



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.

PATIENT ACCESS TO PRIMARY CARE:

There have been many recent inquiries regarding appointment availability for Primary Care services.

The Department of Managed Health Care requirement which was previously adopted by the Health Plans states that if a patient is requesting urgent care, an appointment must be provided within 48 hours of the request. Patients should not be referred to an Urgent Care during office hours. Please refer to the Health Care LA, IPA (HCLA) Administrative Guide for additional information.

The Health Plans hire outside agencies to “secret shop” your Health Center’s provider availability and after hour accessibility. Please monitor your systems on a regular basis to check your compliance with these regulations to ensure you will pass the “tests” and most importantly, provide the necessary care for your members.

ANNUAL WELLNESS EXAMS:

Your Health Center should have received various forms many of the MA Health Plans for Medicare and Cal MediConnect patients requiring the Annual Wellness Visit (AWV) performed. The IPA is providing \$25 Target gift cards to be distributed to patients when they come in for these appointments. Please complete the HCLA spreadsheet indicating the patients who received the gift cards. We can send you additional ones upon request as needed. Some of the Health Plans are also providing incentive payments for members and providers.

NAVIGATOR STAFF GRANT PROGRAM:

The first round of trained patient navigators were deployed back to their Health Centers in May. The next training for Patient Navigators will take place this July. We also send out a Memorandum of Understanding to the Health Center leadership for review and signature if you would still like to participate in the program. Alternatively, if you have existing staff that you would like to send to the training who will be designated Patient Navigators, you can contact WERC to get them enrolled in the next training. Worker Education and Resource Center, Inc. (WERC) will also be recruiting navigators that you will be able to interview before they are selected for the upcoming training.

CPT II CODES:

The use of these codes are helpful to facilitate data collection for the Quality of Care rendered by providers. By using these codes, they eliminate the administrative burden of Chart Reviews. They help to identify key performance measures for HEDIS and STARS collection.

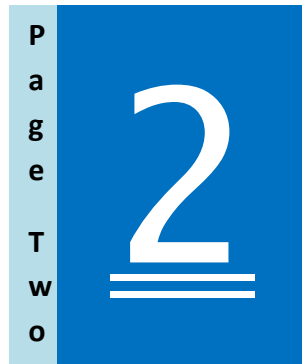
CPT II codes are billed in the procedure code field, just like CPT and HCPCS codes. CPT II codes describe clinical components usually included in evaluation and management or clinical services.

If you have any questions about CPT II coding, please contact the Quality Management Department at MedPOINT Management. MedPOINT has also developed some reference tools on CPT II coding, that you can request.

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HCLA CODERS:

In accordance with HCLA’s commitment to improved coding efforts, two coders have been hired and have begun working at several health centers. Two other certified coders will begin next week and we are interviewing for two more. The coders will be performing chart audits, conduct in-service training on the findings from the chart audits, work with your EMR staff to ensure the proper alerts are setup to meet quality initiatives, and respond to any other coding and documentation questions you may have.

If you have any questions regarding this program or want to request coding assistance, please contact Kim Litzsey at MedPOINT Management:

klitzsey@medpointmanagement.com or 818.702.0100 x303.

HOW TO IMPROVE CAHPS SCORES:

The CAHPS Survey is a patient satisfaction survey performed by each Health Plan. A random selection of patients who had an appointment at your health center are surveyed. The results of patient satisfaction are calculated, and count towards various Bonus programs offered by the Health Plans paid directly to your health center. Listed below are some best practice “Tips”!

- Consider offering weekend or evening appointments
- Provide clear instructions on how to access care after hours
- If possible, ensure a few appointments are available each day to accommodate urgent appointments
- Offer appointments with a Mid-level provider if their primary provider is not available
- Make sure staff are familiar with Access Standards developed by the Department of Managed Health Care (access standards are discussed in the HCLA Administrative Guide)
- Offer health education materials to patients
- Discuss preventive measures with patients
- Consider standard order sheets for patients for common conditions or procedures

COMMUNICATIONS CORNER:

05/01/2017: New eConsult Specialty Activated – Adult Neurology (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

05/02/2017: HCLA Quarterly Report – March 2017 Data (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

05/03/2017: HCLA eConsult Program Survey (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

05/04/2017: Receipt of completed Annual Wellness Visit Documents (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

05/08/2017: Brand New Day Annual Wellness Exams (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

05/11/2017: OIG/SAM/Medi-Cal Exclusions Screening Attestation (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

05/23/2017: New Quest Customer Service Options (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

05/24/2017: HCLA 2016 Shared Risk and Performance Incentive Funds Distribution (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

05/25/2017: Referral Tracking and Follow up REMINDER! (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

05/25/2017: Quality Lunch & Learn - Tuesday, June 6 (email distributed to HCLA CEO, CMO, COO, CFO and Quality Management Staff)

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.