Welcome

The Webinar Will Begin Shortly

Before starting, following are a few housekeeping items and tips about how you can participate in this webinar.

- All lines are muted to minimize background noises.
- You can ask questions at any time during the presentation Use the Questions Pane Chat Box.
- Enter your questions then click the Send button.

We will review questions as they come in, and will have a Q&A period at the end of the presentation.

Thank you for attending today's webinar.

PHC Provider Education Team



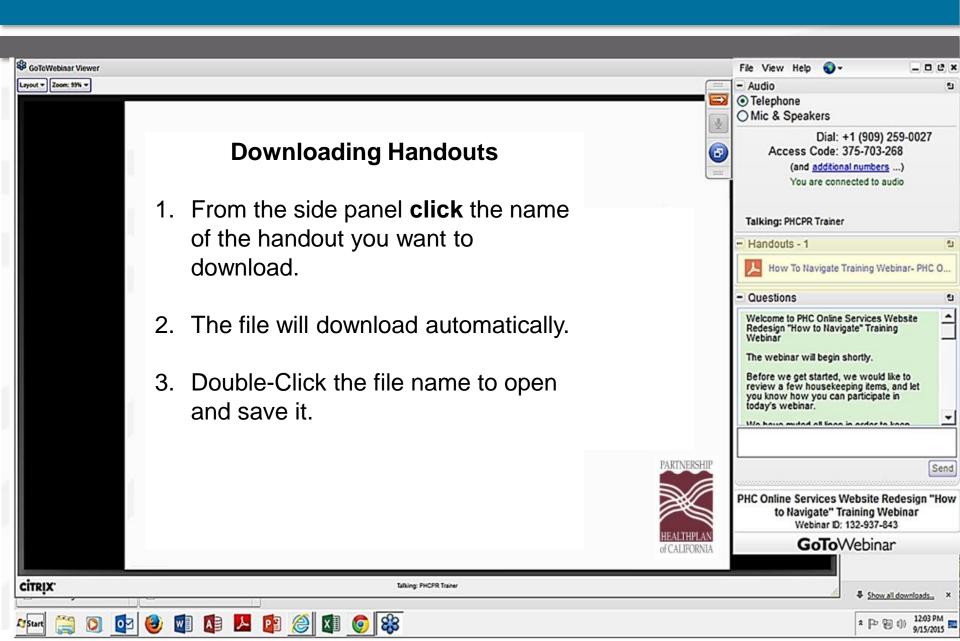


Wellness and Recovery Benefit Provider Round Table

Drug Medi-Cal Organized Delivery System

September 10, 2018

Downloading Handouts



Agenda

- Welcome and Housekeeping
- Introductions PHC Staff
- Updates from the Wellness and Recovery Leadership Team
- Overview PHC Online Services
- Required Disclosures and Information
- Facility Site Reviews
- Contacts and Resources



Wellness and Recovery Updates

Liz Leslie, MPA
Program Manager
PHC Wellness and Recovery Program





PHC Online Services Overview

User Management

Eligibility

Claims

PHC Online Services Login

PARTNERSHIP HEALTHPLAN OF CALIFORNIA ONLINE SERVICES



Welcome to our redesigned Provider Online Services

eAdmin Sign up

Click above to register as a new eAdmin. If you are not the designated eAdmin check with your practice manager for instructions.

Username: jruss2015

Password:

Login

Forgot Username Change Password

URL: https://provider.partnershiphp.org/UI/Login.aspx



PHC Online Services Modules

- eAdmin User(s)Attestation
- Member Eligibility and PCP Verification
- Claim and Check Look Up
- Remittance Advice Look Up
- Claims Inquiry Form (eCIF)



PHC Online Services Modules

Modules

User Management

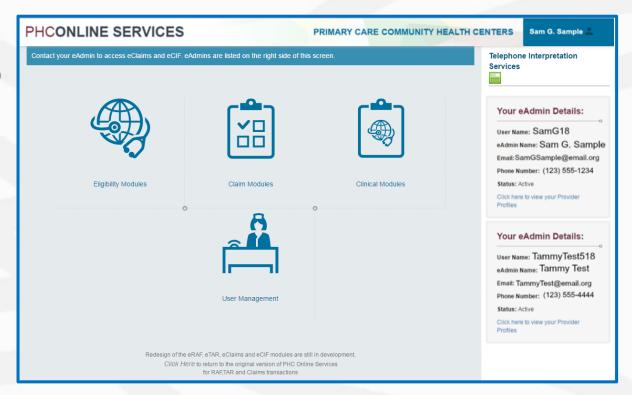
eAdmin: key Employee(s)
Manage Users and
Permissions

eEligibility

Individual and Batch Eligibility Reporting

Claims

Search Claims
CIF or Re-CIF Status
Check Search
EOP – Remittance Advice





PHC Online Services User Management

eAdministrator Role and Responsibilities

Each organization will designate one or more eAdministrator (eAdmin)

The eAdmin will attest to being responsible for:

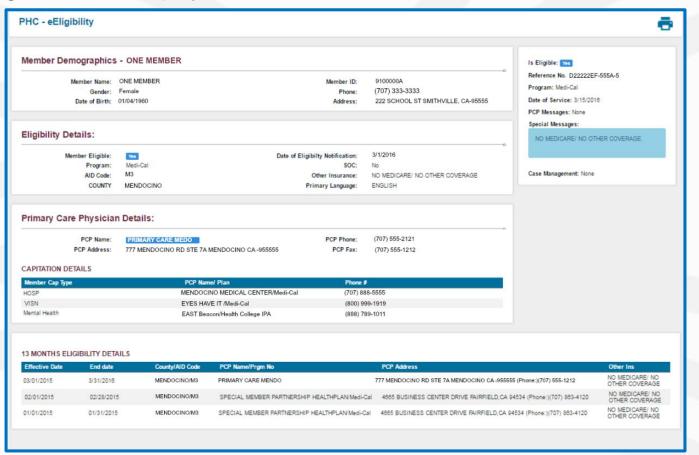
- Creating accounts for the organization
- Granting and disabling employee access; manage user permissions
- Periodically audit user accounts
- Serving as primary point of contact for PHC online services
- Coordinating all organizational needs related to PHC online services
- Ensuring that individuals of the organization only have permissions that are in accordance with HIPAA policies

We will share detailed instructions how to create eAdmin accounts once provider has been contracted and credentialed.

PHC Online Services Eligibility

Eligibility information is based on information received from the State of California as of the date the request was entered.

It is not a guarantee of payment.





Provider Online Services Claims

- Claim Search module lets users search for claims and view detailed information
- Check Search module lets users search for checks and view check details
- EOP Remittance Advice Module provides details on the Explanation of Payments and claims that have been paid, denied, or adjusted
- Claims Inquiry Form (CIF) module lets users search for claims and submit corrections (add or change) information





Required Disclosures and Information

Required Disclosures and Information

Cultural Competency

PHC members, with limited English proficiency or sensory impairment, must receive access to health care services that are culturally and linguistically appropriate.

We have a Cultural & Linguistics training that meets DHCS requirements. The training and resources are on our Provider Learning Portal.

Caring for Seniors and Persons with Disabilities

We are required to make training available for all contracted providers and their employees who interact with SPD members

We have a SPD training that meets DHCS requirements. The training and resources are on our Provider Learning Portal.



Required Disclosures and Information

Telephone Interpretation

Using relatives, friends, and minors for translations is discouraged. We have resources to help providers and members communicate. Use our Language Line Services for Telephone Interpretation 24-Hours a day.

Toll Free (866) 425-0217— Access Code 798094
Provide your name and language interpretation needed

In-person Interpretation

In-person interpretation services must be authorized and scheduled by our Member Services Department. A 24-Hour notice is required. Call (800) 863-4155 to schedule services.

Hearing Impaired

TTY Services (800) 735-2929 or 711



Fraud Waste and Abuse

Fraud

An intentional act of deception, misrepresentation, or concealment in order to gain something of value.

Waste

Over-utilization of services (not caused by criminally negligent actions) and the misuse of resources.

Abuse

Excessive or improper use of services or actions that is inconsistent with acceptable business or medical practices. This refers to incidents that, although not fraudulent, they may directly or indirectly cause financial loss.

Examples

- Charging excessive costs for services or supplies
- Providing medically unnecessary services
- Billing for services at a higher rate than justified



Fraud Waste and Abuse

Partners in Fighting Fraud

We ask our providers help us combat fraud by reporting suspicious and fraudulent activity. DHCS and CMS require us to maintain a robust anti-fraud plan and share it with our providers, members, and employees.

- PHC Anonymous Fraud Hotline (800) 601-2146
- Medi-Cal Fraud Issues (800) 822-6222
- Medicare Fraud Issues (800) 633-4221



Protected Health Information - PHI

Protecting Member/Patient Information

PHC and our contracted providers share the responsibility to protect member/patient information in oral, written, and electronic formats. Whenever a member's information is compromised, you must notify us in order that we can file a report with the proper regulatory agency(ies) with the details about the compromised information.

Types of Protected Information

PHI is any personal information that can identify a member/patient, including but not limited to:

- Names
- Birth Dates
- Addresses
- Social Security Numbers (SSN)
- Client Identification Numbers (CIN)



Protecting Member Medical Information

42 CFR

Members' medical records are protected under state and federal laws and cannot be disclosed without written consent except as otherwise specifically provided by law.

If members' medical records involve alcohol or drug abuse, they are also protected under Federal Regulation 42 CFR Part 2, Confidentiality of Alcohol and Drug Abuse Patient Records.

Sending Secure E-Mail

If information in an email can be used to identify a member, it must be sent using secure methods.

Include the word **SECURE** at the start of the subject line followed by your Subject Information: **SECURE – Patient Information**.





Facility Site Reviews

Facility Site Reviews

We perform an on-site review of each DMC certified provider in the Regional Model at least once a year.

Site Reviews for Each Level of Care Includes

- Access/Safety
- Licenses and Certifications
- Confidentiality
- Medication Storage
- Client Files

Site Review Teams Look for

- Adherence to Regulations and Contracts
- Adherence to Best Practices



Facility Site Reviews

The Site Review Team includes RNs and other PHC clinical staff

Site Review Team will also provide

- Information about the Regional Model
- Provider Education/Technical Assistance

Site Review Tool

- Draft is in process
- The final tool will be provided at a site visit prior to the go-live date





Contacts and Resources

Contacts and Resources

eSystems Support

eSystemsSupport@Partnershiphp.org

PHC Drug Medi-Cal

DrugMediCalPHC@partnershiphp.org

Facility Site Reviews

FSR@partnershiphp.org

Provider Learning Portal

http://www.partnershiphp.org/Providers/Medi-Cal/Pages/ProviderEducationTrainingMaterials.aspx





Questions?



Thank you!

Next Roundtable:

October 1, 2018 - 8:30 AM