

Medical Directors Newsletter December 2021

“No one has ever become poor by giving”

–Anne Frank

Not all Charity is Equal

Twenty years ago when I was the Medical Director of Community Health Clinic Ole in Napa, someone I still don't know placed one hundred \$50 gift cards to a grocery store in my home mailbox, with a note, saying that I should distribute them to needy patients of our Health Center. Our outreach team mobilized and distributed them to 50 particularly needy individual patients and families. The same thing happened the following year. The anonymous donor trusted me to make sure that their charity would go to a person who needed it; that person would never know who gave this gift, because even I did not know who it was. The charity was given without the desire or expectation of being recognized publicly, or even privately.

Eight years ago, a retired businessman—who came to the United States from India to build a business selling medical supplies—lent a 17 year old young man from his hometown in India the money to be able to attend UC Davis where he was accepted as an undergraduate aerospace engineering student. The young man's family was of modest means; they could not afford to send him abroad to be educated. The retired businessman was not related to the family, but he made this high-risk personal loan to help him achieve his dream to be a high-tech engineer, and to support his family in the process. This young man met my daughter and is now my son-in-law.

Around this time of year, many people call local homeless shelters offering to help. Thanksgiving dinner at the Napa homeless shelter was purchased, cooked, and served by the local painters union. They called and volunteered to do this, without being asked.

All of these are examples of the highest level of charity. About 950 years ago, a physician-philosopher named Maimonides identified eight levels of charity. Paraphrasing them in order from highest to lowest:

1. The greatest level: Support a member of your community with a gift, a loan, or helping find employment to strengthen his hand so that he will not need to be dependent on others. This is the charity provided by the Indian businessman.
2. Give to the poor without knowing to whom one gives, and without the recipient knowing from whom he received it. It is given in secret to a trustworthy intermediary. This is the charity of my unknown neighbor, who provided the gift cards for my patients. Leaving a generous tip for the low-income housekeeping staff at a hotel could fit in this category, as well.

3. Give to someone that is known to the donor, but the recipient does not know who gave the gift.
4. Provide a donation when the donor does not know who they are helping, but the recipient does know.
5. Give directly to someone, with both the donor and recipient knowing each other, but the gift is given without being asked. The painters who prepared and served Thanksgiving dinner to the homeless of Napa would fit in one of these three levels (3, 4, or 5); although the donor and recipient could see each other, they did not know each other's names.
6. Giving to a poor person after being asked.
7. Giving inadequately, but gladly and with a smile.
8. The lowest level of charity is to give unwillingly.

In the progressively lower levels of charity, much of the purpose of the charity is to be seen by others as being charitable (called virtue signaling by psychologists). This charity is still very important, as many U.S. charitable organizations rely on these lower levels to gather donations. In the higher levels, the charity is not intended to improve one's social capital but rather aims to increase the opportunities of others and positively impact communities.

Here are three takeaways for each of us:

1. Contemplate these eight levels of charity; talk them over with your family and friends.
2. This holiday season think about ways you can give at one of the higher levels.
3. Let humility guide your giving practices. Celebrate those who quietly, give without expecting recognition.

Breaking News

CalHealthCares Loan Repayment Program

The 2022 application cycle for the CalHealthCares loan repayment program will be open to applicants in January 2022. The program aims to increase access to care for California's 13 million Medi-Cal patients—awards loan repayment grants. Physician awardees receive loan repayments of up to \$300,000 in exchange for a five-year service obligation. **Fiscal Year (FY) 2021-2022 Application Cycle opens January 24, 2022 through February 25, 2022.**

[Learn More](#)

Preparing for the Pharmacy Carve-Out: What You Need to Know

The new Pharmacy Carve-out (called Medi-CalRx) begins January 1, 2022.

Pharmacies will submit claims to Magellan, the Pharmacy Benefit Manager (PBM) for the state. In anticipation of the go-live date, Partnership HealthPlan of California (PHC) will hold a provider webinar to provide information and answer questions.

We highly recommend you sign-up for the webinar at the link below, to learn what you need to know to make the transition less bumpy for you and your patients. You may also consider having all your front line clinicians attend. We will be recording the webinar and posting it on our website, so they can attend on-demand afterwards.

Date: Wednesday, December 15, 2021

Time: Noon – 1 p.m.

[Sign-up Now](#)

New Interpretation Service for PHC Members

Effective November 30, 2021, PHC has a new Interpretive Language Services provider, AMN Healthcare, which will serve both PHC members and providers.

AMN will provide telephone and Video Remote Interpretive (VRI) services, and will replace PHC's current Language Line. The previous interpretive services line was disconnected on November 30, 2021. AMN will provide interpretation for 145 languages by phone more than 40 languages via VRI. VRI can be downloaded to your facility device for interpretation. Please review the [VRI guidelines](#) on our website.

Please note to access the Telephone Language Services you will need to give your PHC number as listed in the PHC Provider Directory. Please use the AMN number below to access Telephone Language Services, effective November 30, 2021:

Telephone Language Services: (844) 333-3095

Providers will be asked to provide the following at the start of the call: PHC#, Provider Site, Member Name, City, and Member ID (if applicable).

1. Video Language Services: Determine if the device meets the technical requirements for the app (linked below).
2. Request a license from AMN by completing the VRI Setup Form linked below.
3. Email the completed form back to Elizabeth.Jones@amnhealthcare.com.
4. Set up the application on your device.
5. **AMN will contact you within three business days to confirm your approval status and next steps.**

Please note that each individual device will require a separate license and login. There is no cost for each provider license. PHC will continue to pay for the cost of

interpreting services for PHC members. For additional details on how to request a VRI License, refer to the guides linked below.

Resources

- [AMN Healthcare Training Video](#)
- [VRI Guidelines](#)
- [VRI Setup Form](#)
- [Where to find your PHC #](#)
- Telephone Language Services: (844) 333-3095

Medication Lock Boxes for PHC Members

Medication lock boxes have been added to PHC's Medical Equipment Distribution program.

Medication lock boxes are used to secure medications and avoid misuse. Like all equipment distributed in the PHC Medical Equipment Distribution, there is no charge to PHC members. Instructions on use will be provided in the language the patient speaks.

All contracted eligible providers and clinicians can now request medication lock boxes (and other medical equipment) by:

- 1) [Completing the request form](#)
- 2) Emailing the completed form to request@partnershiphp.org or faxing the completed form to (707) 420-7855.

[Request guidelines](#)

[More information](#)

Changes in California End of Life Options Act Coming January 1, 2022

In October 2021, Governor Newsom signed [SB-380 \(Eggman\)](#) which has a number of changes in the original End of Life Options Act (originally passed in 2016):

1. Reduces the mandatory minimum waiting period between two oral requests for aid-in-dying medication from 15 days to 48 hours.
2. Healthcare systems and hospices would have to post their medical aid-in-dying policies on their websites.
3. If a provider is unable or unwilling to provide prescriptions or attestation for medical aid-in-dying, they must refer their patient to another provider who can assist the patient with their request.
4. Extends the expiration date of the legislation from 2025 to 2031.

Please pass along these changes to your clinicians and compliance teams.

PHC Educational Opportunities and Events

Accelerated Learning Education Program Webinars

CME/CE's Available, see linked flyers for more details.

Target Audience: Clinicians, practice managers, quality improvement team, and staff who are responsible for participating and leading quality improvement efforts within their organization.

These learning sessions will cover Partnership HealthPlan of California's Primary Care Provider Quality Incentive Program measures.

Pediatric Health - A Cluster of Services for 0 - 2 Years Old

[Flyer](#)

Date: Tuesday, January 18, 2022

Time: Noon - 1 p.m.

[Sign-up Now](#)

Pediatric Health – Child and Adolescent Well-Care Visits (3-17 years), Screenings, and Immunizations for Adolescents

[Flyer](#)

Date: Tuesday, February 15, 2022

Time: Noon - 1 p.m.

[Sign-up Now](#)

Diabetes Management HbA1C Good Control

[Flyer](#)

Date: Tuesday, March 1, 2022

Time: Noon - 1 p.m.

[Sign-up Now](#)

Controlling High Blood Pressure

[Flyer](#)

Date: Tuesday, March 15, 2022

Time: Noon - 1 p.m.

[Sign-up Now](#)

Early Cancer Detection (Cervical, Breast, and Colorectal Cancer Screening)

[Flyer](#)

Date: Tuesday, April 12, 2022

Time: Noon - 1:30 p.m.

[Sign-up Now](#)

Pediatric Health - A Cluster of Services for 0 - 2 Years Old

[Flyer](#)

Date: Tuesday, June 7, 2022

Time: Noon - 1 p.m.

[Sign-up Now](#)

Pediatric Health – Child and Adolescent Well-Care Visits (3-17 years), Screenings, and Immunizations for Adolescents

[Flyer](#)

Date: Tuesday, July 12, 2022

Time: Noon - 1 p.m.

[Sign-up Now](#)

Project Management 101 Webinar

[Flyer](#)

This two-session webinar introduces concepts and tools used in project management. Participants will learn project management principles and tools used in each phase of managing a project successfully.

Project Management: Session 1 of 2

Objectives Include:

- Introduce the concepts/tools used in project management
- Learn project phases/processes
- Understand steps in framing/planning projects

Date: Wednesday, January 26, 2022

Time: Noon - 1:15 p.m.

[Sign-up Now](#)

Project Management: Session 2 of 2

Objectives Include:

- Apply concepts from session 1 in a group activity
- Learn the key points in executing/monitoring projects
- Understand how to successfully close/transition projects

Date: Wednesday, February 2, 2022

Time: Noon - 1:15 p.m.

[Sign-up Now](#)

Quality & Performance Improvement Training Events

For up-to-date events and trainings by the Quality and Performance Improvement department, please view our [Quality Events Webpage](#).

Looking for more educational opportunities? The Quality & Performance Improvement department has many pre-recorded, on-demand courses available to you. Trainings include:

- The Role of Leadership in Quality Improvement Effort: Leaders from top performing organizations share how they were able to build a culture of quality.
- PCP QIP High Performers – How'd They Do That? Learn how other PCP's accelerated in their QIP performance.
- ABCs of Quality Improvement: An introduction to the basic principles of quality improvement.
- Accelerated Learning Educational Program: An overview of clinical measures including improvement strategies and tools.
- Project Management 101 – An introduction to the basic principles and tools used in project management.

You can find these on-demand courses, and more, on our [Webinars Webpage](#).

Recommended Educational Opportunities Outside of PHC

Free Continuing Education Courses to help Improve Patient Outcomes

NCQA is offering on-demand courses for free to health care professionals:

- [Unhealthy Alcohol Use and Alcohol use Disorder \(AUD\)](#)
- [Chronic Obstructive Pulmonary Disease \(COPD\)](#)
- [Obesity through Diagnosis and Management](#)
- [Strategies to Improve Glucose Control with Mealtime Insulin](#)
- [vaxPACES](#)
- [Open Bed Campaign](#)
- [And much more!](#)