



EXPRESS INFORMATION

MONTHLY UPDATE

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Happy New Year to all!

As in previous years, there are many health plan and regulatory requirements that will require your leadership attention as the year progresses.

By now, all of the Health Centers should have received the Quality Bonus incentive payment along with the backup from LA Care. We would recommend that you review the report in detail, and note the opportunities for 2019 improvement strategies.

Annual Wellness Exams (AWE) for our Medicare and Covered California Population will need to be completed timely, as in previous years. This is an opportunity to renew annual chronic disease codes and identify preventive health needs. Completing the majority of the exams done by June 30, 2019 should be on the radar as an attainable goal. In conjunction with this,

a recent memo was sent out requesting your interest in using an outside vendor that will go to patient homes called ULS Allcare to complete the senior AWEs. If you are interested in this service, please respond to the memo and arrangements will be made accordingly.

Health Net has set a lofty goal for the IPA in terms of STARS Measures, which include the HEDIS® Measures for the Medicare Advantage Population. The goal for HCLA has been set at 4 STARS. This is a huge leap for our organization as we are barely at a 2-STAR rating currently. However, 4 STARS may be achievable, if we promote using a focused care team with regards to these Medicare Advantage members. Diane Baxter from MedPOINT's HEDIS/STARS team and/or our HCLA coders can offer some guidance to you in this regard.

 **Medical Record Requests from all Health Plans:**

Currently all the contracted Health Plans are in medical record review mode to validate HEDIS® administrative measures as well as perform hybrid measure. Many of them have contacted outside vendors to handle these functions on their behalf.

As a reminder, you are contractually required to provide access to the vendor, or provide the requested records within the necessary time frame. We recognize this can be a disruption to your daily workflows, but this is a requirement that also improves our quality scores so cooperation and timely compliance with these requests are greatly appreciated.

 **2018 Supplemental Data Submission:**

MedPOINT Management is continuing to collect your supplemental data submissions for HEDIS® measure 2018 dates of service. Please submit this information in the prescribed format as soon as possible so this can be sent to the health plans for their audited reviews. There is a very short window of time and it has already passed for some of the plans.

Please contact **Connie Martinez, QM Supervisor** at MedPOINT Management for further information: **e-mail cmartinez@medpointmanagement.com or call 818.702.0100, ext 288.** She can answer questions you may have regarding the format or submission dates.

 **Emergency Department Utilization continues to be on the Rise!**

Use of Emergency rooms (ER) by our membership continues to be on the rise. This care setting, as you all are aware, is very costly and often not necessary. We, as an organization, must continue to educate our membership about the services your Health Center provides, its hours of operations, etc. so that ER is properly used for true emergency situations. You should also recommend to the patient that he/she can utilize the contracted Urgent Care facilities for less severe, non-urgent conditions. A list of our Urgent Care facilities is available on the HCLA website:

<https://healthcarela.org/find-clinic>

As an additional resource, HCLA has patient passports available to distribute to new IPA members, which addresses how to utilize their HMO benefits and Health Center affiliate. They are readily available in English and Spanish. For other languages, you can print the document from the HCLA website.



Patient Satisfaction Surveys:

Patient Satisfaction Surveys were received by your Health Centers documents in late November.

It is extremely important that the forms be completed and returned to Scantron no later than January 31, 2019. If you have any questions about the forms or the process, please contact the Quality Department at MedPOINT Management by e-mailing qualitymanagement@medpointmanagement.com.