



4665 Business Center Dr. Fairfield, CA 94534

Provider Newsletter

Spring 2014 Volume 20 Issue 1



Health Plan News from PHC Executive Director Jack Horn

Individuals and Families Can Enroll in Medi-Cal All Year

We continue to see the positive effects of fully implementing the Patient Protection and Affordable Care Act (ACA). PHC has enrolled 67,000 members since January 1, 2014. For the 14 counties that Partnership HealthPlan of California (PHC) serves, it is estimated that our membership will grow to over 425,000. Additionally, nearly 1.4 million Covered California eligible individuals throughout the state have enrolled during the first open enrollment period. For the first time in many individuals' lives they have access to health care coverage that they have desperately sought for years.

Unlike Covered California, eligible individuals can enroll into Medi-Cal at any time in the year; there is no open enrollment period. This confusion requires that we consistently educate our communities about enrollment opportunities. To do our part, *"to help members and the communities we serve be healthy,"* PHC will be reaching out to the community through the media, social media, at community events, and to our friends and family. More importantly we need your assistance. During the Covered California open enrollment period, community health centers led the effort in enrolling individuals. Providers, community health centers and hospitals are trusted health care messengers for our members; practicing medicine is only a part of what you do, you are also educators. We all know someone who is not insured, so whether you are providing care to someone insured or not it is always an opportunity to educate about enrollment options – Medi-Cal eligible is year round; enrollment into Covered California is available with a qualifying special enrollment event such as marriage, birth of a child, loss of job, etc. I also want to update you with a few other activities that are occurring here at PHC:

- PHC is celebrating its 20th Anniversary. Starting in Solano County in May of 1994, PHC now provides services in 14 Northern California counties;
- PHC will be continuing to pay the Medicare rate for Medi-Cal primary care. This will be available for calendar year 2013 and 2014; and
- Beginning April 7, PHC began operations at its new regional office in Redding. Currently, there are 61 employees in the northern region.

Thank you for all your hard work in serving our communities,

Jack Horn
CEO of Partnership HealthPlan of California

CLAIMS ICD-10 TESTING

While the implementation of the new ICD-10 coding scheduled for October 1, 2014 has been delayed one year, providers and vendors are strongly encouraged to test early to ensure that ICD-10 is fully ready. Partnership HealthPlan of California (PHC) will not be delaying the testing process of ICD-10 and will continue to accept all tests submitted. Test files will be handled in the order in which they are received; those in first will be reviewed and completed first. Once a successful test has been completed providers will not need to do so again.

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From Medical Director Robert Moore, MD MPH
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http://www.partnershiphp.org/Provider/MC_ProviderHealthED.htm

Pharmacy

The 2013 PHC Formulary is available online at:

http://www.partnershiphp.org/Pharmacy/Formulary_2013.pdf

Updates to the current Formulary can be viewed at

<http://www.partnershiphp.org/Provnews/FormChg.pdf>

Formulary Reminders

<http://www.partnershiphp.org/Provnews/FRem.pdf>

Claims Corner

Claims ICD10 Testing

Quality Department

QI Department Updates

The 2014-2015 QIP

Medical Record Documentation

<http://www.partnershiphp.org/Provnews/MRDoc.pdf>

Health Services

Cross-Cultural Competence in Mental Health

<http://www.partnershiphp.org/Provnews/CCC.pdf>

Topical Fluoride Varnish a Medi-Cal Benefit

<http://www.partnershiphp.org/Provnews/Fluoride.pdf>

Interpretive Services

<http://www.partnershiphp.org/Provnews/Translate.pdf>

Member Services Corner

Protecting Member Confidentiality

<http://www.partnershiphp.org/Provnews/MSC.pdf>

Member Rights and Responsibilities

<http://www.partnershiphp.org/Provnews/mbrsvcs.pdf>

The TOPS (Take Off Pounds Sensibly) Program

Compliance Department

Required Training for Providers & Office Staff

<http://www.partnershiphp.org/Provnews/SPD.pdf>

Information Technology

EDI and Claims Testing

<http://www.partnershiphp.org/Provnews/EDI.pdf>

Provider Relations

Eligibility Reminder

Our website:

<http://www.partnershiphp.org/>

Provider Services:

<http://www.partnershiphp.org/Provider/Provider.htm>

Online Services:

<https://secure.partnershiphp.org/>

PHC Care Coordination

Asthma, Diabetes, ESRD &

Growing Together Prenatal Programs

(707) 863-4276

QI Department Updates

We are excited to announce the launch of the **Partnership Improvement Academy**, which provides opportunities for you to gain expertise from industry experts and peers regarding clinical quality improvement. For more information, please go to

http://www.partnershiphp.org/Provider/MC_PHCAcademy.htm

One of our initial **PI Academy** offerings is the **ADVANCE** Quality Improvement Advisor program. Fifteen provider sites were selected to participate and receive training from internationally renowned faculty and expert coaching support. If your practice was unable to participate this year, stay tuned for your chance to participate in **ADVANCE 2015**, beginning early next year.

The PCP Quality Improvement Program (QIP) is developing the measures for the 2014-2015 measurement year, which begins July 1, 2014. We thank you for all your valuable input. The finalized measurement set will be released in June. The QIP team (at QIP@partnershiphp.org) will send information on the 2014-2015 QIP Kick-Off Webinar in July to your site's QI staff.

We appreciate your support and patience in working with our new HEDIS processes this year. We are making good progress and the deadline for HEDIS medical record review is May 31, 2014.

Fluoride Varnish is a Medi-Cal Benefit !

Fluoride varnish is a simple procedure that is done to protect children's teeth from decay, and can be done by the primary care provider (PCP). We encourage you to remind your patients about this important benefit.

[Click here for more information](#)

Additional information on the application of fluoride varnish or oral health assessments may be found at First Smiles website, www.first5oralhealth.org

For a fact sheet on Fluoride Varnish, visit

<http://www.partnershiphp.org/Provnews/FVFacts.pdf>

Claims Mailing Addresses

Medi-Cal

Attn: Claims Department

P.O. Box 1368

Suisun City, CA 94585-1368

Partnership Advantage

Attn: Claims Department

P.O. Box 610

Suisun City, CA 94585-0610

Healthy Kids

Attn: Claims Department

P.O. Box 3172

Suisun City, CA 94585-3172



From the Desk of Chief Medical Officer Robert L. Moore, MD, MPH

Safe Prescribing of Opioid Medications

“Don’t take off an airplane if you don’t know how to land.” Part 2

The use of chronic opioids in the United States has quadrupled in the last decade, resulting in higher rates of accidental death from opioid use and causing a significant increase in medical costs. Health professionals must work together to reverse this trend.

PHC has consolidated some best practices related to safe opioid prescribing into a series of recommendations, found at our website: <http://www.partnershiphp.org/Provider/OpioidMenu.pdf>

These recommendations are suggested as a starting point from which each community in our PHC region can develop their own standards. If one practice or health center implements a major change in policy around opioid prescribing, but others in the community do not, patients will shift providers or go to the emergency room. Several communities in the United States have developed community-wide agreements and standards which have been successful at avoiding this outcome.

PHC is committed to working with each community and county we serve to facilitate the development of community-wide standards for safe opioid prescribing. Our support activities will be on three levels: within the Health Plan, working with the community, and on a state policy level. Some activities to support safe opioid prescribing are detailed in the following table:

Community Activities	Health Plan Activities	State Policy Activities
Publicize and share recommendations for best practices in safe opioid use for key stakeholders.	Align incentives on this issue with pay for performance program.	Advocate for State enactment of all ten CDC recommended State policies to promote safe use of opioids.
Develop a toolkit for communities to use when working on a community-wide consensus of opioid prescribing practices.	Develop new pharmacy prior authorization criteria to synchronize with the community efforts	Work with DHCS pharmacy department to adopt changed formulary criteria for opioid TARS
Regional Medical Directors and Managers to provide support, leadership and catalysis of community groups working on safe opioid prescribing. This will include sample workplan, media education materials, etc.	Publicize “Restricted Status” option for members/patients who use multiple doctors or multiple pharmacies or exhibit behavior suggestive of prescription diversion.	
Co-sponsor educational events aimed at increasing capacity for addressing safe opioid prescribing.	Develop consistent communication around this topic within PHC staff that interact with members and providers.	
Support Project ECHO pilot to train primary care providers to be experts in treating chronic pain. Support spread in our region, when ready.	Help develop centers of excellence, where multi-disciplinary teams work together to successfully taper patients on high doses of opioids.	

Our goal is to decrease the over-use of chronic opioid medications over the next two years, decreasing overdose deaths, opioid diversion, and healthcare costs, while improving the quality of life for our members, your patients.

We can only be successful by working together on this effort. Join with us and your colleagues locally to agree on your community standards. Reach out to your local Regional Medical Director if you would like to talk further about this.

Humboldt and Del Norte Counties: Dr. Jeff Ribordy jribordy@partnershiphp.org

Lassen, Modoc, Shasta, Siskiyou, and Trinity Counties: Dr. Michael Vovakes mvovakes@partnershiphp.org

Solano and Yolo Counties: Dr. Richard Fleming rfleming@partnershiphp.org

Lake, Marin, Mendocino, Sonoma counties: Dr. Marshall Kubota mkubota@partnershiphp.org

Napa County: Dr. Robert Moore rmoore@partnershiphp.org

In the next newsletter:

Safe Prescribing of Opioid Medications: Landing the Airplane Safely

Notes from Dr. Andrea Rubinstein, Chief of the Kaiser Permanente Department of Chronic Pain

“The Art (and very little) Science of Tapering Opioid Medications”

MEMBER SERVICES CORNER

TOPS (Take off Pounds Sensibly)

The TOPS Program is a common sense approach to managing weight and maintaining good health. Enrolled members attend weekly meetings, share tips on losing weight, exchange recipes and encourage and support each other. The TOPS weight loss program is non-profit and non-commercial and is run by an all volunteer staff. Partnership HealthPlan will pay membership for one year. Some TOPS locations charge a chapter fee (on average \$5.00 per month). PHC does not pay chapter fees.

To join TOPS or get more facts, PHC members can call the Member Services Department at (800) 863-4155. This program is offered to all eligible PHC members who are ready to stop dieting and start making real life changes. Partnership HealthPlan will pay membership for one year. Some TOPS locations charge a chapter fee (on average \$5.00 per month). PHC does not pay chapter fees.

PHC has Case Managers for Special Programs to Coordinate with PCPs and CCS

Partnership HealthPlan has Case Managers for Special Programs who can assist PCP and medical providers in linking and coordinating care for members who receive California Children Services (CCS). Individuals under 21 years of age with certain medical conditions may be eligible for CCS. Here at PHC those members can become special members and as needed receive case management services from a Special Programs Case Manager. They can connect with the PCP, specialist providers, CCS, and members to help resolve issues that may be problematic toward access of care for the member. Providers can call the Case Manager assigned to their county: Joyce Aldred serves Del Norte, Humboldt, Marin, Mendocino, and Sonoma. Ellen McBride serves Lassen, Modoc, Napa, Shasta, Siskiyou, Solano, Yolo, and Trinity. They can be reached by calling the PHC Care Coordination Department 1-800-809-1350.

Don't Forget to Check Member Eligibility and PCP Assignment!

It is not uncommon for PHC members to lose Medi-Cal eligibility or change PCPs. To ensure that Providers get reimbursed as appropriate for services provided, PHC would like to remind provider offices that they should always check eligibility and PCP assignment prior to providing service. This can be done by using PHC's Online Eligibility System at www.partnershiphp.org or by calling our Integrated Voice Response (IVR) system at 800-557-5471.

Provider Relations Representatives:

Solano County – Jean Levato
(707) 419-7980

Napa County – Necole Montgomery
(707) 863-4531

Yolo County - Jill Tarap
(707) 863-4243

Sonoma County – Judy Paul
(707) 863-4544

Marin County – Stephanie Nakatani-Phipps
(707) 420-7676

Mendocino County – Melissa Perez
(707) 420-7695

Humboldt & Trinity Counties – Jennifer Chancellor
(707) 430-4875

Del Norte, Humboldt & Trinity Counties – Michele Swift
(707) 430-4874

Sharon McFarlin - Lassen, Modoc & Shasta Counties
(530) 999-6987

Shasta & Siskiyou Counties – Ray Phillips
(530) 999-6849

Lake & Northern Napa Counties – Gloria Turner
(707) 420-7628

PHC Provider Relations Department (707) 863-4100