



## 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 for member organizations 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).

#### CONGRATULATIONS – PERFORMANCE INCENTIVE BONUS:

Congratulations to all Health Centers on the mid-year Performance Incentive Bonus! We appreciate the partnership, effort and hard work it requires. We are looking forward to another successful year ahead!

#### ICD-10 CODING FOR RECORDING BODY MASS INDEX (BMI):

We are all aware that your current EMR applications calculate the BMI into the patient’s electronic record. However, if the service is not coded using the correct ICD-10 code, you are not receiving credit from the Health Plans as a Stars or P4P/HEDIS Measure. This is just a reminder that a BMI must be coded with an ICD10 code annually for all patients. **We learned just recently, that your Medical Assistant Staff are able to code the BMI value with the ICD10 code as one of your additional diagnoses.** If you need further explanation, or would like a tool to help your staff, please contact the Quality Department at MPM.

#### HEALTH PLAN QUALITY DOCUMENTATION UPDATES:

All contracted health plans are very focused on improving the health status of our patient population. We have been discussing this for the last year, and the intensity continues to increase. To this end, we have launched the Episource Web Portal for your staff to utilize to reach out to those patients who have not had a specific preventive screening. Episource is currently being updated for your 2nd quarter 2016 results.

A couple of areas of intense focus are for pregnant patients. Health Plans are requiring timely access to Pre-Natal Care. For example, Health Net has implemented two forms and providing an incentive if each is completed: A prenatal form, and a post-partum form. Health Net is reimbursing \$50.00 per form directly to your Health Center for completion and submission. Molina Health Plan is also introducing similar forms with reimbursement attached. If you need copies of the forms, Donna Castonguay at MedPOINT, or Iris Weil, Executive Director, HCLA can e-mail the forms to you.

#### ANNUAL WELLNESS EXAMS FOR THE MEDICARE ADVANTAGE PATIENTS:

We believe all the Health Centers are well informed about the need to complete the annual wellness exams for your Senior Patients. Depending on the Health Plan, you have six months or less to get them done. We recognize the challenges scheduling these patients require, and share your concerns with the Health Plan representatives. Luckily, there is additional compensation for the work done by Health Net, LA Care, and in some cases, Care 1st. Additionally, the IPA has a Bonus Program in place for Senior patients. If we do not comply and meet the Health Plan requirement in getting these exams done, we jeopardize our contractual arrangements, and could lose these patients in the future. As always, thanks for your attention and cooperation in this area.

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## RETINAL EYE EXAMS FOR PATIENT WITH DIABETES:

The above-mentioned exam is required on all diabetic patients to meet the HEDIS and STARS criteria for comprehensive diabetes care. In the past, HCLA has not scored well in this area. There are multiple reasons, and we are addressing them. For those Health Centers that work with the EyePACCs program through Berkeley Eye, MPM and HCLA are in active discussions to obtain the necessary encounters.

For patients that are referred to a Vision plan provider, such as VSP, we have been assured that their data is submitted directly to the Health Plan. MPM is attempting to work with the Health Plans so that it receives the claims feed as well.

The outreach to patients remains important in this area so that they obtain the service if they meet the clinical criteria. As identified previously, the Episource application will provide you with a list of the qualifying patients.

## BALANCE BILLING:

HCLA recently sent out a request to comply with Health Plan requirements which include that the Providers and Administrative Staff recognize that patients covered by a Medi-Cal managed care plan are never to be billed for services rendered.

In order to demonstrate compliance as an organization, Health Plans will accept documentation that balance billing regulations were presented and discussed via a Staff Meeting. The Health Plans are requesting a copy of the minutes and Sign-In Sheet of staff present to demonstrate compliance.

After you complete this requirement, please send a copy of your minutes and attendance sheet to: Anne Rohr at MPM at [ARohr@medpointmanagement.com](mailto:ARohr@medpointmanagement.com). Your cooperation with this request is greatly appreciated.

## COMMUNICATIONS CORNER:

05/11/2016: HCLA Quarterly Report – March 2016 Data (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

05/16/2016: HCLA Welcome to Medicare Letter (email distributed to HCLA CEO, CMO, COO, CFO, QM Team and Executive Assistants)

05/19/2016: HCLA Incentive Payments (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

05/19/2016: Health Net HQPAF Population Report (email distributed to HCLA Quality Management Contact)

05/19/2016: HCLA May Snippet – Chart Documentation (email distributed to HCLA CEO, CMO, COO and CFO)

05/27/2016: HCLA, IPA Role in Providing Specialty Coverage for Health Center Patients (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

05/30/2016: HCLA Monthly Report – April 2016 Data (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

06/06/2016: HCLA Balance Billing Training Memo (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants to certain Health Centers)

06/07/2016: HCLA UM Lunch & Learn Meeting Invitation – 6/29/2016 (email distributed to HCLA CEO, CMO, COO, CFO and Executive Assistants)

06/13/2016: Parkinson’s Disease Best Practice Recommendations (email distributed to HCLA CEO, CMO, COO, CFO, QM Team 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.