

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

PARTNERSHIP



HEALTHPLAN
of CALIFORNIA

Wellness and Recovery Benefit Provider Round Table

Drug Medi-Cal Organized Delivery System

September 10, 2018

Downloading Handouts

Downloading Handouts

1. From the side panel **click** the name of the handout you want to download.
2. The file will download automatically.
3. Double-Click the file name to open and save it.



File View Help

Audio

Telephone

Mic & Speakers

Dial: +1 (909) 259-0027

Access Code: 375-703-268
(and [additional numbers ...](#))

You are connected to audio

Talking: PHCPR Trainer

Handouts - 1

How To Navigate Training Webinar- PHC O...

Questions

Welcome to PHC Online Services Website Redesign "How to Navigate" Training Webinar

The webinar will begin shortly.

Before we get started, we would like to review a few housekeeping items, and let you know how you can participate in today's webinar.

We have muted all files in order to keep

Send

PHC Online Services Website Redesign "How to Navigate" Training Webinar

Webinar ID: 132-937-843

GoToWebinar

Show all downloads...

CITRIX

Talking: PHCPR Trainer



12:03 PM
9/15/2015

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:

jruess2015

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

The screenshot displays the PHCONLINE SERVICES interface for Primary Care Community Health Centers. The header includes the title 'PHCONLINE SERVICES', the organization name 'PRIMARY CARE COMMUNITY HEALTH CENTERS', and the user name 'Sam G. Sample'. A message at the top states: 'Contact your eAdmin to access eClaims and eCIF. eAdmins are listed on the right side of this screen.' The main content area features four modules: 'Eligibility Modules' (globe icon), 'Claim Modules' (clipboard with checkmarks icon), 'Clinical Modules' (clipboard with globe icon), and 'User Management' (person at desk icon). A right-hand sidebar shows 'Telephone Interpretation Services' and two 'Your eAdmin Details' sections. The first section lists details for 'Sam G. Sample' (User Name: SamG18, eAdmin Name: Sam G. Sample, Email: SamGSample@email.org, Phone Number: (123) 555-1234, Status: Active). The second section lists details for 'Tammy Test' (User Name: TammyTest518, eAdmin Name: Tammy Test, Email: TammyTest@email.org, Phone Number: (123) 555-4444, Status: Active). A footer note indicates that redesigns of eRAF, eTAR, eClaims, and eCIF modules are still in development and provides a link to return to the original version.

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.

PHC - eEligibility

Member Demographics - ONE MEMBER

Member Name: ONE MEMBER	Member ID: 9100000A
Gender: Female	Phone: (707) 333-3333
Date of Birth: 01/04/1960	Address: 222 SCHOOL ST SMITHVILLE, CA-95555

Eligibility Details:

Member Eligible: Yes	Date of Eligibility Notification: 3/1/2016
Program: Medi-Cal	SOC: No
AID Code: M3	Other Insurance: NO MEDICARE/ NO OTHER COVERAGE
COUNTY: MENDOCINO	Primary Language: ENGLISH

Primary Care Physician Details:

PCP Name: PRIMARY CARE MEDO	PCP Phone: (707) 555-2121
PCP Address: 777 MENDOCINO RD STE 7A MENDOCINO CA-955555	PCP Fax: (707) 555-1212

CAPITATION DETAILS

Member Cap Type	PCP Name/ Plan	Phone #
HOSP	MENDOCINO MEDICAL CENTER/Medi-Cal	(707) 888-5555
VISN	EYES HAVE IT /Medi-Cal	(800) 999-1919
Mental Health	EAST Beacon/Health College IPA	(888) 789-1011

13 MONTHS ELIGIBILITY DETAILS

Effective Date	End date	County/AID Code	PCP Name/Prgm No	PCP Address	Other Ins
03/01/2015	3/31/2016	MENDOCINO/M3	PRIMARY CARE MEDO	777 MENDOCINO RD STE 7A MENDOCINO CA -955555 (Phone:)(707) 555-1212	NO MEDICARE/ NO OTHER COVERAGE
02/01/2015	02/28/2015	MENDOCINO/M3	SPECIAL MEMBER PARTNERSHIP HEALTHPLAN/Medi-Cal	4665 BUSINESS CENTER DRIVE FAIRFIELD,CA 94534 (Phone:)(707) 863-4120	NO MEDICARE/ NO OTHER COVERAGE
01/01/2015	01/31/2015	MENDOCINO/M3	SPECIAL MEMBER PARTNERSHIP HEALTHPLAN/Medi-Cal	4665 BUSINESS CENTER DRIVE FAIRFIELD,CA 94534 (Phone:)(707) 863-4120	NO MEDICARE/ NO OTHER COVERAGE

Is Eligible: Yes

Reference No. D22222EF-555A-5

Program: Medi-Cal

Date of Service: 3/15/2016

PCP Messages: None

Special Messages:

NO MEDICARE/ NO OTHER COVERAGE.

Case Management: None

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

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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**.

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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

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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?

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Thank you!

Next Roundtable:

October 1, 2018 – 8:30 AM