2017-18 Flu Season

In September, IEHP sent your office a list of new flu vaccines to help your office provide the best preventive care for your patients for the 2017–18 season.

The CDC recommends injectable flu shots, including inactivated influenza and recombinant vaccines during the 2017-18 flu season. The nasal spray flu vaccine is not recommended for use this year.

Both trivalent (three-component) and quadrivalent (four-component) flu shots will be available. For more details on the flu shot, visit the CDC’s website at www.cdc.gov/flu.

Doctors should offer the flu shot to IEHP patients older than 6 months. The Flu shot is especially important for people at high risk for serious flu complications, such as:

- Pregnant women
- Children younger than 5 (especially children younger than 2 years old)
- Adults 65 years of age or older
- People with certain chronic medical conditions, such as diabetes & asthma
- Nursing home residents
- People with BMI at 40 or above

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How to support your Provider

In today’s busy practices it’s important to find ways to help support your Physician with preventive care, like flu shots. How can you help?

Tell your IEHP patients

- During office visits, suggest IEHP patients get the flu shot during their visit.
- After checking preventive care rosters on the IEHP Secure Provider Portal, call and remind patients who are due for the flu shot. Then schedule a visit.

Brief the Physician

- Before an office visit with a patient, brief the Physician on the flu shot and other immunizations the patient is due to receive or highlight them on the patient’s file.

Submit Claims for Reimbursement:

- VFC (Vaccine for Children) – eligible children who are ages 6 months through 18 years.
- IEHP will reimburse Providers the contracted cost of the vaccine for IEHP Medi-Cal patients (over 18 years old) and Medicare DualChoice Cal MediConnect Members (IEHP Direct Members). Please bill the Member’s IPA if the Member is not with IEHP Direct. Submit completed CMS 1500 claim forms with the correct CPT code to:

  IEHP Claims Dept.
  P.O. Box 4349
  Rancho Cucamonga, CA 91729-4349

For more information and resources about the flu and the flu shot, please visit the IEHP Secure Provider Portal and click on “Flu Updates.”
Referring Patients for DRE Exams

Did you know?

IEHP patients with diabetes can receive an annual diabetic retinal exam (DRE) from any Optometrist in our network.

Authorizations

When your Physician refers a patient to the IEHP Vision network instead of an Ophthalmologist, there’s no need to send a referral to IEHP for approval.

- Your patient can request an appointment with a Vision Provider directly and the Vision Provider will request authorization from IEHP for the necessary services.

IEHP Vision Provider Network

IEHP has more than 330 Vision Providers in our network.

- If a patient needs one nearby, refer him or her to the IEHP Provider Directory, www.iehp.org or IEHP Member Services.

TPA Services

When you have a patient with allergies affecting their eyes, conjunctivitis, a foreign body in the eye or another minor eye injury, there is no need to automatically refer him or her to an Ophthalmologist.

- Refer to an IEHP Vision Provider certified by the California Board of Optometry for Therapeutic Pharmaceutical Agents (TPA) services.

- The online Provider search at iehp.org specifies whether a Vision Provider is TPA certified.

Vision Providers must send a completed PCP Vision Report to the patient’s PCP, advising them of the results from the diabetic retinal exam and any TPA services provided. The PCP Vision Report Form is available on the IEHP Secure Provider Portal, under: Vision > Vision Forms.
New Claims & Customer Relationship Management System

IEHP will transition to a new more efficient claims and customer relationship management system. The new system is scheduled to go live in early 2018.

What Do You Need To Do?

IEHP’s main goal is to ensure a seamless transition with minimal impact to your Physician’s practice. We will keep your office informed of all project updates through IEHP communications, faxes, the IEHP Secure Provider Portal, and publications like our Scrub Talk and Heartbeat newsletters.

How Can You Help Your Physician?

- Be on the lookout for more information from IEHP in the weeks and months ahead.
- Be sure to share all updates with your Physician and fellow staff members.
- Make sure IEHP has the correct contact information for your office.

What Can You Expect?

- New Provider ID number
- Emphasis on clean claims rules
- Billing NPI is now required for correct identification, IEHP Secure Provider Portal recognition, accurate claims and efficient payment
- New Member ID number

If you have questions or concerns, call the IEHP Provider Relations Team at the number below.

Provider Relations Team Contact Information
(909) 890-2054 Monday - Friday, 8am - 5pm
IEHP has provided your office with updated Provider Manuals on compact disc (CD).

IEHP is required by state and federal regulators to maintain an Acknowledgement of Receipt (AOR) for each of our Providers. If you haven’t already, please sign the AOR included with the CD and return it to IEHP by fax, email or mail (as stated on the form) on or before Jan. 5, 2018.

The CD contains the following:

1. **Policy and Procedure Manuals** (effective Jan. 2018)
   - Medi-Cal
   - IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan)

2. **Summary of Effected Changes**

3. **IEHP Code of Business Conduct and Ethics**

4. **Model of Care (MOC) Training**

5. **General Compliance and Fraud, Waste and Abuse (FWA) Training**

6. **Cultural & Linguistics (C&L) Training**

**Return Your AOR Today for a Chance to Win**

Providers who submit their completed 2018 AOR form to IEHP on or before Jan. 5, 2018 will be eligible to win one of ten $50 gift cards.

AOR forms must be completely and correctly filled out, and they must be emailed to providerservices@iehp.org in order to qualify for the drawing.

Don’t wait! Email your AOR now for a chance to win! The AOR form can be found under "Updates" on the homepage of our secure Provider Portal. Log in at www.iehp.org.
IEHP Scrub of the Month

Minerva “Minnie” Diaz is an Office Manager for Dr. Hemchand Kolli’s office in Hemet, where she has worked since 2013.

Hardworking and meticulous, Minnie has a lot of responsibilities, from overseeing staff and their training to coordinating referrals, responding to grievances and other patient issues.

“She is one awesome Office Manager,” said Madue Kolli, Doctor Kolli’s wife. “Minnie treats her staff very well and always brings out the best in them.”

Mrs. Kolli also praised Minnie for being so positive and personable. “She takes care of all the providers in the office,” Mrs. Kolli said, “and builds great relationships with her patients.”

Minnie adores dogs and loves spending time with her children. She likes shopping, cooking and decorating.

We are proud to name Minnie Diaz 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

Ask Susie about IEHP procedures or programs:

• Call (909) 890-2054.
• Fax to “Ask Susie” at (909) 296-3550.
• Email: providerservices@iehp.org

Dear Susie, my Provider Relations Team Member told me about the importance of access standards for our assigned IEHP patients. What strategies can we implement quickly to help make this happen?

IEHP patients listen to their Physicians and take their advice. Just by taking the time to explain their options for accessing care is a great start. Here are more tips:

Block off time for walk-ins and advertise them in your office and on the answering message. Even two hours can make a huge difference in a patient’s perception of care.

Make sure that your office returns messages within the same business day, and within a half hour for urgent situations, especially after hours.

For after-hours care, remind IEHP patients about urgent care options and the IEHP 24-Hour Nurse Advice Line. These options will help cut down on unnecessary ER visits.
New Tobacco Cessation Services & Resources for Medi-Cal Members

Department of Health Care Services (DHCS) now requires IEHP to develop and implement a process to identify tobacco users to assess and track utilization data in order to coordinate comprehensive tobacco cessation treatment.

How do these regulatory changes affect your Physician?

New training materials and information are available for tobacco cessation services from IEHP. Your Physician is expected to review and implement the services outlined below:

1. Perform initial and annual assessment of tobacco use for each adolescent and adult IEHP Member through the Individual Health Education Behavioral Assessment (IHEBA) with documentation in the medical record.

2. Prescribe Nicotine Replacement Therapy (NRT) medications without prior authorization or criteria (please see the formulary for full list of medications).

3. Make counseling service provisions along with documentation via CPT code.

4. Use validated behavior change models (such as the “5 A’s”) to counsel IEHP Members.

5. Refer to appropriate quit-line services like the California Smokers’ Helpline: 1-800-NO-BUTTS.

6. Ensure pregnant Members are counseled and referred to necessary services.


8. Identify IEHP Members using tobacco through ICD codes.

Payment Details

Tobacco cessation services are covered under “Routine Office Visits” in the contracts and under the Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) benefit included in the Division of Financial Responsibility (DOFR).

Training Materials

Additional resources needed for tobacco cessation services can be found on the IEHP Secure Provider Portal, including: ICD and CPT Codes for tobacco cessation, Clinical Practice Guidelines, and Helpline referral options.

Visit IEHP Secure Provider Portal: Additional Resources > Tobacco Cessation Services
Five Easy Ways to Reduce Holiday Stress

The most wonderful time of the year can easily become the most hectic time of the year. Here's some easy ways to help limit the stress of the holiday season.

1. **Silent night** – Schedule at least one night during the holidays to relax in peace and quiet by yourself or with your significant other.

2. **Comfort and joy** – Cut yourself some slack – and a little slice of that pie, too. It's OK to enjoy some of your favorite holiday treats in moderation.

3. **Walking in a winter wonderland**
   Sneak in exercise whenever you can. For example, do it first thing in the morning and get it out of the way. Or, take a walk after a meal with a family member when everyone is relaxing.

4. **‘Tis the season to be jolly** – Avoid talking politics at family and social gatherings. Instead, make an effort to be grateful and gracious, and forget about what you read on social media.

5. **Silver and gold** – Creating and sticking to your holiday budget is great way to help stay calm and enjoy the holidays. After all, one of the most stressful features of the holiday season can come after the holidays are over – the credit card statement.

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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.

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