



EXPRESS INFORMATION

MONTHLY UPDATE

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MedPOINT Portal – HCLA's Health Center Resource

MedPOINT's Web Portal is an excellent resource and should be used daily to obtain different pieces of information about your assigned members. From reviewing current membership by line of business, identifying patients admitted or re-admitted to the hospital, or recognizing members who will be turning 65, the Portal serves as an excellent resource for staff in addition to assisting with required managed care administrative requirements.

In the very near future, MedPOINT will be releasing a new version of the portal with enhanced features. We are anticipating this release during the second quarter 2019. You will be notified when that becomes available and additional training will be provided at that time as well.

Listed below are some of the modules and reporting current available on the Portal:

- Member Eligibility
- Authorization Requests
- Provider Searches
- Cap Payment Summary Reports
- EOB Payment Reports
- Access to Patient Assessment Forms
- Member Care Gaps
- Specialist Consultation Notes
- Daily Hospital Admission
- Daily Hospital Readmissions
- Monthly ED Utilization



Hospital Readmissions

As an organization, we are engaging in deep dives on member patient acuity scores as well as the use of the Emergency Department. The IPA really needs all our health centers to become fully engaged with population health management! The focus should be patients with chronic conditions that habitually utilize the ED or end up being readmitted to the hospital. The MedPOINT Portal provides daily updates of this information. Additionally, on a monthly basis, a list of patients who have utilized Emergency Department Services is provided. Your UM and/or Quality staff should log into the Portal to review the activity on a daily basis. This is actionable data and you should build workflows around the information.



Health Information Exchange Applications

Health Care LA (HCLA) recognizes the need for patient/member level data in order to provide the best care possible. This year, there seems to be a lot of movement in this direction.

In conjunction with MedPOINT, HCLA is in the process of implementing Interpreta, an enhanced quality management platform that addresses real-time care gaps.

EDDIE/ Pre-Manage provides real time notification of admissions to the hospital or emergency room and is being onboarded in many of our Health Centers over the next couple of months.

LANES is now available to the health centers which is also an application that provides notification of patients admitted to hospitals and those that obtain emergency room care.

Care Quality and Commonwealth is also available. This is another application health centers can enroll with through CCALAC which will allow access to notes on patient care in the inpatient setting.

In summary, all the above mentioned applications are tools that will assist in improving care coordination and quality. Please utilize these programs for the purposes they were intended to strengthen your existing programs.



Reminders:

MedPOINT can still accept supplemental data files through the end of February for LA Care, Care First (Blue Shield Promise), and Anthem Blue Cross. If you have any questions, contact Connie Martinez: cmartinez@medpointmanagement.com

Annual Wellness Exams for Seniors and Covered California for 2019 remain are important appointments to schedule for patients.

An inaugural Interpreta WebEx training was held last week. Diane Baxter at MedPOINT will be available for in-person trainings and/or additional WebExes. Please contact her at dbaxter@medpointmanagement.com for further information and scheduling.

Transition of Care appointments for newly discharged patients remain a high priority. Please make sure MedPOINT has the correct contact information so that the notification process is accurate. You can send the information to Iris Weil, iweil@healthcarela.org

Access and Availability standards for members are continually audited by the health plans. Please make sure that your staff understands the access standard requirements should they receive a survey call. As a further reminder, after hours if a patients would like to speak with a provider, the provider must respond to the inquiry within 30 minutes.

Provider additions and deletions: Please make sure you notify MedPOINT Provider Services and Credentialing departments of any changes to your provider roster. It is extremely important that they receive timely notifications for several reasons. Karen Gomez is your contact and can be reached at: kgomez@medpointmanagement.com