

# PROVIDER NEWSLETTER

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## *Links to additional articles:*

### Pharmacy Department

#### Pharmacy Corner

<https://goo.gl/HhnAaF>

#### The current PHC Formularies on our website:

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

### Compliance Department:

#### Third Party Liability & Workers' Comp Recovery

<https://goo.gl/qSd7k8>

#### HIPAA: Protecting Member/Patient Information

<https://goo.gl/9hDFGM>

### Health Services Department:

#### Early Interventions for Developmental Delays in Children

<https://goo.gl/PBxRak>

#### Cross-Cultural Connections

<https://goo.gl/u8aNif>

### Claims Department

#### Claims: Simple Steps to Faster Reimbursement

<https://goo.gl/nszkgV>

#### Important Provider Notices:

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

### Quality Department:

#### Quality Corner:

<https://goo.gl/yh1ap2>

### Provider Relations Department

#### PR Corner

<https://goo.gl/gp1VND>

#### Interpretation Services

<https://goo.gl/9JGSV1>

#### Interpretive Services Language Line:

<https://goo.gl/SwcBnx>

## From the Desk of CEO Liz Gibboney

### CCS Whole Child Model

In our last Provider Newsletter, I was pleased to discuss the newly launched Online Searchable Provider Directory. The new directory is a key tool in helping our members receive quality care and helping you, our providers. I hope it has been helpful to you and your team!

Keeping in the theme of improving access to quality care, we are actively preparing for the California Children's Services (CCS) Whole Child Model (WCM) implementation. The change to the WCM will allow for care coordination for all CCS and non-CCS conditions through a patient and family-centered approach.

Currently, we provide Medi-Cal services for over 7,000 CCS children. The WCM will assure comprehensive, coordinated services through enhanced partnerships among Medi-Cal managed care plans, children's hospitals, specialty care providers, and counties. It is important to note, that our current provider network includes most of the CCS doctors and specialists in our service area, which will allow for a smoother transition.

Additionally, in May and June we will be holding informational sessions in Fairfield, Redding, Santa Rosa, and Eureka for families, providers, county staff, and many community partners to address questions regarding the transition from CCS to WCM. If you would like to attend, please check out our Event page on [www.partnershiphp.org](http://www.partnershiphp.org).

Lastly, if you are interested in becoming a CCS Provider, you can find more information on the DHCS website by clicking [here](#) or visiting <https://goo.gl/4unwyS>.

Thank you for your continued support towards helping our members be healthy.

Sincerely,



## **Regional variation in referral to Palliative Care: What does it mean?**

Partnership HealthPlan's new Intensive Palliative Care Benefit has been in place since last winter, but we are seeing wide variation in its use.

In Mendocino, Humboldt and Del Norte Counties, we are seeing strong use of the program, with over 80 patients currently enrolled. In all the remaining counties, enrollment rates have been very low.

Several studies of intensive outpatient palliative care have shown:

- Excellent patient experience/better quality of life
- Patients live longer (not shorter)
- Health care costs are significantly lower, *mostly* due to decreased hospital use in the month before death.

What is the explanation for under-use of palliative care in 11 out of 14 counties?

It is not due to an inadequate network. Partnership has worked diligently to provide a network of intensive palliative care providers that can cover all parts of our service area, including remote frontier areas.

It is also not due to having few patients who qualify. The eligibility criteria includes:

- Stage 3 or 4 Cancer
- Advanced cirrhosis/liver disease
- Severe Chronic Obstructive Pulmonary Disease (COPD)
- Severe Congestive Heart Failure (CHF)

Other patients with advanced disease but without these four conditions may not be eligible for the full benefit, but may still be referred to palliative care for a comprehensive evaluation with development of a treatment plan.

If you aren't sure if a patient qualifies - make the referral! The palliative care team will assess the patient and get them on the right track.

Low rates of use of intensive outpatient palliative care are primarily related to low rates of referrals of appropriate patients. Specialists, hospitalists, and primary care physicians are not identifying patients who are good candidates and referring them to their palliative care colleagues for evaluation and management. Many physicians interpret the term "palliative care" as being the same as hospice. While hospice care is part of the spectrum of palliative care, the rules for enrollment into hospice are rather rigid: no curative care; patient expected to live 6 months or less. In intensive outpatient palliative care, the patient has an anticipated life expectancy of less than 1 year, and may be receiving concurrent care whose goal is to cure the disease or otherwise ameliorate symptoms.

Get help for your patients who are nearing the end of their lives, but may not be ready for hospice. Refer them to your local palliative care team!

Click [here](#) or visit <https://goo.gl/RHT1u3> for a list of organizations which provide Intensive Outpatient Palliative Care in your region.

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### Quality Improvement Department

#### Immunization Requirements

Partnership HealthPlan of California (PHC) covers a wide range of preventive services as required by the United States Preventive Services Task Force (USPSTF). Adult and childhood immunizations are preventive services, and, as such, it is recommended all immunizations be provided according to the Advisory Committee on Immunization Practices (ACIP). These recommendations can be found on the [CDC website](#).

Recommended immunizations for children due by their 2<sup>nd</sup> birthday are as follows:

4 - Dtap; 3 - Polio; 3 - Hib; 1 - Varicella; 1 - MMR; 3 - Hep B; 4 - PCV

Recommended immunizations for children 7 - 18 years old: (check the CDC recommendations for timing):

Flu, Tdap, HPV, Meningococcal, Pneumococcal, Hep A

This is a time to catch-up on missed vaccines

Recommended immunizations for adults: (check the CDC recommendations for timing):

Flu, Tdap, Shingles, Pneumococcal, Meningococcal, MMR, HPV, Varicella, Hep A and B, Hib

Providers are required to document the patient's need for ACIP-recommended immunizations as part of all regular health visits including:

Well patient checkups

Visits to a local health department

Sports, school, or work physicals

Pre-travel visits

Prenatal and postpartum care

Pharmacy services

Illness, care management, or follow-up appointments

And, of course, **The Initial Health Assessment (IHA)** conducted within 120 days of enrollment to PHC

Immunizations are not subject to prior authorizations so they can be administered at any visit where the provider deems it medically appropriate. As you may know, PHC is working to support providers in an effort to comply with the IHA (to be completed within 120 day of enrollment to PHC). The IHA is a great place to get started on many of the preventive health care interventions, one of which is immunizations. Preventive medicine is a standard of care that can help providers and PHC as a team reach the goal of helping our members and the communities we serve be healthy.

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### Information Technology Corner

#### Fax System Upgrade – Coming Soon!

Due to a large increase in the number of faxes PHC sends on a daily basis, the IT Department will be upgrading our fax server to handle the load and improve performance. This upgrade will be implemented within the next few weeks.

### Claims Mailing Addresses - Important Numbers

#### Medi-Cal

Attn: Claims Department  
P.O. Box 1368  
Suisun City, CA 94585-1368

#### Healthy Kids

Attn: Claims Department  
P.O. Box 3172  
Suisun City, CA 94585-3172

#### PHC Care Coordination

Asthma, Diabetes, ESRD  
(707) 863-4276

### Important Reminder

Per CMS Final Rule and DHCS, all providers must enroll in State of California Medi-Cal. If you have questions, please contact PHC Provider Relations Department at (707) 863-4100.

### Provider Satisfaction Survey

Our Annual Provider Satisfaction Survey was mailed out recently by our external vendor, Morpace.

We deeply appreciate the time and effort our providers put into completing the surveys. The survey is a regulatory requirement, and we use the information gathered from surveys to help PHC improve customer service to our Provider Network. We value your opinion!

### PHC Provider Termination or Change in Location Information

Contracted providers are responsible for notifying PHC of contract terminations, site closures, and changes to locations. PHC Policy MP MR 208 also outlines our responsibility for notifying not only the appropriate PHC Departments, but State and/or Federal agencies of provider contract terminations (initiated by providers or PHC), including site closures and changes to location information.

To view the policy, please visit the Provider Manual at <http://www.partnershiphp.org/Providers/Policies/Pages/Section4.aspx>

### NON-EMERGENCY MEDICAL TRANSPORTATION

Non-Emergency Medical Transportation (NEMT) is a Medi-Cal covered benefit. This services is for individuals who need to obtain medically necessary, covered services, but are not able to ambulate into and out of a vehicle on their own (door to door assistance). Examples of NEMT services include: Ambulance, Litter Van, Wheelchair Van, or Air.

In order for one of our members to obtain NEMT services, a Treatment Authorization Request (TAR) must be submitted along with the new "Physician Certified Statement" for review and authorization by PHC.

If you have any questions regarding this new process, please feel free to contact a Transportation Specialist at 800-809-1350. For more targeted education, please work with your local Provider Relations Representative.

Contact Us: (707) 863-4100 [www.partnershiphp.org](http://www.partnershiphp.org)

The PHC Provider Newsletter and all linked articles are available online at <http://www.partnershiphp.org/Providers/Medi-Cal/Pages/default.aspx>