Health Care LA, IPA

Volume 7 – Fall Edition
September 2016

Health Care LA, IPA Newsletter "Express Information Monthly Update"

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.

FALL SEASON:

The Fall Season, or 4th Quarter of 2016, marks the beginning of Health Care LA's (HCLA's) own Olympic competition! Just as Olympic Athletes receive medals for their performance, Health Centers can receive additional Bonus Revenues based on Quality Performance Measures! Coaching recommendations below:

STARS MEASURES:

One of the most important measures to complete for patients, is the **Annual Wellness Exam**.
This visit can generate the following opportunities:

- Use this visit to maximize HCC Coding, which can increase RAF (Risk Adjusted Factor) score equating to additional monthly revenue to the Health Center
- Incentive Payment from the Health Plan for completion and submission of the applicable Health Plan form
- Opportunity to encourage patients to complete the other STARs Measure screening tests
- Anchor patients to your Health Center
- Maximize the Bonus opportunity available through HCLA
- Ensure compliance with the Health Plan Quality of Care requirements, and retain Medicare Senior Plan Agreements

HEDIS STARS MEASURES:

HCLA, through the Episource Web Portal, is providing Health Centers with real time access to the lists of patients requiring HEDIS quality measures completed. To complete the required 2016 measure compliance, HCLA is encouraging the use of **Episource** to avoid last minute outreach to members.

If you need any assistance logging into Episource, please contact the Quality Department at MPM.

We recognize the many "hurdles" you all face in outreaching to members for compliance. MPM Leadership and I continue to advocate on your behalf with the Health Plans.

As an IPA, HCLA, has improved its compliance from 2014 to 2015 with many of the Measures, and was recognized by Molina this past year. Our Bonus revenue also improved from 2014 to 2015, so I am optimistic that with everyone's focused participation, we will generate improved performance for 2016!

ALIGNMENT HEALTH:

Alignment Health, one of our contracted Health Plans, has a program call "**Jump Start,**" to assist patients in scheduling their Annual Wellness Exams. Patients can either visit a Jump Start office or request a home visit for the Wellness Exam. After the visit, findings are sent to the Health Center for inclusion in your EMR.

If your providers need a **STARs Measure reference tool**, please contact Iris Weil, Executive Director, at iweil@healthcarela.org or 818-702-0100, ext. 442, or contact the Quality Department at MedPOINT Management (MPM) at QI-Communications@medpointmanagement.com.

Health Care LA, IPA
Newsletter
"Express Information Monthly Update"

Volume 6:
September 2016
Summer Edition

PROVIDER UPDATE FROM HEALTH NET:

"Get Ready to Move to CAIR2" flyer and **Provider Update from Health Net.**

- The Los Angeles CAIR Registry will be moving to CAIR2 on March 6, 2017 (CAIR1 shuts down on that day)
- This change will make CAIR faster and easier to use
- Sign up after January 2, 2017 to be included in the CAIR2 Training on February 6, 2017 (required for clinical CAIR users)
- Make sure you are ready for this transition

POST DISCHARGE CLINICS (PDC):

SFV PDC: HCLA began referrals to our newly contracted provider, Suman Patel, M.D., affiliated with Valley Presbyterian Hospital, the week of August 15th. Dr. Patel will be seeing patients who are most vulnerable for readmission. After Dr. Patel sees the patient, our Transition of Care team, will be scheduling the patient for a post discharge visit at your Health Center. Dr. Patel's notes will be forwarded to your Health Center in advance of the patient visit.

Downtown PDC: We will be opening HCLA's PDC in Downtown Los Angeles on September 12th. This office will be located across the street from California Hospital. We are working with Titanium Health, who is in the process of employing the providers that will be staffing this office.

Again, our Transition of Care Team will be working closely to ensure the patients are navigated accordingly.

HCLA is applying for grants to obtain additional resources to support the care provided to these very vulnerable patients.

HCLA is implementing these relationships to assist in the reduction of our Readmission rates at our hospitals, which are significantly higher than industry benchmarks, and have gotten the attention of our contracted Plans who are monitoring our performance closely.

COMMUNICATIONS CORNER:

7/19/2016: HCLA Newsletter – July 2016 Issue (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

7/20/2016: High Blood Pressure Fact Sheet (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

7/21/2016: L.A. Care / LexisNexis Communication Error (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

7/22/2016: Molina Healthcare Annual Preventive Exam Initiative (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

7/22/2016: HCLA Operations Meeting Invitation - 8/9/2016 (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

7/28/2016: HCC July Snippet (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

7/29/2016: HCLA Quarterly Report – June 2016 Data (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

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

8/15/2016: September 6 QM Lunch & Learn (email distributed to HCLA COO, QM Team and Executive Assistants)

8/23/2016: California Immunization Registry (CAIR) System Transition to CAIR-2 (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.

COVERED CALIFORNIA ENROLLEES:

Another "long jump" focus is the Annual Wellness Exam for Covered California enrollees.

The requirements for quality initiatives are equally important for your Covered California patients as they are for your senior patients. The Health Plans are monitoring HCLA's compliance with all the administrative requirements and adherence to Quality of Care measures.

Your list of Covered California patients can be found on the MPM Web Portal.

Timely outreach to this patient population is a necessary activity.

PROVIDER CREDENTIALING AND COMPLIANCE:

We want to thank all of you for working with MPM on submitting current provider rosters. In order to be in compliance with SB137, MPM has set up a new web address where you can submit updated provider information for additions, deletions, changes in status, etc., on an ongoing basis as they occur. The website is: providerupdates@Medpointmanagement.com. The Provider Services staff will access your changes, update the HCLA database, and submit to the Health Plans, to ensure Directory accuracy.

MedPOINT
MANAGEMENT
Pointing Healthcare In The Right Direction

August 16, 2016

TO: FQHC Clinics, Pediatricians, General Practice, Family Practice Providers

RE: California Immunization Registry (CAIR) New Information System!

CAIR California Immunization Registry
Connected & Protected

Dear Provider,

Are you using the CAIR information system to track the immunizations of your patients? If so, please read these important updates (enclosed): **"Get Ready to Move to CAIR2"** flyer and **Provider Update from Health Net**.

- The Los Angeles CAIR Registry will be moving to CAIR2 on March 6, 2017 (CAIR1 shuts down on that day).
- This change will make CAIR faster and easier to use.
- Sign up after January 2, 2017 to be included in the CAIR2 Training on February 6, 2017 (required for clinical CAIR users).
- Make sure you are ready for this transition!

Using the CAIR Registry improves our ability to provide <u>accurate HEDIS gap reports</u> to you because the data from CAIR goes directly to MedPOINT and the health plans. The Episource member gap reports we provide to you will only reflect those who need the services, which saves staff time looking up the members and sending medical records to us.

Also, when we receive the data on immunizations and your HEDIS scores go up, you maximize the Pay for Performance (P4P) incentives offered by the Health Plans for these HEDIS measures:

- Childhood Immunization Status (CIS)
- Immunizations for Adolescents (IMA)

If you are not using CAIR yet, now is the time! Please call us if you need help or visit http://cairweb.org/.

If you have any questions, please contact Quality Measures at 818-702-0100, x353 or qualitymeasures@medpointmanagement.com.

Sincerely,

Linda Deaktor, R.N.
Vice President, Quality Management

Get Ready to Move to CAIR2

Read-only Users:

(Those who only look-up records in CAIR; no entering of patient information)

1. Visit CAIRweb.org.
   - Find out more about CAIR2 and when you'll be moving.
   - Supervisors: Make sure contact information for all users in your site is up to date so you'll receive important email notifications.
   - Watch videos for an overview of CAIR2, available in August 2016.
2. Check for an email with CAIR2 access instructions on or near the launch date for your region.
3. Start using CAIR2 when it launches! **CAIR1 will shut down** in your region on the same day. You'll need to change your password when you first log in.
4. If you need assistance, email CAIRHelpDesk@cdph.ca.gov, call 800-578-7889, or contact your Local CAIR Representative (LCR).

Clinical Users:

(Those who enter information manually into CAIR; e.g. Regular Users add or edit patient information or doses, while Power Users manage vaccine inventory)

1. Visit CAIRweb.org.
   - Find out more about CAIR2 and when you'll be moving.
   - Supervisors: Make sure contact information for all users in your site is up to date so you'll receive important email notifications.
2. Take required training.
   - Registration opens **2 months before** your region moves to CAIR2. Check for an email or go to CAIRweb.org for information. Only those who have logged in to CAIR in the last 6 months can register.
   - Regular User training will cover standard tasks like patient searches, creating new patients, entering immunizations, and running various patient reports.
   - Power User training will include the above tasks as well as how to manage inventory and how to run reports to show inventory and doses administered.
   - You will be given access information for CAIR2 after completing the training. Check for an email.
3. Review CAIR2 videos and quick guides. (Available in August 2016.)
4. Power Users: Clean up your inventory before the CAIR2 launch:
   - Archive all expired or empty vaccine lots in your Current Inventory. Refer to the Inventory Guide for instructions. Active lots in your inventory will be automatically moved to CAIR2.
   - Right before the launch, save or print your inventory reports–you'll need them for ordering vaccine or documentation (e.g., Vaccine Usage, Inventory Transactions, State-supplied Vaccine, Dose-based Eligibility). Only current inventory will move to CAIR2. Historical transaction information will not be available.
5. Start using CAIR2 when it launches! **CAIR1 will shut down** in your region on the same day. You'll need to change your password when you first log in.
6. If you need assistance, email CAIRHelpDesk@cdph.ca.gov, call 800-578-7889 or contact your LCR.

Additional step to maximize the benefits of CAIR2:

Submit any doses not in CAIR (administered at your or other sites) for all your active patients. This will make records and recommendations from CAIR2 more accurate.

Get Ready to Move to CAIR2

Data-Exchange (DX) Sites:

(Those who submit patient immunization records to CAIR via EHR uploads)

1. Visit CAIRweb.org.
   - Find out more about CAIR2 and what changes are coming for CAIR2 .
   - Make sure contact information for your site is up to date so you'll receive important email notifications.
   - Check for submission specifications, coming soon. The process for CAIR2 will be similar to CAIR1.
2. If you are currently uploading flat files to CAIR, work with your Electronic Health Record (EHR) vendor to upgrade to HL7 as soon as possible. CAIR2 will not accept flat files after September 30, 2016. If you need assistance, email CAIRDataExchange@cdph.ca.gov.
3. If your site has staff members who look up or enter doses in CAIR, make sure to complete the steps for Read-only or Clinical Users.

Additional steps to maximize the benefits of CAIR2:

1. Submit any doses not in CAIR (administered at your or other sites) for all your active patients. This will make records and recommendations from CAIR2 more accurate. If you need assistance, email CAIRDataExchange@cdph.ca.gov.
2. Power Users: CAIR2 will be able to subtract doses administered (sent by your EHR) from your inventory in CAIR2. To ensure this happens, vaccine inventory must be entered into CAIR2 and messages sent by your EHR must contain lot numbers and patient vaccine eligibility information.
3. Prepare for bidirectional messaging so that patient immunization records can be sent from CAIR2 to your EHR for viewing and updating within your EHR along with recommendations on what doses are due. A formal testing and 'onboarding' process will start in the summer of 2017.
   - Consult with your EHR vendor about the readiness of your EHR to send and receive HL7 messages.
   - Have your EHR vendor or Information Technology (IT) staff review the CDC HL7 2.5.1 Implementation Guide, Release 1.5 for bidirectional messaging specifications and Release 1.5 Addendum for proper message formatting.

All Immunization Providers

If you haven't signed up for the Medi-Cal EHR Incentives Program, find out if you are eligible to receive payments for setting up an EHR, including connecting it to CAIR. 2016 is the last year to sign up. Contact one of these organizations to see if you qualify for free technical assistance.

- California Health Information Partnership and Service Organization (CalHIPSO)—statewide service coverage except Orange, Los Angeles, Riverside, San Bernardino, and Imperial counties
- CalOptima—serves Orange county
- HITEC-LA—serves Los Angeles county
- Object Health—primarily serves Riverside, San Bernardino, and Imperial counties

Note: CAIR2 is still in development. Details and dates are subject to change.

Bigger Better Faster

PROVIDER*Update*

Health Net®

California Immunization Registry Information System Transition

The California Immunization Registry (CAIR) is in the process of updating its immunization information system to CAIR2. All existing immunization data from the regional registries in California are being combined into one system to enable users to access immunization information from across the state in the future.

Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company (Health Net), on behalf of the California Department of Public Health (CDPH), Immunization Branch, are notifying providers of information associated with this information system change, as described in this update. Health Net encourages the use of CAIR which helps providers and authorized users track patient immunization records, identify immunizations needed during visits to avoid missed immunization opportunities and manage vaccine inventory.

CAIR2 PROJECT

The transition to CAIR2 fulfills three main goals:

- Consolidates patient data from the seven CDPH-managed regional CAIR registries (Northern California, Greater Sacramento, Bay Area, Central Valley, Central Coast, Los Angeles-Orange, and Inland Empire) into a single, centralized registry (the CAIR hub).

- Replaces current CAIR software used by the seven regions with new CAIR2 software that is compliant with state IT standards and supports one-way and bidirectional HL7 data exchange.

- Electronically connects the CAIR hub to the other three non-CDPH CAIR regional registries to allow statewide patient searches and record retrieval (scheduled to occur in the summer-fall of 2017).

FEATURES

CAIR2 offers the following new features:

- Access to immunization data from all the regional immunization registries in California.

- Improved performance:

  - Faster patient lookups and reports.

  - Ability to print updated immunization records immediately.

- Enhanced reporting capabilities:

  - Easy-access immunization coverage reports.

- Real-time, bidirectional HL7 messaging capability for electronic health record (EHR) data exchange.

THIS UPDATE APPLIES TO
CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

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

PROVIDER SERVICES

provider_services@healthnet.com
HMO/POS/HSP, PPO & EPO –
1-800-641-7761
Medi-Cal – 1-800-675-6110
Covered California – 1-888-926-2164
www.healthnet.com

NATIONAL PROVIDER
COMMUNICATIONS
provider.communications@
healthnet.com
fax 1-800-937-6086

- CAIR2 is Web-based and requires no downloading, installation or electronic health records (EHR). It works with PCs, Macs and tablets using current Internet browsers (such as Safari, Firefox, Chrome, and Internet Explorer).

TRAINING

The seven CDPH CAIR regional registries and their users will transition to CAIR2 in three phases, as noted in the timeline table below, which is subject to change. San Diego, San Joaquin and Imperial County registry users continue using the same software and do not need to take CAIR2 training.

Training is not required and will not be available for read-only users (those who only look up records in CAIR and do not enter patient information), but instructional videos and a written guide will be available for viewing in August 2016.

Training is required for all clinical CAIR users (*regular users* who enter information manually into CAIR, and *power users* who manage vaccine inventories) since some of the features and reports in CAIR2 are different from the current version of CAIR. Only those who have logged in to CAIR in the last six months can register for a training.

Phase	CAIR Regions	Registration Opening for CAIR2 Training	CAIR2 Training	CAIR2 Launch
1	Northern California, Greater Sacramento, Central Coast, Inland Empire	August 1, 2016	September 5, 2016	October 3, 2016
2	Bay Area, Central Valley	October 3, 2016	November 7, 2016	December 5, 2016
3	Los Angeles-Orange	January 2, 2017	February 6, 2017	March 6, 2017

To sign up for a training, visit the CAIR website at cairweb.org. Clinical care users can review CAIR2 videos and quick guides beginning in August 2016.

ADDITIONAL INFORMATION

For assistance with registering for a CAIR2 training or other questions regarding the transition to CAIR2, email CAIRHelpDesk@cdph.ca.gov, call 1-800-578-7889 or contact the local CAIR representative (LCR). Providers are also encouraged to refer to the Get Ready to Move to CAIR2 Checklist, available online at http://cairweb.org/docs/CAIR2-Communications/IMM-1225.pdf, for more detailed steps to follow to prepare for the transition.

Providers are encouraged to access Health Net's 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 applicable Health Net Provider Services Center within 60 days at:

Line of Business	Telephone Number	Email Address
HMO/POS/HSP, PPO & EPO	1-800-641-7761	provider_services@healthnet.com
COVERED CALIFORNIA	1-888-926-2164	provider_services@healthnet.com
MEDI-CAL	1-800-675-6110	N/A

Enroll for Electronic Payment and Remittance Options

Enroll for electronic remittance advice (ERA) and electronic funds transfer (EFT) to reduce administrative work and check-processing expenses, and expedite payment and remittance receipt. ERA requires you to also enroll with your clearinghouse. Enrollment forms for ERA and EFT are available online at provider.healthnet.com under *Working with Health Net > EDI >Transfer Funds Electronically*.