2018-19 Flu Season

In October, IEHP sent your office a list of new flu vaccines to help you provide the best preventive care for your patients.

The Centers for Disease Control and Prevention (CDC) recommends injectable influenza vaccines (including inactivated influenza vaccines and recombinant influenza vaccines) during 2018-2019. Both trivalent (three-component) and quadrivalent (four-component) flu vaccines 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 6 months old and older. The flu shot is especially important for people at high risk for serious flu complications, including:

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

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How to support your Provider

In today’s busy medical practices, it’s important to find ways to 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. After checking the preventive care rosters on the IEHP Secure Provider Portal, call those patients who are due for the flu shot and start scheduling visits.

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 this information in the patient’s file.

Submit claims for reimbursement:

- IEHP Members ages 6 months old to 18 years old who are eligible should receive flu vaccinations through the Vaccines for Children Program.
- IEHP Members over 18 years old are covered by IEHP for flu vaccinations from their Physicians.

Submit 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 flu shots, please visit the IEHP Provider Portal and search “Flu Updates.”
IEHP is a proud supporter of Connect IE, a FREE one-stop, interactive website that connects people in the Inland Empire to the community resources they need, like food, housing, medical, transportation, employment services, and much more.

Ideal for Inland Empire residents, health care Providers, social workers, and Community Based Organizations, Connect IE has special tools and features that make it easy to access and share trusted community programs, manage and track referrals, and communicate via text or email.

How does it work?
Simply visit www.ConnectIE.org, or refer your patients to visit the site. There’s no need to sign up, and there is no cost for Providers or the public.

To learn more about Connect IE and how to use its features, check out the “Provider 101 Training Guide” at http://bit.ly/ConnectIE.
New Claims Submission Requirements

To improve the processing and payment of medical claims, IEHP amended our claim submission requirements. This mandatory change is part of the Clean Claims Initiative, which was designed to ensure the completeness and quality of the claims data IEHP receives.

This means, beginning in the first quarter of 2019, IEHP may reject any claims received that do not meet the clean claim standards.

The IEHP Provider Manual defines a clean claim as a “claim, attachment or other documentation that includes all reasonably relevant information necessary to determine payor liability.”

Why are clean claims so important?

- Clean claims improve IEHP’s ability to submit complete encounter data to the Department of Health Care Services (DHCS) and the Centers for Medicare and Medicaid Services (CMS).

- Complete encounter data results in more accurate and timely payments, and improved information about the health of your IEHP patients, the services they receive, and the cost associated with their care.

What do you need to do?

Please share this information with your billing team to ensure that any appropriate changes to paper claim forms (if applicable) are made by the first quarter of 2019. IEHP will be working with submitting clearinghouses to ensure that they are aware of our clean claim rules.

IEHP is committed to providing quality service and appreciates your understanding and cooperation with these mandatory changes. If you have any questions or concerns about this new policy, please contact the IEHP Provider Relations Team at the number below.

Provider Relations Team Contact Information
(909) 890-2054  Monday - Friday, 8am - 5pm
The opioid epidemic continues to grab headlines across the country, and for good reason. According to a recent report from the Centers for Disease Control and Prevention (CDC), more than 165,000 opioid-related deaths occurred in the United States from 1999 to 2014.

To address this crisis, several states have already placed limitations on the number of opioids a patient may receive per day — and the Centers for Medicare and Medicaid Services (CMS) is now following suit, introducing new mandates aimed at protecting our Medicare population.

Effective January 1, 2019, IEHP DualChoice patients who have not filled an opioid prescription to treat acute pain in the past 60 days may receive a maximum supply of opioids to last seven days. While most patients rarely need more than a seven-day supply for acute pain, pharmacists can override this limit with justification and documentation from the Physician.

Additionally, the CMS will require pharmacists to be alerted when Medicare patients have concurrent benzodiazepine and opioid prescriptions.

Through these mandates, the CMS is hoping to reduce opioid-related deaths without interfering with the Physician-patient relationship and the Physician’s ability to help manage his or her patient’s pain.

As your committed partner in caring for IEHP patients, we ask for your continued support as we combat the opioid crisis and institute the important changes directed by the CMS.
IEHP Scrub of the Month

Samantha Estrada is a Medical Assistant for Dr. Geeta Patel’s office in Rancho Cucamonga, where she has worked for the past seven years. Samantha has developed a strong reputation within the office as a team player for her willingness to help wherever she is needed and for always putting the needs of the patients first.

“She genuinely enjoys her job,” said Maria Sides, the office manager who nominated Samantha. “She is honest, trustworthy, and she treats all our patients and staff with kindness.” Samantha is a big reader and, when she’s not at work, she likes to unwind with a good book and enjoy her favorite music. We are proud to name Samantha Estrada 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

Dear Susie, I think it’s great that IEHP patients have a transportation benefit. This could really help certain IEHP patients see the Physician easier and get the care they need. Can you discuss how front-desk staff members can make sure it’s done properly without violating HIPAA or PHI?

Yes, it’s true. IEHP now uses the American Logistics Company (ALC) to issue bus passes, arrange private car or taxi pick-ups and wheelchair transportation needs for IEHP Members who have no alternate means of transportation.

When an eligible IEHP Member is transported by a private car, taxi or wheelchair transport to their Physician’s office, the ALC is required to call your office to verify that appointment prior to arranging the transportation. However, don’t worry. This process is not a violation of HIPAA or PHI as the ALC has an agreement with IEHP to provide and arrange these services.

Ask Susie about IEHP procedures or programs:

• Call (909) 890-2054.
• Fax to “Ask Susie” at (909) 296-3550.
• Email: providerservices@iehp.org
6 De-escalation Tips for Front Desk Staff

1. **Remain calm**
   When dealing with an angry patient, it’s important to remain calm. Try to avoid raising your voice or falling into the argument trap. Instead, focus on keeping an even and respectful tone.

2. **Use positive communication**
   While you can’t control how other people behave, you can control how you respond. Use positive language to communicate your message and attempt to de-escalate the situation.

3. **Be empathetic**
   Really listen to what the patient is telling you. Try to understand how he or she is feeling. Remember, the patient may be dealing with a challenging health condition or suffering unpleasant side effects from an injury or their medication.

4. **Respect personal space**
   Invading the patient’s personal space can increase his or her anxiety quickly and make a tense situation much worse. If possible, try to maintain at least two to three feet of personal space. This action not only respects the patient’s personal space but also creates a safety buffer.

5. **Be mindful of your body language**
   It’s essential to understand and recognize non-verbal cues to avoid inadvertently escalating the situation. Gestures like pointing, touching, smirking, rolling your eyes, or staring can all be interpreted by the patient as threatening, especially when emotions are high.

6. **Give yourself a break**
   Once the situation has been resolved, it’s vital for you to take a minute for yourself to calm down, gather your thoughts, and refocus. Go for a walk. Take a deep breath and count to 10. Just be sure to take care of yourself, so you can take care of the other patients who need your help.
Fun and Festive Recipe from the CRC

Share this fun, healthy recipe with family, friends, and patients—brought to you by IEHP’s Community Resource Centers (CRCs) in San Bernardino and Riverside counties, your local resources for health care information. Open to IEHP Members and the general community, the CRCs' friendly bilingual staff offers food preparation, nutrition, fitness, and other great classes. Encourage your patients to stop by the CRCs.

Peanut Butter Snails

Ingredients:
- 2 medium celery sticks
- ½ cup creamy peanut butter
- 3 apple rings, cut in half
- 4 pretzel sticks, broken into thirds
- 12 mini semi-sweet chocolate morsels

Directions:
Cut the celery sticks in thirds; put peanut butter in the groove of each; gently put the half apple ring in the peanut butter-filled celery; add two pieces of pretzels (for antennae) and two chocolate chips (for eyes). Makes six servings.

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.