To better support high-quality perinatal care, IEHP is revising its Pay for Performance (P4P) program for network OB/GYN Providers. The new P4P program supports three important goals:

- Supporting evidence-based care during pregnancy and the postpartum period
- Reducing maternal health disparities
- Decreasing the administrative burden on participating Providers by reducing additional forms/paperwork and relying solely on claims submission to capture P4P events

The following perinatal care measures that comprise the new OB P4P Program will be incentivized beginning on July 1, 2019 dates of service.

Continued on page 2...
### New OB P4P Measure

<table>
<thead>
<tr>
<th>NEW OB P4P Measure</th>
<th>Summary of Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiation of Prenatal Care</td>
<td>Initial prenatal care visit completion during the first trimester</td>
</tr>
<tr>
<td>Tdap Vaccine</td>
<td>Administered once during pregnancy between 27-36 weeks</td>
</tr>
<tr>
<td>Perinatal Chlamydia Screening</td>
<td>Performed once during pregnancy</td>
</tr>
<tr>
<td>Perinatal Depression Screening</td>
<td>Performed once during pregnancy or the postpartum period</td>
</tr>
<tr>
<td>Postpartum Visit</td>
<td>Occurring once 21-56 days after birth</td>
</tr>
<tr>
<td>Postpartum Blood Pressure Screening</td>
<td>Completed once within 10 days after birth, for women with a birth hospitalization complicated by a hypertensive disorder in pregnancy</td>
</tr>
<tr>
<td>Postpartum Diabetes Screening</td>
<td>Glucose tolerance test performed between 42-56 days after birth, for women with a birth hospitalization complicated by gestational diabetes</td>
</tr>
</tbody>
</table>

IEHP’s current OB P4P programs and practices (e.g., pregnancy notification forms, Pap test) will be **retired** starting on July 1, 2019 dates of service.

Program incentive dollars will be administered directly by IEHP through the IEHP claims submission process. A detailed program guide and in-person meetings describing the revised OB P4P measures will be provided prior to program launch.

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**VICTORVILLE**

**IEHP COMMUNITY RESOURCE CENTER**

IEHP has opened its newest and biggest Community Resource Center (CRC) in the High Desert. All are welcome. The CRC offers many services at no cost!

**FEATURING…**

- ❤ Computer Training Lab
- ❤ Social Services offices – on site
- ❤ Popular fitness classes like yoga, Tai Chi and Zumba

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**TELL YOUR PATIENTS TO VISIT:**

12353 Mariposa Road, Suites C-2 & C-3
Victorville, CA 92395 (near Vallarta Supermarkets)

Mon., 8am – 5pm • Tue. – Fri., 9am – 6pm • Sat., 9am – 2pm • Closed Sun.

**OR VISIT OUR OTHER CRCs IN SAN BERNARDINO & RIVERSIDE!**

For our schedule of health and fitness classes (for all locations), visit www.iehp.org/crc or call **1-866-228-4347.**
Thank you for submitting your Acknowledgement of Receipt (AOR) form for your 2019 Provider Manual before the January 7, 2019 deadline. 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>
</tr>
</thead>
<tbody>
<tr>
<td>Moreno Valley Clinica Medica Familiar</td>
<td>23080 Alessandro Blvd, Suite 202, Moreno Valley</td>
</tr>
<tr>
<td>Holt Medical Center, Inc</td>
<td>5153 Holt Blvd, Suite B1, Montclair</td>
</tr>
<tr>
<td>Thomas W. Lee, MD</td>
<td>930 E. Foothill Blvd #2, Upland</td>
</tr>
<tr>
<td>Desert Vein and Vascular Institute</td>
<td>71780 San Jacinto Dr Bldg. 1, Rancho Mirage</td>
</tr>
<tr>
<td>Harish Yalamanchili and Johanna Basa</td>
<td>520 E. Foothill Blvd, Suite C, Pomona</td>
</tr>
<tr>
<td>Arthur Kim, OD</td>
<td>27540 Ynez Rd., Suite J-15, Temecula</td>
</tr>
<tr>
<td>Wendy Duncan, OD</td>
<td>8190 Mango Ave, Fontana</td>
</tr>
<tr>
<td>Renewing Hope Counseling Center</td>
<td>1410 Third St., Suite 6, Riverside</td>
</tr>
<tr>
<td>Concepcion E. Foster, LMFT</td>
<td>27851 Bradley Rd. #107, Sun City</td>
</tr>
<tr>
<td>Sonia Panjwani, MD</td>
<td>12760 Hesperia Rd. #B, Victorville</td>
</tr>
</tbody>
</table>

IEHP will have hand delivered one $50 gift card to each of the winning Providers by the time this article is published. As a reminder, the 2019 Provider Manual can be found on IEHP’s Provider Portal at www.iehp.org.
IEHP Offers Electronic Registration for Health Education

Studies continue to show that patients who can properly self-manage their symptoms have better health outcomes, fewer Doctor visits and hospitalizations.

IEHP offers in-person courses and educational materials on asthma, diabetes, prenatal care, early childhood development, weight management, and more! We take a best-practice approach when developing our program activities to make sure participants are equipped with self-management skills and gain the confidence they need to take charge of their health.

Participants are encouraged to engage in the learning process by:

- Practicing self-management skills through hands-on activities in our in-person classes
- Learning to set small goals and getting the support they need to achieve them
- Understanding the importance of continuing to work together with their Doctor

Please remind your IEHP patients to take advantage of these valuable resources. Enrolling is easy!

IEHP patients can now self-enroll in Health Education courses and request Health Education materials online via their “My IEHP Health Account!”

**STEP 1:**
Log in to their My IEHP Health Account (or create a new account) at [www.iehp.org](http://www.iehp.org)

**STEP 2:**
Click on the Health Ed Tab

**STEP 3:**
Review Available Courses and select one to enroll in

Provider Relations Team Contact Information
(909) 890-2054 Monday - Friday, 8am - 5pm
To Improve Health and Safety: New Opioid Restrictions Extended to Medi-Cal Patients

In January 2019, IEHP DualChoice Members were subject to opioid restrictions based on regulations from the Centers for Medicare & Medicaid Services (CMS). Beginning in May, IEHP Medi-Cal Members are now subject to the same opioid restrictions for acute pain.

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

<table>
<thead>
<tr>
<th>Medication Dispensing Restrictions</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prescriptions written for more than 7 days for the treatment of acute pain in opioid-naïve patients</td>
<td>• Opioid prescriptions for an acute event will be limited to a maximum <strong>7-day supply</strong> and will reject at the point of sale. • Patient will be considered opioid-naïve if there have been no opioid prescriptions filled in the last 60 days • Not applicable for chronic pain (i.e., palliative care, cancer, residents of long-term care facilities).</td>
</tr>
<tr>
<td>Prescriptions written for greater than or equal to 90 Morphine Milligram Equivalent (MME) per day</td>
<td>• A rejection will occur when the MME is greater than or equal to 90 per day. MME 90 is equivalent to “9” tablets of hydrocodone/APAP 10/325.</td>
</tr>
<tr>
<td>Duplicate long-acting opioid agents</td>
<td>• A rejection will occur at the point of sale when two or more long-acting opioid agents filled concurrently will reject at the point of sale.</td>
</tr>
<tr>
<td>Concurrent use of an opioid and benzodiazepine</td>
<td>• An opioid and a benzodiazepine filled concurrently will reject and require review by a Pharmacist.</td>
</tr>
</tbody>
</table>

If you have any questions or concerns, feel free to contact your IEHP Provider Relations Team at the number below, and select option 5.
Misty Miller is a Medical Assistant for Dr. Maryam Zand and Dr. Victor Moneke’s OB/GYN office at Desert Valley Medical Group in Victorville, where she has worked for almost five years. “Misty is compassionate, intelligent, caring, and dependable,” said Marisol Arvizo, a co-worker who nominated Misty. “She helps our patients tremendously through every aspect of their care from transportation to obtaining medical equipment.”

Dr. Zand praised Misty for being dedicated and extremely efficient at what she does. “She’s an excellent worker,” Dr. Zand added, “brilliant, loyal and very dependable.”

When she’s not working, Misty, who’s currently pregnant, enjoys spending time with her kids and her loved ones. We are proud to name Misty Miller 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: providersservices@iehp.org

IEHP’s new website design looks great. Can you share a quick summary of what has changed and how those changes impact our office when we use IEHP’s portal to access information to care for our IEHP patients?

Thanks for asking! The goal when redesigning IEHP’s website was to make it easier to navigate and find the tools and information our Providers need. The forms, training materials and other information you are used to accessing are all there but easier to find with fewer clicks and the search tool has enhanced functionality to locate the information you need, when you need it. The new portal layout also works well on your mobile device.

Check out the Provider Portal log-in link in the top right corner of every page that makes it easy to log-in to the secure portal to see your Provider-specific office information about Members. We hope the new layout makes navigation on our portal easier than ever.

IEHP procedures or programs:

- Call (909) 890-2054.
- Fax to “Ask Susie” at (909) 296-3550.
- Email: providersservices@iehp.org
Tips for Communicating with Patients

May is Mental Health Awareness Month, the perfect opportunity to emphasize the important role you play in helping your patients stay engaged in their mental health treatment.

As a front-desk staff member, you are the first person your patients see and talk to when they visit or call their Doctor’s office. How you communicate with them can make a major difference in their experience and perception of the care they receive.

Here are a few tips to help improve communication with your patients:

1. **Practice active listening** – Make good eye contact and really listen to the patient. Try not to multitask too much.

2. **Be Empathetic** – Try to understand how your patient is really feeling and respond in simple terms.

3. **Acknowledge your patient’s feelings** – Recognize and validate your patient’s feelings whenever you can. This demonstrates that you are paying attention to them and that what he or she has to say is important to you.

4. **Use body language and a tone of voice that convey empathy** – Be respectful in how you carry yourself and how you speak. Gestures like pointing, touching, smirking, and rolling your eyes can all be interpreted by the patient as threatening.

5. **Communicate “person to person”** – Use positive language to communicate your message. Avoid technical jargon when talking to or about your patient. Treat your patient as an equal partner in the process of achieving good health.

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**Share “Release of Information” Form**

Provider office staff can also strengthen communication between the Physician and Behavioral Health Provider by sharing the *Universal Authorization Release of Information Form* with your IEHP patient.

By signing this form, your IEHP patient authorizes his or her Doctor to disclose and discuss health information with other Providers.

To download the form, visit [www.iehp.org](http://www.iehp.org), click on “For Providers,” and then click on “Forms.”
Veggie Spaghetti with Ground Turkey

**Ingredients:**
- 1 pkg. Ronzoni Garden Delight Spaghetti
- 1 lb. lean ground turkey
- 1 med. zucchini finely chopped
- ½ cup chopped onions
- 2 cloves of garlic, minced
- ½ tsp. of salt
- ¼ tsp. ground black pepper
- 1 jar of your favorite spaghetti sauce

**Directions:**
In large skillet, cook the meat medium-well, and then drain excess oil from the skillet. Add the zucchini, onion, garlic, salt, and black pepper. Cook until the chopped onions are tender. Add the spaghetti sauce and heat to boiling. Cook the pasta according to the directions on the package, and then drain the pot. Serve the sauce over the pasta. Makes 4-6 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.

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