



PROVIDER NEWSLETTER

Winter 2022 - 2023

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From Regional Medical Director Teresa Frankovich, MD MPH FAAP
All Plan Letter 22-009: COVID-19 Therapeutics Response Plan
<https://tinyurl.com/RMD1122>

Pharmacy Department

Pharmacy Corner

<https://tinyurl.com/Rx1122>

The current PHC Formularies on our website:

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

Compliance Department

HIPAA: Protecting Member/Patient Information:

<https://tinyurl.com/4mvzjfm>

Member Services Department

Access Member’s Rights & Responsibilities on our Website

<https://tinyurl.com/MbrRights>

Health Services Department

Care Coordination: Case Management Services

<https://tinyurl.com/Care1122>

Population Health

Effective Communication May Include Auxiliary Aids & Services

<https://tinyurl.com/PopH1122>

Claims Department

Coming Soon: New Claims Edit System

<https://tinyurl.com/Claims1122>

Important Provider Notices:

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

Quality Department Corner

<https://tinyurl.com/Quality1122>

OpEx/PMO Department Corner

<https://tinyurl.com/PMO1122>

Information Technology Department

Online Security and COVID-19:

<https://tinyurl.com/bddzscaw>

Provider Relations Department

Provider Relations Corner

<https://tinyurl.com/Provider1122>

Fraud, Waste, and Abuse:

<https://tinyurl.com/4s7ye68p>

Credentialing Provider Rights & Responsibilities:

<https://tinyurl.com/y5sra29f>

PCP Access & Availability Standards:

<https://tinyurl.com/t9bp98n4>

Interpretation Services:

<https://tinyurl.com/kd7zzfed>

From the Desk of Liz Gibboney, Chief Executive Officer

Since 2020, health care has faced many challenges presented by the COVID-19 pandemic.

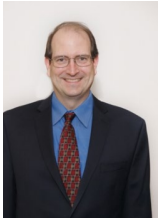
Two years later, we can look back and learn from those obstacles. Fortunately, we have now learned a great deal about the prevention, diagnosis and treatment of COVID-19 and because of this, infections now result in dramatically fewer hospitalizations and deaths.

We have gotten to this better place because together we have strived to follow and implement emerging best practices.

To help you continue to do so, we at Partnership have been working with the Department of Health Care Services (DHCS) to ensure you have easy access to information and resources that you and your patients may need.

Please visit our recently updated [COVID-19 Member Resources webpage](#), as well as our [COVID-19 Provider Resources webpage](#).

As we move into the next phase of the pandemic, I would like to thank all of you for your hard work, your dedication to your patients and the community at large, and – as always – for your valued partnership.



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

Caring: The Heart of Health Care

As we come to the end of 2022, I want to thank you for caring.

As we emerge from the COVID pandemic, we are confronted by widespread shortages of staff and a pervasive sense of fatigue among those who remain. I thank you for remembering why you chose to work in health care in the first place: to care for people who need our services.

Few other careers offer such an ability to touch people's lives in such profound ways, day after day.

I still see patients twice a month at the clinic where I was formerly a primary care physician. When I am at the end of a busy day seeing patients and reviewing documents on the electronic medical record system, I pause to remember the stories that patients shared that day. A brief moment of being mindful of the expert advice, comfort and caring we provide helps me reframe the whole day emotionally, from a busy day with many activities that seem on the small scale to be pretty unrewarding, to a busy day helping people handle the struggles of their lives. I feel grateful that I have the opportunity to show our patients that I care about them and their challenges and illnesses.

In 2023, as you work to find the right balance between caring for the patients in front of you with time spent recruiting and training new staff, remembering the privilege of caring will help you get to the other side. We can't afford to scare away new staff by focusing on all the hard parts of patient care.

Reminding people of the calling of health care, of the value of our work in helping others will get your staff through these challenging times, to the point where we can achieve a sustainable balance in the future.

Thank you for caring!

2022 Physician Satisfaction Survey

Thank you to all the physician offices that responded to the 2022 Physician Satisfaction Survey conducted April through mid-June. We at Partnership HealthPlan of California (PHC) appreciate the time and effort our providers put into completing the surveys. The response rate was 64.5%.

Our overall satisfaction scores were very high, with 98% of the respondents noting overall satisfaction with the PHC. The most common topics of open-ended comments praise PHC operations and the helpfulness of PHC staff.

PHC has identified some areas of focus:

- We continue to work to improve communication between specialty and PCP providers.
- Mental Health: PHC and Beacon collaborated on how to ensure providers are aware of the mental health benefit and sent notices to the network notifying them on the process.
- CCS: PHC worked with local CCS offices to develop a notice to providers with instructions on how to refer a potential CCS child to the local CCS county offices. PHC sent the final notice to PCP & specialty network.
- Access to Care: PHC looks forward to working with our provider network to ensure access to care. Telehealth and e-consults continues being an important strategy.

We are grateful for your continued support of PHC during these challenging times! We continue to work to maintain a high level of service and we thank you for the excellent care provided to our members.

Provider Newsletter

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

For the most current P&T Drug Benefit updates and changes, please see PHC's Drug Benefit Updates webpage. Updates from P&T are posted on PHC's website quarterly in the P&T Drug Benefit Updates webpage: www.partnershiphp.org/Providers/Pharmacy/Pages/PT-Formulary-Changes.aspx

The PHC Covered Drug Lists web page at www.partnershiphp.org/Providers/Pharmacy/Pages/Formularies.aspx contains links to the following drug coverage information: (1) Quarterly P&T changes for the PHC medical drug benefit (drugs injected or otherwise given to a member in a doctor's office, clinic or outpatient hospital); (2) the list of Medi-Cal covered medical drugs, and (3) the State Medi-Cal RX covered drug lists.

Pre-Authorization information for both PHC medical drug requests and Medi-Cal Rx (pharmacy drugs) can be found at <http://www.partnershiphp.org/Providers/Pharmacy/Pages/Prior-Authorization-Forms.aspx>

If you would like a copy of UM criteria utilized for PHC's medical drug benefit, please contact PHC at (800) 863-4155.

Please visit the Provider section of our website at www.partnershiphp.org to view PHC's Medi-Cal Provider Manual including all Policies, Procedures and Guidelines.

Contact us: (707) 863-4100 www.partnershiphp.org

CLAIMS MAILING ADDRESS

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

UTILIZATION MANAGEMENT

Questions about UM Authorizations
(800) 863-4144

PHC CARE COORDINATION

Asthma, Diabetes, ESRD
(800) 809-1350

Protecting Member Confidentiality

Partnership HealthPlan of California places a high value on maintaining our members' confidentiality. We have developed a Confidentiality Policy in order to ensure that our members' medical and/or other personal health information 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.

Pursuant to NCQA Standards for Utilization Management, PHC makes the following Statement:

PHC recognizes the potential for underutilization of care and services and takes appropriate steps to monitor for this. The processes utilized for decision making are based solely on the appropriateness of care and services and existence of coverage.

PHC does not offer incentives or compensation to providers, consultants or health plan staff to deny medically appropriate services requested by members, or to issue denials of coverage.

Important Information

PHC Utilization Management (UM) Criteria and Policies are available online by accessing the PHC Medi-Cal Provider Manual. The Provider Manual can be found by visiting the Providers section of our website at www.partnershiphp.org UM Criteria is located under the Health Services category (Section 5) within the Provider Manual. Staff are available to assist you with UM related questions or inquiries during business hours, 8:00 am through 5:00 pm, Monday through Friday. Calls received after business hours will be returned on the next business day.

PHC Case Management Services: PHC provides case management for all members in need of better support and assistance in managing their health, coordinating services and getting connected to care. This includes PHC's own Complex Case Management program to address a broad spectrum of needs around medical and behavioral health care, as well as social supports, community referrals and linkages for things such as transportation, caregiver support, disease management programs, to name a few. If you have a member that you feel would benefit from PHC's Case Management or Complex Case Management services please refer them directly to PHC's Care Coordination Department by contacting our department at 800-809-1350 You can also email your referral directly to the Care Coordination Department by filling out the referral form located on our website here: www.partnershiphp.org/Providers/HealthServices/Pages/Care-Coordination.aspx

Important Reminder: Provider Preventable Conditions Must Be Reported

By law providers must report all Provider Preventable Conditions (PPCs) to DHCS and PHC.

For guidance on reporting Provider Preventable Conditions, please visit the DHCS website at https://www.dhcs.ca.gov/individuals/Pages/AI_PPC.aspx