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Three Quick Tips for Managing Patient Time Perception

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2. Be ALERT! Improve patient communication and satisfaction with this simple mnemonic:
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Financial Overview

IEHP is pleased to announce the 2017 Global Quality P4P (GQ P4P) Program for Medi-Cal IPAs and PCPs. An expansion of IEHP’s 2016 Program, the new program is based on a tiered system that provides greater financial rewards for reaching higher levels of quality performance and improvement. The budget for the 2017 program is $38 million. Initial incentive payments are scheduled to be made in December 2017 and final incentive payments are scheduled to be made in July 2018.

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IEHP’s 2017 Global P4P Program

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 your membership size

Incentive payments are based on overall quality performance, across all eligible measures

Continued on page 2...
Talking to Parents about the HPV Vaccine

Parents trust your opinion when they have questions about childhood immunizations. Here are some talking points when speaking with parents about the HPV vaccine series:

1. Studies continue to show the HPV vaccine series is safe.
2. The HPV vaccine series is recommended for Girls and Boys.
3. Completing the HPV vaccine series early allows the body to develop an appropriate immune response.

HPV recommendations are now dose series for the HPV vaccine between the patient's 9th and 13th birthday, with at least 146 days between doses. The HPV vaccine series is part of the IEHP Global Quality P4P Immunizations for Adolescents measure. To be eligible for incentive payments, PCPs must meet specific criteria.
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- Completing the HPV vaccine series early allows the body to develop an appropriate immune response
- To be eligible for incentive payments, PCPs must meet specific criteria. PCPs who meet eligibility requirements are automatically enrolled.

For program criteria and ways to maximize financial incentives, visit IEHP’s Secure Online Provider Portal at www.iehp.org. Or call the IEHP Provider Relations Team.

Flu Season is HERE!

It is that time of the year again to begin preparing for the flu season. The CDC continues to recommend the flu vaccine for everyone 6 months of age and older (with rare exceptions). The more people who get vaccinated, the more people will be protected from the flu, including older people, very young children, pregnant women and people with certain health conditions, who are all more vulnerable to serious flu complications. Additional CDC provider recommendations and patient resources for the 2017-2018 Flu Season can be found at: https://www.cdc.gov/flu/about/season/flu-season-2017-2018.htm

New Glucometers Give Your Patients More Control

The IEHP Pharmacy & Therapeutics Subcommittee approved the following formulary change:

- New Provider ID
- Emphasis on clean claims rules
- Billing NPI is now required for correct identification, IEHP Secure Provider Portal account, 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.

Greater Financial Rewards Continued from page 1...

Clinical Quality – All measures included in this domain follow standard HEEDS® measures of preventive care and treatment as established by NCQA.

Behavioral Health Integration – Includes measures for depression screening and follow-up now required by DHCS in their evaluation of Multi-CAL health plan quality performance.

Patient Experience – Includes measures from the IEHP Member Satisfaction Survey that is sent to members throughout the year.

Encounter Data – Includes measures focusing on meeting established encounter data benchmarks for SFD and non-SFD membership.

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The IEHP Pharmacy & Therapeutics Subcommittee approved the following formulary change:

- All eligible IEHP Members who are in the IEHP Diabetes Disease Therapy Management Program (through WeCare pharmacy) will now receive a OneTouch Verio® Glucose Meter and supplies.

The OneTouch® Verio Glucose Meter offers these convenient features:

- ColorSure Technology™ instantly shows glucose results and if they are in or out of range
- Messages about blood glucose levels based on past results
- Small sample size of blood and large display screen
- Bluetooth®+talkable function (providers will be able to access this feature in the future)

What does this mean?

- WeCare Pharmacy will work directly with IEHP Members who have not received the old meter to make sure they receive the new meter in the coming months.
- WeCare Pharmacy will provide education about the new glucometer, how to use it, and offer on-going diabetes management and medication services.
- The pharmacy may contact your office as well for additional information.
- During this time, your patients will continue getting their diabetic testing supplies without a break in service.

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New Claims & Customer Relationship Management System

To ensure IEHP meets business needs today and for years to come, IEHP is transitioning to a new more efficient and reliable claims and customer relationship management system. 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.

We will keep you and your staff informed of all project updates through IEHP communications, faxes, our provider portal and publications, like our ScrubTalk and Heartbeat newsletters.

To be successful, we need your support:

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

What Can You Expect?

- New Provider ID
- Emphasis on clean claims rules
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Genuinely yours,

ScrubTalk and Heartbeat
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Greater Financial Rewards Continued from page 1...

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What Can You Expect?

- New Provider ID
- New Member ID number

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