### IEHP Announces 2017 Global Quality P4P Program

Inland Empire Health Plan is pleased to announce our 2017 Global Quality P4P (GQ P4P) Program for Medi-Cal IPAs and PCPs. In its second year, the GQ P4P Program is an expansion of IEHP’s 2016 Program and provides greater financial rewards for reaching higher levels of quality performance. The budget for the 2017 program is set at $38 million for PCPs.

**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 Provider 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

*Continued on page 2...*
**IEHP Hepatitis Centers of Excellence**

**Complete Care for Your Patients with Hepatitis**

PCPs can now refer their IEHP patients to four Hepatitis Centers of Excellence (COE) in the Inland Empire:
- Riverside University Health Systems Medical Center
- Borgen Health
- Desert AIDS Project

Following the most current guidance from the American Association for the Study of Liver Diseases (AASLA) and the California Department of Health Care Services (DHCS), IEHP’s Hepatitis COE offers your patients the most up-to-date and effective treatments available. Most importantly, the COE Provider follows and monitors your patients until their treatments are completed.

**How to Refer Your Patients**

Follow these steps prior to referring a patient to a COE to avoid costly delays in treating your IEHP hepatitis patients:

1. Order the following labs:
   - Quantitative Hepatitis C viral load
   - Hepatitis C genotype

2. Patient authorizations to the Hepatitis COE need to come through IEHP. If your office is not sending through eAuth, referrals will need to be sent to IEHP’s UM Department by Fax at (909) 890-5751.

**Benefit of Hepatitis Centers of Excellence**

IEHP’s UM Department by Fax at (909) 890-5751.

**IEHP Resource to Help Reduce Gaps in Care**

A new law (SB 137) requires all health plans to keep accurate Provider directories. This means our contracted Providers will need to help us with regular updates. Your office should expect validation faxes, calls, emails or IEHP’s Secure Provider Portal visits to ensure accurate information. To avoid delays in payments, designate a staff person to help with the required information. Refer to the rules shown below.

**SB 137 – Avoid Payment Delays: Keep Information Accurate**

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- **Keep Information Accurate**
  - **List regular office hours and indicate if appointments are needed**
  - **List name of Provider office, location, phone number and email address for office**
  - **List regular office hours and indicate if appointments are needed**
  - **Indicate if the Provider accepts walk-ins**

- **To learn more, call the IEHP Provider Relations Team at the number below.**

**IEHP Resource to Help Reduce Gaps in Care**

IEHP’s Resource Referral Program connects Seniors and Persons with Disabilities to resources in the community. The resources assist to fill wellness gaps not filled by medical care. Each patient’s situation is unique, and our Disability Program Coordinators work closely with IEHP patients and our Care Managers to provide community-based resources, like these:

- **Independent Living Centers** – Provide peer support, independent living skills training and more for people with disabilities.
- **Transportation** – Helps people with disabilities live, work, learn and play as independently as possible. IEHP’s Disability Program connects patients to groups that provide assistance at no cost to the patient.
- **Support Groups** – The IEHP Disability Program can refer patients to support groups that meet specific needs.
- **Basic Needs** – People with disabilities can get referrals to food banks, utility help, and other basic resources available in their community.
- **Education** – Advocacy programs aim to make sure students with disabilities are engaged and provided with a free public education.
- **Employment** – Patients with disabilities can get access to job services, resume writing and other programs.
- **Housing** – Patients can get referrals to agencies that help with finding housing and other resources.

For a complete list, visit IEHP’s Secure Provider Portal at www.iehp.org.
2017 Global Quality P4P Program continued from page 1...

4 Measurement Domains:

1. Clinical Quality – All measures included in this domain follow standard IEHP’s measures of preventive care and treatment as established by NCQA.
2. Behavioral Health – Includes measures for depression screening and follow-up now required by DHCS in their evaluation of Medi-Cal health plan quality performance.
3. Encounter Data – Includes measures focusing on meeting established encounter data benchmarks for SPD and non-SPD membership.
4. Patient Experience – Includes measures from the IEHP Member Satisfaction Survey that is sent to Members throughout the year.

To be eligible for incentive payments, PCPs must meet specific Member assignment criteria. PCPs who meet those requirements are automatically enrolled in the program.

Printed materials about the 2017 Global Quality P4P Programs will arrive at your office soon. To access the online version, visit IEHP’s Secure Provider Portal at www.iehp.org. Or call the IEHP Provider Relations Team.

Happy National Doctor’s Day
March 30th, 2017

We appreciate your commitment to IEHP Members.

Thank You,

Happy National Doctor’s Day

IEHP Hepatitis Centers of Excellence

Complete Care for Your Patients with Hepatitis

PCPs can now refer their IEHP patients to four Hepatitis Centers of Excellence (COE) in the Inland Empire:

- Riverside University Health Systems Medical Center
- Borrego Health
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Benefit of Hepatitis Centers of Excellence

Following the most current guidance from the American Association for the Study of Liver Disease (AASLD) and the California Department of Health Care Services (DHCS), IEHP’s Hepatitis COE offers your patients the most up-to-date and effective treatments available. Most importantly, the COE Provider follows and monitors your patients until their treatments are completed.

How to Refer Your Patients

Follow these steps prior to referring a patient to a COE to avoid costly delays in treating your IEHP hepatitis patients:

1. Order the following labs:
   - Quantitative Hepatitis C viral load and Hepatitis C genotype
2. Patient authorizations to the Hepatitis COE need to come through IEHP. If your office is not sending through eAuth, referrals will need to be sent to IEHP’s UM Department by Fax at (909) 890-5751.

Once your IEHP patient finishes treatment, the virus is suppressed but not yet cured. Be sure to order a follow-up Hepatitis C viral level 12 weeks after the last dose to confirm a sustained virologic response to treatment.

IEHPResource to Help Reduce Gaps in Care (for Seniors & Persons with Disabilities)

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**IEHP Hepatitis Centers of Excellence**

Physicians:

**4 Measurement Domains:**

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IEHP’s Resource Referral Program connects Seniors and Persons with Disabilities to resources in their community. The resources assist to fill wellness gaps not filled by medical care. Each patient’s situation is unique, and our Disability Program Coordinators work closely with IEHP patients and our Care Managers to provide community-based resources, like these:

- Independent Living Centers – These provide peer support, independent living skills training and more for people with disabilities.
- Transportation – Many organizations in Riverside and San Bernardino counties can help with transportation to Doctor visits, grocery shopping, and more at little to no cost.
- Assistive Technology – This helps people with disabilities live, work, learn and play as independently as possible. The IEHP Disability Program connects patients to programs that provide Assistive Technology at no cost to the patient.
- Support Groups – The IEHP Disability Program can refer patients to a support group that meets specific needs.
- Basic Needs – People with disabilities can get referrals to food banks, utility help, and other basic resources available in their community.
- Education – Advocacy programs aim to make sure students with disabilities are engaged and provided with a free public education.
- Employment – Patients with disabilities can get access to job services, resume building, and other programs.
- Housing – Patients can get referrals to agencies that can help with finding housing and other resources.

**Your Patients Receive Complete Care**

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**Provider Relations Team Contact Information**

**March 30th, 2017**

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Continued on page 2...
IEHP opens a NEW Community Resource Center in Riverside

IEHP will open a Community Resource Center (CRC) in Riverside on February 25th. Our second CRC continues the success started by our San Bernardino center. It offers classes and provides resources to support your patients with chronic conditions like asthma, diabetes and heart disease. The CRC is a place where everyone can take health and fitness classes, find out how to get affordable health coverage, and connect with community programs.

3390 Tyler Street, Suite 101
Riverside, CA 92503
Across from Galleria at Tyler, next to Dollar Tree
Mon – Fri, 9am – 6pm, Sat 10am – 2pm
Visit www.iehp.org/crc or call 1-866-228-4347

Tips to Improve Patient Experience

The annual CAHPS Survey will be fielded from March to May 2017. Your IEHP patients may be asked to evaluate their experiences with your services. Topics such as access to routine care and obtaining needed care right away will be included. Here are some tips to improve patient experience:

Set Customer Expectations

- Update your phone message.
- Remind your IEHP patients that they have other options to get care when they can’t get in to see you, including:
  - IEHP 24-Hour Nurse Advice Line: The number is on the back of IEHP Member Cards. Trained nurses offer medical advice 24/7.
  - Urgent Care clinics: IEHP has more than 90 Urgent Care clinics, and many are open late on weekends. IEHP patients can go to our website or call IEHP Member Services to find one nearby.

Go the Extra Mile in Patient Care

- Take advantage of IEHP’s Secure Provider Portal at www.iehp.org.
- Track and administer needed care for each of your IEHP patients prior to their appointments. Visit “Eligibility and Rosters” on IEHP’s Secure Provider Portal, print out information and leave it in the patient file for you to review.

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Provider Relations Team Contact Information

Call (909) 890-2054 Mon–Fri, 8am–5pm, or email ProviderServices@iehp.org