

11/8/2016: November HCC Best Practice Letter (email distributed to HCLA CEO, CMO, COO, CFO, Executive Assistants and QM Team)

11/16/2016: HCLA QM Lunch & Learn Meeting Invitation (email distributed to HCLA CEO, CMO, COO, CFO, Executive Assistants and QM Team)

11/17/2016: IMPORTANT: Molina Clinic Incentives - Don't Miss Out! (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

11/17/2016: November Snippet (email distributed to HCLA CEO, CMO, COO, CFO, Executive Assistants and QM Team)

12/01/2016: DPSS Member Address Change Flyer (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

If you missed any of the HCLA Notices referenced above, please feel free to email Joy Say at jsay@medpointmanagement.com for another copy. We want to help keep you informed.

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Department of Public
Social Services (DPSS)

Customer Service
Call Center

818-701-8200

Do you have Medi-Cal?

Have you changed your address or phone number?

Let DPSS know when you change your address or phone number so you can continue to receive information from your doctor and health insurance company.

Call the DPSS Customer Service Center!

Talk to a live Customer Service Eligibility Worker.

- 10 languages spoken:
Armenian, Cambodian, English, Spanish, Vietnamese, Chinese, Farsi, Tagalog, Russian, and Korean

Use the Self-Service Automated system:

- 7 days a week, 24 hours a day
- In English and Spanish

Check these websites for more information:

Customer Service Center:

<http://dpss.lacounty.gov/wps/portal/dpss/main/about-us/customer-service-center/>

Apply for Benefits:

<https://www.dpssbenefits.lacounty.gov/ybn/Index.html>

Hours:

Monday through Friday
7:30 a.m. – 5:30 p.m.

(Except holidays)

(Average time to reach a representative is 30 minutes.)

- Medi-Cal
- CalFresh
- CalWORKS
- General Relief



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Departamento de Servicios
Sociales Públicos (DPSS)
(Department of Public Social
Services)

Centro de Llamadas
para Atención del
Cliente

818-701-8200

¿Tiene Medi-Cal?

¿Ha cambiado de dirección o número de teléfono?

Informe al DPSS cuando cambie su dirección o número de teléfono para que pueda continuar recibiendo información de su doctor y de su compañía de seguro médico.

¡Llame al Centro de Servicio al Cliente de DPSS!

Hable con un Representante de Elegibilidad.

- Se hablan 10 idiomas:
armenio, camboyano, inglés, español, vietnamita, chino, farsi, tagalog, ruso y coreano.

Use el sistema de autoservicio:

- Los 7 días de la semana durante las 24 horas
- en inglés y español

Para más información, visite estos sitios web:

Centro de Atención del Cliente:

<http://dpss.lacounty.gov/wps/portal/dpss/main/about-us/customer-service-center/>

Para solicitar beneficios:

<https://www.dpssbenefits.lacounty.gov/ybn/index.html>

Horario:

De lunes a viernes

De 7:30 a.m. a 5:30 p.m.

(Menos los días festivos)

(Tiempo de espera general para que lo atienda un representante, 30 minutos.)

- Medi-Cal
- CalFresh
- CalWORKs
- Asistencia general



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QI Interventions Reported Among Top Performing IPAs

November 2, 2016



L.A. Care

The following interventions were collated from feedback L.A. Care received from IPAs who ranked in the 75th percentile compared to their peers for HEDIS MY2015 or 2015 CG-CAHPS.

Interventions Among Top Performers Impacting Member Experience

- Transformed the culture of the practice with a focus on member satisfaction including training for physicians and office staff
- Distributed annual patient satisfaction surveys with un-blinded physician-level results
- Offered Communication Leading to Excellence and Ameliorating Risk (CLEAR) training program to practices
- Timely Care and Service (Access)
 - Blocked off office appointment schedule to increase same day appointment availability and hospital follow-up visits
 - Expanded urgent care availability

Interventions Among Top Performers Crossing Multiple HEDIS Measures

- EHR alerts
- Dedicated HEDIS expert resource
- Provider and staff training on coding
- Investment in quality and risk management software
- Physician bonus incentives outside L.A. Care Physician P4P
- Perform selected preventive care services at affiliated urgent care centers
- Case management support and follow-up for closing gaps in care
- Live agent telephonic outreach
- Reminder mail with/without lab requisition
- Automated outgoing calls/IVR member reminders

Measure-Specific Interventions Among Top Performers

- Comprehensive Diabetes Care (CDC)
 - Diabetes Care Management Program
 - CDC - Eye:
 - VSP member outreach
 - Share non-compliant list with ophthalmology group(s)
 - In office retinal imaging with outside interpretation
 - Direct auto-approved referral
- Breast Cancer Screening
 - Member outreach from diagnostic imaging center
 - Onsite mammography

