

Weekly Medical Directors Briefing

February 17 – 21, 2020

Partnership HealthPlan of California (PHC) Non-Medical Transportation Benefit: Tips for Primary Care Clinicians

Brief coverage overview. Members who do not own a vehicle or have a valid driver's license may be eligible for the Non-Medical Transportation (NMT) benefit. When approved by the member's doctor, this benefit helps members travel to/from a Medi-Cal covered appointment with no limits on the number of rides. Travel is arranged through public transportation. If unavailable or a members' medical condition prevents travel via public transportation, travel is arranged through a taxi or ride share company such as Lyft. Or, members can have a family member, friend, or neighbor drive them to their appointment. The NMT benefit will reimburse their driver up to \$0.30 per mile. The driver can be any licensed and insured person; it cannot be the member.

Member's responsibility. Medical Transportation Management (MTM) administers the NMT benefit on behalf of PHC. Members must call them at 1-800-828-1254 to use the NMT benefit at least 5 days before their appointment. They will approve travel by public transportation, taxi, ride share, or reimbursement. If using the reimbursement benefit, members must submit their claim to MTM and include the following:

- A completed Reimbursement Trip Log, which includes the doctor's signature
- Copy of the driver's valid state driver's license active on the day of the appointment
- Proof of valid insurance active on the day of the appointment
- Proof of valid car registration active on the day of the appointment

How can you help? If any PHC member is having trouble getting to your appointments, encourage members to call MTM to explore their NMT benefits.

- Ask members to call MTM at 1-800-828-1254 and request transportation assistance
- Office staff should be prepared to receive a phone call from MTM to verify the member attended their appointment
- Encourage use of the reimbursement benefit for members experiencing missed taxi rides
- Offer to sign the member's Reimbursement Trip Log on the day of their appointment
- Respond to MTM's or PHC's Bus Exclusion Form (BEF) if faxed to you. It asks for medical justification to travel exclusively by taxi and is sent when a member ask to avoid public transportation

Making sure our members travel to and from their appointments is important to us. Call us at 1-800-863-4155 if you have any questions.

A Formulary Update from the Partnership Pharmacy Department

- Lidocaine (Lidoderm) 5% patch will be formulary with age limit of 18 years and older and quantity limit of 30 patches per 30 days
- Febuxostat (Uloric®, used to treat gout) added to formulary for dose of 1 per day
- Colchicine 0.6 mg capsules added to formulary for 60 per 30 days
- Flovent HFA-44 mcg & 110 mcg—Age restriction removed. Only restriction is limit of 1 unit per month with up to 3 units for 3 months. Flovent 220mcg: Step edit with prior claims for Flovent 44mcg or 110mcg or any other ICS containing inhaler in the past 6 months

First Do No Harm: A Webinar: Ensuring Safety and Correct Disposition when Performing a Medical Clearance Exam for Alcohol Withdrawal

Withdrawal from chronic alcohol consumption can range in severity from mild to very severe, with life-threatening delirium tremens. The physician or other clinician performing the history, physical exam, and lab evaluation has an important responsibility: to anticipate which patients are more likely to have a complicated withdrawal requiring more intensive monitoring. Lower risk patients can often be managed while living at home with close follow-up.

Watch our webinar on [First Do No Harm: Medical Clearance Exam for Alcohol](#).

Here are our clinical guidelines, suggested template/order set, and decision flow for [Emergency Department Screenings for Outpatient Alcohol Withdrawal Management](#).

PHC Educational Opportunities and Events

Provider Loan Repayment Program Webinar

Partnership HealthPlan of California (PHC) and Physicians for a Healthy California, held a webinar covering the CalHealthCares Loan Repayment Program, on December 18, 2019.

Topics included:

- General Program Overview
- Year 2 funding cycle details
- Application submission and on-line portal guidance
- Review sample Personal Statement
- Question and Answer opportunity

Who Should Watch? All Physician Specialties (including Primary Care), Dentist, and staff responsible for recruitment and retention of providers (that want to learn more about the CalHealthCares loan repayment program).

Note: This Webinar is On Demand, meaning that it is open to watch at your availability.

[Watch the Webinar on YouTube](#)

[PHC's Provider Recruitment Program \(PRP\)](#)

Apply for CalHealthCares Loan Repayment Program, Starting January 13, 2020! Deadline is this Friday, February 7!

To answer questions about the application process, Physicians for a Healthy California is hosting several webinars so applicants may receive detailed information and get answers to their individual questions on the spot.

Click on a date below to register:

- [Practice Support Grant Webinar](#), November 20, 2019
- [Webinar #1](#), December 11, 2019
- [Webinar #2](#), January 9, 2020
- [Webinar #3](#), January 15, 2020
- [Webinar #4](#), January 21, 2020
- [Webinar #5](#), January 27, 2020
- [Webinar #6](#), February 4, 2020
- [Visit CalHealthCare.org for more information](#)

ABCs of Quality Improvement

At this free, all-day training, participants will be introduced to the Model for Improvement, learn how to develop aim statements, measures and PDSA cycles, and will learn how to use data for quality improvement.

Who should attend? QI clinical champions (providers and nurses), clinic managers, QI staff or project leads, and front and back office staff are encouraged to attend.

Date: March 11, 2020

Time: 8 a.m. - 4:30 p.m.

Location: Hyatt Regency Sonoma Wine Country - Santa Rosa, CA

Registration: [click here](#)

Date: April 16, 2020

Time: 9 a.m. – 4:30 p.m.

Location: The McConnel Foundation Lema Ranch – Redding, CA

Registration: [click here](#)

Recommended Educational Opportunities Outside of PHC

2020 Adult Immunization Updates, California Primary Care Association

Learn about the latest recommendations for adult immunizations from the CDC's Advisory Committee on Immunization Practices (ACIP). This 60-minute presentation will cover 2020 updates to the Adult Immunization Schedule, including recommendations for patients with medical conditions and other indications. A detailed review of the Centers for Disease Control and Prevention (CDC) immunization schedule tables will be provided, using a series of case examples.

LEARNING OBJECTIVES

1. Learn current ACIP recommendations for adult immunizations;

2. Understand the recent changes to vaccine recommendations; and,
3. Understand how to refer to the CDC immunization schedule tables for age-based and indications-based recommendations.

Date: February 26, 2020

Time: 11 a.m. - 12 p.m.

Registration: [click here](#)

ACEs Aware Initiative Webinar

The webinar will provide an overview of the ACEs Aware initiative; why providers should screen for Adverse Childhood Experiences (ACEs); the Medi-Cal certification and payment process; and screening tools, clinical protocols, and resources for providers.

This will be the first of a series of webinars that will offer practical information to help providers integrate ACEs screening and response into their clinic and workflows. Please email questions and comments to info@ACEsAware.org.

Date: February 26, 2020

Time: 12 p.m. – 1 p.m.

Registration: [click here](#)

Eating Disorders 101 - Prevention and Screening Webinar

The majority of those who struggle with Eating Disorders (EDs) never receive treatment, even though effective treatments for a range of eating disorders are well established ([National Institute of Mental Health](#)). There is a need to train primary care and behavioral health providers on how to recognize the signs and symptoms of eating disorders in children, adolescents, and young adults; and to appropriately screen, intervene and treat or refer patients to specialized care in an integrated setting.

This training series will be in collaboration with the National Center of Excellence for Eating Disorders (NCEED), an organization founded in 2018 by the Substance Abuse and Mental Health Services Administration. The goal of this webinar series is to increase health center capacity to detect and treat eating disorders and to increase public knowledge and awareness of these illnesses. This webinar series will address both adolescent and adult populations and address co-occurring diagnoses with eating disorders, mental health and substance use disorder.

Event Information & Registration: [click here](#)

Webinar 4: Addressing Systemic Care Coordination between Health Plans

Date: March 5, 2020

Time: 1 p.m. to 2 p.m.

Introduction to the Mother and Baby Substance Exposure Toolkit

Objectives: At the completion of this webinar, participants will be able to:

1. Understand best practice for universal verbal screening versus toxicology testing.
2. Identify the types of Medication Assisted Treatment and understand why it is the standard of care for OUD in pregnancy.
3. Describe best practices for nonpharmacologic treatment for newborns with NAS.
4. Understand the importance of preserving the mother/baby dyad for women with OUD and supporting practices.
5. Identify how hospitals can support the safe discharge of mothers with OUD and their newborns.

****A live demonstration of the toolkit features will also be presented.****

CEUs will be offered for this webinar. Real-time attendance is required for the entire webinar to receive CEUs. Provider approved by the California Board of Registered Nursing, provider #3104 for one (1) contact hour.

Date: March 13, 2020

Time: 12 p.m.

Registration: [click here](#)

Region IX Clinical Excellence Conference

The California Primary Care Association (CPCA) and the Western Clinicians Network (WCN) have partnered to host the Region IX Clinical Excellence Conference. This three-day conference brings together healthcare leadership from across the region to focus on health center clinical and management teams with the goal of improving overall efficiency and effectiveness in care delivery.

Clinicians, Executive Directors, State and Regional Primary Care partners and board members from community and migrant health centers from Arizona, California, Nevada, Hawaii, and the Pacific Islands will be in attendance. These executive directors, medical directors, dental directors, chief financial officers and other management positions use this annual event to network and discover new opportunities in all areas of primary healthcare.

Date: June 14 – 16, 2020

Location: Las Vegas, Nevada

Cost: \$80 per registrant

Registration: [click here](#)