

# PROVIDER NEWSLETTER

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## From the Desk of PHC CEO Jack Horn:

### My Farewell – 22 Years

Over 22 years ago a group of health care organizations in Solano County gathered to address the issue of hospitals in the county being used as the primary access to care for Medi-Cal eligible individuals. Emerging from those discussions was the formation of Solano Partnership HealthPlan, a new managed care health plan that would provide care to the Medi-Cal population. In determining the name it was imperative that *Partnership* be included; it was our relationships with community organizations that was going to determine our success. As we expanded we kept *Partnership*, but changed our name to what it is today, Partnership HealthPlan of California.

I was selected to be the first CEO of Solano Partnership HealthPlan and it is with great pleasure that I have served in that capacity ever since. However, the time has come for me to begin my next adventure. As of June 30<sup>th</sup> I will begin my first day of my new profession, retirement.

In 1994, we opened our doors to 44,000 members in Solano County; today we serve 14 Northern California Counties and over 530,000 individuals.

Reflecting on some of our greatest accomplishments over the years there is a common thread. Our success is the direct result of our relationships with providers, members, and community organizations in each county. Each of these relationships have been a collaborative effort where we have learned more from our partners than we could have offered. Our efforts are truly a *Partnership*.

Another common thread is the superb staff at PHC. Their dedication has allowed us to reach more lives than ever expected. Led by a strong management team, we have been able to implement numerous programs and initiatives over the years and have made PHC the most highly regarded health plan in California.

So where do we go from here? Our Board of Commissioners is overseeing a three month search to select a new CEO. I am confident that the new CEO will be able to continue to build on the relationships with our partners while maintaining the model of quality care originally championed by PHC.

Thank you to all those that assisted in this important work of providing care to some of the most vulnerable populations.

With the warmest goodbye,



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#### Contact Us:

Partnership HealthPlan of California  
(707) 863-4100

#### Our website:

[www.partnershipph.org](http://www.partnershipph.org)

### Help Stop Fraud!

Fraud related losses in healthcare programs numbers in the billions of dollars each year. All programs, such as Medi-Cal and Medicare are susceptible. PHC asks that providers and their employees join the fight against fraud by referring suspicious and fraudulent activity to the resources listed below.

**Resources: PHC's Anonymous Fraud Hotline** - (800) 601-2146

**Medi-Cal Fraud Issues** - (800) 822- 6222

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### Expanded Mental Health Benefits.

As a reminder, PHC has partnered with Beacon Health Strategies (Beacon) to help manage mental health benefits for most PHC Members with mild to moderate mental health conditions in need of outpatient mental health services.

**Calls related to outpatient mental health services can be connected to Beacon at (855) 765-9703.**

For more information, please visit the Mental Health Services section of our website by clicking [here](#)

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### Start ICD-10 Testing Now

#### Before the October 2015 Deadline!

PHC would like to remind all providers that the deadline for implementation of the new ICD-10 coding is October 2015.

**WE STRONGLY ENCOURAGE PROVIDERS TO GET THEIR TESTING DONE EARLY to avoid any delay in claim payment.** Our EDI department is ready and prepared to assist you. We still have providers who have not begun testing for the ICD- 10 conversion.

Once a successful test has been completed providers will not need to do so again.

October, 2015 will be here before we know it and we encourage everyone to start testing as soon as possible.

For more information and to begin the testing process, please contact PHC's EDI Enrollment & Testing Unit:

Phone: (707) 863-4527

Fax: (707) 863-4390

Email:EDI-Enrollment-Testing@partnershiphp.org

### Links to additional articles:

#### Pharmacy Department

##### **Bedwetting Alarm Benefit**

<http://phcwebsite/Providers/Medi-Cal/Documents/Provider%20Newsletter/Alarm615.pdf>

##### **The 2014 PHC Formularies are available online on our new website at:**

<http://www.partnershiphp.org/Providers/Pharmacy/Pages/Formularies.aspx>

##### **Updates to the current Formulary are currently posted in ePocrates and can also be viewed at:**

<http://phcwebsite/Providers/Medi-Cal/Documents/Provider%20Newsletter/FormChg615.pdf>

#### **New and Revised Prior Authorization Criteria**

<http://phcwebsite/Providers/Medi-Cal/Documents/Provider%20Newsletter/AuthRx615.pdf>

#### **Health Services Department:**

##### **Cross Cultural Connection: Interpreter Services**

<http://phcwebsite/Providers/Medi-Cal/Documents/Provider%20Newsletter/CCC615.pdf>

##### **Treatment Authorization Requests**

<http://phcwebsite/Providers/Medi-Cal/Documents/Provider%20Newsletter/TAR615.pdf>

#### **Claims Department:**

##### **Important Provider Notices**

<http://www.partnershiphp.org/Providers/Claims/Pages/Important-Provider-Notices-Medi-Cal.aspx>

#### **Member Services Department**

##### **Member Rights & Responsibilities**

<http://phcwebsite/Providers/Medi-Cal/Documents/Provider%20Newsletter/mbrsvcs.pdf>

#### **Quality Improvement Department**

##### **HEDIS, QIP, Performance Improvement Academy Updates**

<http://phcwebsite/Providers/Medi-Cal/Documents/Provider%20Newsletter/QI615.pdf>

##### **The Staying Healthy Assessment Helps Medi-Cal Patients Stay Healthy!**

<http://phcwebsite/Providers/Medi-Cal/Documents/Provider%20Newsletter/SHA615.pdf>

#### **Provider Relations Department**

##### **Summary of PCP Access and Availability Standards**

<http://phcwebsite/Providers/Medi-Cal/Documents/Provider%20Newsletter/PCPAccess615.pdf>

##### **Interpretive Services Language Line**

<http://phcwebsite/Providers/Medi-Cal/Documents/Provider%20Newsletter/Interpret615.pdf>

## Working Together to Manage Pain Safely

Partnership HealthPlan's **Managing Pain Safely** initiative is a multifaceted approach to optimize the treatment of chronic pain using medication and other modalities depending on the needs of the patient, and informed by current medical science.

Managing Pain Safely has five categories of activities:

**Community Activation:** We now have community stakeholder groups in 8 of our 14 counties addressing this issue in many ways, including developing community prescribing standards for opioid use. In addition, many Health Centers are starting their own Pain Medication Oversight Committees. PHC applauds and supports these efforts.

**Prior Authorization Changes:** Medical necessity is now required for escalation of a high dose opioid to a higher dose. PHC is phasing in a requirement for medical justification of continued use of long term high doses of opioid medication.

**New Benefits:** PHC has new, enhanced benefits to provide more non-medication options for treating chronic pain. These benefits include behavioral health therapy through Beacon Health Options, as well as podiatry, acupuncture and chiropractic benefits.

These services are provided with a goal to avoid or decrease opioid dosage. This is a PHC enhanced benefit, not available to beneficiaries in fee-for-service Medi-Cal, and specific RAF and TAR Requirements may apply.

For additional details, call the Provider Relations Department at (707) 863-4100 or visit our website:

- Mental Health: <http://www.partnershiphp.org/Providers/HealthServices/Pages/Mental-Health-Services.aspx>
- Chiropractic: <http://phcwebsite/Providers/Medi-Cal/Documents/Provider%20Newsletter/Chiro615.pdf>
- Acupuncture: <http://phcwebsite/Providers/Medi-Cal/Documents/Provider%20Newsletter/Acu615.pdf>

**Education:** PHC continues to offer a number of educational opportunities. One central resource for valuable materials (including recommendations, guidelines, patient materials and videos) is our new website:

<http://www.partnershiphp.org/Providers/HealthServices/Pages/Managing-Pain-Safely.aspx>

**Aligned Incentives:** For primary care clinicians, two pay-for-performance, QIP (Quality Improvement Program) measures have been added for the 2015-2016 measurement year, one for performing regular urine drug screens, the other for becoming a trained and certified buprenorphine prescriber. Our Pharmacy QIP and 340B Quality Program each have a measure aligned to this effort. For details on the new primary care QIP measures, see:

<http://www.partnershiphp.org/Providers/Quality/Pages/PCPQIPArchive1516Intro.aspx>

There are still challenges ahead. Our future objectives include:

- Working to develop more multi-disciplinary options for helping patients already taking high doses of medication.
- Enhancing the quality of and coordination with county-run substance use disorder (SUD) programs and other providers of SUD services.
- Identifying patients who have just started on opioids to minimize transition from acute opioid use to chronic opioid use, which is more challenging to manage.

We appreciate the efforts of our providers and community stakeholders to work together to make our communities safer and our patients healthier and more functional.

### Important Numbers - Claims Mailing Addresses

<b>Medi-Cal</b> Attn: Claims Department P.O. Box 1368 Suisun City, CA 94585-1368	<b>Partnership Advantage</b> Attn: Claims Department P.O. Box 610 Suisun City, CA 94585-0610	<b>Healthy Kids</b> Attn: Claims Department P.O. Box 3172 Suisun City, CA 94585-3172	<b>PHC Care Coordination</b> Asthma, Diabetes, ESRD & Growing Together Perinatal Programs - (707) 863-4276
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### It's here! Announcing The Launch of Our Brand New Website

On April 1, PHC rolled out our newly renovated website. It was redesigned so that our Providers and Members could easily find the information they need. The Online Services area is also undergoing some changes: check back often!

Please visit us at <http://www.partnershiphp.org>

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### DHCS Attestation Website still OPEN

DHCS announced that the State ACA Attestation Website is still available for Primary care providers that are eligible for the ACA payments per DHCS guidelines to log on and complete their attestation in order to receive payments for dates of service 1/2013 thru 12/2014. Please ensure you have completed the DHCS attestation if you meet the DHCS requirements. As a reminder, this does not apply to FQHC, RHC, or Indian Health Centers.

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### Reinstatement of Vision Benefits for PHC Adult Members

Effective 2/1/2015, PHC reinstated the vision benefit for the PHC adult membership.

Vision services, including frames and lenses, will be available for full-scope PHC members of all ages through VSP.

Members should contact Vision Service Plan (VSP) at 1-800-877-7195 or visit their website at <https://www.vsp.com/> for information on how to access these services.

This is an enhanced benefit for PHC members.



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### Member Services Corner

#### Don't Forget to Check 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 to always check eligibility and PCP assignment prior to providing the service. This can be done by using PHC's Online Eligibility System at [www.partnershiphp.org](http://www.partnershiphp.org) or by calling our Integrated Voice Response (IVR) system at 800-557-5471.

### Protecting Member Confidentiality

Partnership HealthPlan of California places a high value on maintaining our members' confidentiality.

We maintain a Confidentiality Policy to ensure that the medical and/or other personal health information of our members is handled in a confidential manner to avoid unauthorized or inadvertent disclosure of such information.

Please refer to the PHC Provider Manual for the full Confidentiality Policy.