



# 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](mailto:iweil@healthcarela.org).

### QUALITY GAPS IN PATIENT CARE:

Now is the time to reach out to your patients that have not come in to see their Primary Provider. The **Episource Web Portal Application** is available for staff at your Health Center to reach out to patients and schedule them for their visits.

### OUR FALL QUALITY FOCUS CAMPAIGN:

The Health Care LA (HCLA) Board of Directors recognizes the many challenges associated with patient outreach to meet the Quality Measures imposed by the Health Plans and Government Sponsored programs, and has voted on implementing the following:

- **MEMBER INCENTIVE:** A \$25.00 gift card will be given to all Medicare Advantage Members who come to your Health Center for their Annual Wellness Exam
- **CLINC INCENTIVE:** \$350.00 directly to the Health Centers as an incentive for every Health Net Covered California patient that is scheduled and comes in for their Annual Wellness Exam.

The Health Plans are monitoring the IPA’s performance on these very important Quality Measures and your outreach and focus is greatly appreciated.

MedPOINT Management (MPM) has also initiated a patient incentive for Mammography. Patients who are eligible are being offered 2 movie tickets for getting their Mammogram by the end of 2016. For information about this program, please contact the Quality Department at MPM at: 818-702-0100, ext. 353 or [qualitymeasures@medpointmanagement.com](mailto:qualitymeasures@medpointmanagement.com).

### PATIENT ACCESS TO CARE:

Once again, the Health Plans are conducting telephonic surveys for patient access at your Health Center, both during office hours and after hours. Please review the patient access requirements in the HCLA Administrative Guide. If you have any questions, please call the Quality Measures Department at MPM at (818) 702-0100 ext 353, or Iris Weil at 818-702-0100 ext 442.

Another recommendation is to self-test your organizations response to these standards and make sure your front line staff are aware of the requirements.

### PATIENT ACCESS TO CARE:

We are encouraging 100% Health Center participation at our upcoming All Member Meeting, scheduled for Thursday, November 17, 2016 at 10:00 AM, at the Cathedral in Downtown Los Angeles.

At the meeting, we will be providing a summary of HCLA’s annual performance, up-coming initiatives, and most important, the Election of Officers to the Board.

Please plan on attending. An updated agenda will be provided as we get closer to the date.

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## SPECIALISTS NOTES:

HCLA leadership, in concert with MPM, is communicating with our contracted Specialists on the importance of providing patient medical records to our Primary Care Providers. MPM has updated their Web Portal to facilitate compliance with the Specialists. If the referring Specialists' office attaches their notes to the patient authorization, the Primary Care Provider's office can access the note. MPM Field Representatives are constantly reminding our Specialists of the administrative requirements and steps.

If you find that you are not receiving any notes from a particular Specialist, please let Carrie Hasson or Iris Weil know as soon as possible.

If any of your Health Center staff require training on the MPM Web Portal please contact Donna Castonguay at [DCastonguay@medpointmanagement.com](mailto:DCastonguay@medpointmanagement.com), and she will facilitate on-site training.

## SUPPLEMENTAL DATA FILE SUBMISSIONS:

We want to make sure that your Health Center gets credit for all the good work provided. As you are all aware, the credit is all related to coding and encounter submissions.

You have the ability to resubmit encounters going back as far as January 2016 to MPM. Additionally, you are able to create a supplemental data file to submit to MPM, to the attention of Connie Martinez in the QI Department at MPM. If you have questions about the file elements, Connie can be reached at 818-702-0100, ext. 288 or [CMartinez@medpointmanagement.com](mailto:CMartinez@medpointmanagement.com).

**MAKE SURE YOU ARE SUBMITTING CHDP SERVICES TO HCLA IN ADDITION TO PM160 OR PLAN SUBMISSIONS FOR INCENTIVES!**

## COMMUNICATIONS CORNER:

8/30/2016: HCLA Monthly Report – July 2016 Data (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

9/1/2016: Industry Collaboration Effort (I.C.E.) Appointment Availability Survey (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

9/1/2016: HCLA Newsletter – September 2016 Issue (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

9/8/2016: HCLA CMO Meeting Invitation - 10/11/2016 (email distributed to HCLA CMO and Executive Assistants)

9/8/2016: Annual Wellness Exams for Health Net Covered California Patients (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

9/9/2016: HCLA UM Lunch & Learn Meeting Invitation – 10/4/2016 (email distributed to HCLA CMO, COO and Executive Assistants)

9/11/2016: CHDP Services Submission Guidelines (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

9/13/2016: Q1 2016 Adult Immunization Incentive (email distributed to individual Health Center CEO, CMO, COO, CFO and Executive Assistants)

9/20/16: HCLA Amendment to Add Regulatory Contract Language (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

9/26/2016: HN Hedis Best Practices (email distributed to HCLA CEO, CMO, COO, CFO, QM Team and Executive Assistants)

9/28/2016: HCLA Monthly Report – August 2016 Data (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

10/3/2016: HCLA Q2 2016 Adult Immunization Incentive (email distributed to individual Health Center CEO, CMO, COO, CFO and Executive Assistants)

10/7/2016: HCLA Access to Care Notice (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](mailto:jsay@medpointmanagement.com) for another copy. We want to help keep you informed.