IEHP Proudly Celebrates National Nurses Week 2017

With nearly 3 million in the United States, Nurses have the most diverse jobs. Comprising one of the largest segments of the US workforce, they are the backbone of the healthcare industry.

But when most of us think about Nurses, we think of something much more. Something greater. We think of Nurses as representing the best of our humanity.

In fact, to be a Nurse is to have a higher calling. It’s a life driven by passion, purpose and an insatiable need to care for others. More than helping to cure, Nurses help us endure, with caring, comfort and compassion. More than saving lives, Nurses touch our hearts.

They hold our hands when we ache, warm us when we shiver, and they are here for us when we feel alone. Nurses bring us joy and relief, and they leave us with hope and assurance.

For some, words like “devotion” and “dedication” might be enough to describe Nurses. But, here at ScrubTalk and IEHP, the words “guardian angels with stethoscopes” seem far more appropriate.

“To do what nobody else will do, in a way that nobody else can do, in spite of all we go through… that is what it is to be a Nurse.”

Rawsi Williams, B.S.N., RN
IEHP Announces 2017 Global Quality P4P Program

IEHP is pleased to announce the 2017 Global Quality P4P (GQ P4P) Program for Medi-Cal PCPs. An expansion of IEHP’s 2016 Program, the new program provides greater financial rewards for reaching higher levels of quality performance. The budget for the 2017 program is $38 million.

What’s New?

- 10 new measures added, 3 measures retired
- 2017 GQ P4P Program aligns with Medi-Cal IHA P4P measures
- Incentive payments are based on membership size
- Incentive payments are based on overall quality performance, across all eligible measures
- Measures are now grouped into 4 domains: Clinical Quality, Patient Experience, Behavioral Health Integration, and Encounter Data

4 Measurement Domains:

- **Clinical Quality** – All measures in this domain follow standard HEDIS® measures of preventive care and treatment as established by NCQA
- **Behavioral Health** – Includes measures for Depression screening and follow-up now required by DHCS
- **Patient Experience** – Includes measures from the IEHP Annual Member Satisfaction Survey
- **Encounter Data** – Includes measures on meeting established encounter data benchmarks for SPD and non-SPD membership

To be eligible for incentive payments, PCPs must meet specific criteria. PCPs who meet eligibility requirements are automatically enrolled.

Adjusted Program Eligibility for Participation:

- Have at least 250 IEHP Medi-Cal Members assigned as of January 1, 2017
- Have at least 30 Medi-Cal Members in the denominator for each quality measure as of December 31, 2017 to be eligible as part of your quality score
- Must have at least three (3) quality measures that meet the minimum denominator size (n = 30)
IEHP has opened a new Community Resource Center (CRC) in Riverside County. Our second CRC continues the success started by our San Bernardino center, opened just 2 years ago.

The CRC offers free health and fitness classes to your patients, and provides resources to support chronic conditions like asthma, diabetes and heart disease.

At the CRC, everyone can take classes, find out about affordable health coverage, and connect with community programs.

Let your patients know about this healthy resource they can now access in both San Bernardino and Riverside counties.

IEHP CRC - RIVERSIDE
3590 Tyler Street, Suite 101
Riverside, CA 92503
(across from Galleria Mall at Tyler, next to Dollar Tree)
Mon – Fri, 9am – 6pm,
Sat 10am – 2pm

IEHP CRC - SAN BERNARDINO
805 West 2nd Street, Suite C
San Bernardino, CA 92410
(at the Marshalls Plaza)
Mon – Fri, 9am – 6pm,
Sat 10am – 2pm

To learn more, or see a full list of health and fitness classes, visit www.iehp.org/crc or call 1-866-228-4347.
NEW Core Administration System

To ensure IEHP meets business needs today and for years to come, IEHP is transitioning to a new core administration system to process claims and eligibility.

The new system is scheduled to go live in late Winter 2018

What Do You Need To Do?
IEHP’s main goal is to ensure a seamless transition with minimal impact to your practice. To be successful, your support is needed to ensure the new system meets the needs of IEHP, our Providers, vendors and our members.

IEHP will keep you informed of project updates, so it’s important that your practice keeps updated contact information with IEHP.

How Will This Benefit Your Practice?
- Claim transactions are more efficient and reliable
- Enhanced analytic capabilities to support better customer service for the Provider Network
- Simplified IT infrastructure to enable a more flexible and adaptable technology

What Can You Expect?
- Changes in vendor and Provider profiles
- Billing NPI is now required for vendor setup
- Vendor physical address now required
- New Provider ID
- Changes in member profile
- New IEHP Member card
- Changes in outbound file to industry standard layouts
- Accurate and complete claims data submission to IEHP (837) for efficient payment

If you have questions about the transition, please feel free to visit the secure online Provider portal on www.iehp.org, or call the IEHP Provider Relations Team.

Provider Relations Team Contact Information
(909) 890-2054 Monday - Friday, 8am - 5pm
Congratulations to the Lucky Winners!

Thank you for submitting your Acknowledgement of Receipt (AOR) form for your 2017 Provider Manual before January 6, 2017. As announced in our last issue of ScrubTalk, Providers who submitted their AOR on time were entered in a drawing to win one of ten $50 gift cards. IEHP is pleased to announce the randomly selected winners:

<table>
<thead>
<tr>
<th>WINNERS</th>
<th>Address</th>
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<tbody>
<tr>
<td>Temecula Valley Primary Care Physicians</td>
<td>40285 Winchester Rd., #103, Temecula</td>
</tr>
<tr>
<td>Temecula Valley Digestive Disease Consultants, A.M.C.</td>
<td>28078 Baxter Rd., #530, Murrieta</td>
</tr>
<tr>
<td>Haider Spine Center Medical Group</td>
<td>6276 River Crest Dr. #A, Riverside</td>
</tr>
<tr>
<td>Eye Care Institute at Western University</td>
<td>795 E. Second St., #2, Pomona</td>
</tr>
<tr>
<td>Premier Family Care Medical Associates</td>
<td>1601 N. Monte Vista Ave., #100, Claremont</td>
</tr>
<tr>
<td>Ying-Fuh (Alex) Wang, MD</td>
<td>1556 S. Sultana Ave., Ontario</td>
</tr>
<tr>
<td>Jeung Choo Yoo, MD</td>
<td>264 N. Highland Springs Ave., #2-B, Banning</td>
</tr>
<tr>
<td>Dennis F. Roberts, DO</td>
<td>81767 Dr. Carreon Blvd., #200, Indio</td>
</tr>
<tr>
<td>William Sierra, MD</td>
<td>240 S. Main St., Pomona</td>
</tr>
<tr>
<td>Ernesto T. Salas, MD</td>
<td>27699 Jefferson Ave., #311, Temecula</td>
</tr>
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</table>

IEHP will have hand delivered the winning Providers their $50 gift card by the time this article is published. As a reminder, the 2017 Provider Manual can be found on IEHP’s Secure Online Provider Portal. If you have any questions, please contact the Provider Relations Team.
Leticia Ruiz De Cruz is an Administrator for Dr. Muhtaseb’s clinic in San Bernardino. Passionate about helping children and others in her community, Leticia is known for being very family oriented and having a great big heart. “I have never met anyone like Leticia,” said Administrative Assistant Emily Campisi, who nominated her. “Leticia’s a kind, sincere and genuine person. She’s the most amazing supervisor and friend to me. Everyday she inspires me to be a better person, and I love learning from her.” Emily had a lot more kind words about Leticia, but we’ll just say this. We are proud to name Leticia Ruiz De Cruz the IEHP Scrub of the Month.

**Nominate a co-worker**

Do you work with a winner? A hard worker who brightens your office with kindness, inspiring your team to do its best?

**Tell us why:** Write your reason why you think this person should be Scrub of the Month. Keep it under 500 words. If you give us the best reason, **we’ll give you and your co-worker a $50 Target gift card.**

Send your name, office location and work phone number. Fax, mail or email your entry:

- **Fax:** (909) 296-3550. On the cover sheet, write *ScrubTalk* - Scrub of the Month Nomination.
- **Mail:** IEHP ScrubTalk - Scrub of the Month Nomination P.O. Box 1800 Rancho Cucamonga, CA 91729-1800
- **Email:** providerservices@iehp.org

**What is IEHP’s policy when a PCP moves office location?**

PCPs must provide sixty (60) day advance, written notice to IEHP and their IPA regarding any operational changes (see list of “changes” below). Failure to do so will result in the freezing of their PCP status to new membership assignment for 60 days. If a PCP relocates their office, IEHP members remain with the PCP unless the PCP moves to a new geographic area, defined as 10 miles from the PCP’s old location. If the PCP moves to a new geographic area, IEHP members will be reassigned to a new PCP who has the capacity and is within the geographic area.

**Changes:** Effective Date, PCP Name, Address, Phone Number, Specialty, Age Range, Tax ID Number (TIN) – W9 updates, Hours, Enrollment Status: IPA change or Termination.

**Ask Susie about IEHP procedures or programs:**

- Call (909) 890-2054.
- Fax to “Ask Susie” at (909) 296-3550.
- Email: providerservices@iehp.org
Overcoming Barriers: Talking About Depression

Patients have a diverse range of cultural, religious and familial beliefs that can affect the way they care for their health and well-being. Depression is a good example of this. In many cultures, Depression can be viewed as a weakness or even a character flaw that can challenge family dynamics. This can make it harder for patients to discuss their illness with their Provider.

At IEHP, we realize that your Provider is in an optimal position to improve health outcomes for patients who may have Depression but are having troubling discussing it. That’s why we are sharing this easy Depression Screening Tool. The Provider can use this tool to help get the conversation about Depression started with your patients, so they can get the help they need.

**Instructions:**

Ask IEHP patient to select ONE answer per question. Each answer has a point value. Add the points together to get a score. If the point total is 3 or higher, the patient may be showing signs of Depression. Discuss this screening, and help the patient get the care needed.

**Over the past 2 weeks, how often have you been bothered by any of the following problems?**

- **Little interest or pleasure in doing things** _______ points
  - □ Not at all (0 points)
  - □ More than half the days (2 points)
  - □ Several days (1 point)
  - □ Nearly every day (3 points)

- **Feeling down, depressed, or hopeless** _______ points
  - □ Not at all (0 points)
  - □ More than half the days (2 points)
  - □ Several days (1 point)
  - □ Nearly every day (3 points)

*This screening is just a simple tool to start a discussion about Depression and does not take the place of a clinical evaluation.*
Frozen Peach-Berry Squares

As a Nurse or front desk staff at a Physician’s office, you spend a good part of each day educating patients on the importance of eating healthy, even when they are splurging on dessert. Well, here’s a dessert recipe to share with your patients or enjoy with family.

**Directions:**

1. Place cream cheese and yogurt in a bowl. Beat with an electric mixer until smooth.
2. Gently fold in the whipped topping, peaches and 1 cup of berries.
3. Pour the mixture into an 8x8x2-inch (2-quart) square baking dish. Cover and freeze for about 8 hours or until firm.
4. To serve, let the dish stand at room temperature for about 45 minutes to thaw slightly.
5. Garnish with mint leaves and more berries if desired.

**Ingredients:**

- 8 oz fat-free cream cheese, softened
- 12 oz peach fat-free yogurt with artificial sweetener
- 4 oz frozen light whipped topping, thawed
- 1 cup peeled fresh peaches (chopped or frozen unsweetened peach, slices thawed and chopped)
- 1 cup fresh or frozen unsweetened blueberries, raspberries, and/or strawberries (thawed & drained if frozen)

Add fresh mint leaves or berries to garnish

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Moving Your Office?

Please give the IEHP Provider Relations Team (and your IPA) a 60-day notice. Member notification is required by State agencies. Your IEHP patients will be notified, so they can keep receiving their medical care.

Questions? Ideas? Reach Your Provider Relations Team at (909) 890-2054 • Fax: (909) 296-3550