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IEHP Membership

As of February 2019

<table>
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<tr>
<th>Plan Type</th>
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<tbody>
<tr>
<td>Medi-Cal</td>
<td>21,804</td>
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<td>IEHP DualChoice Cal MediConnect Plan</td>
<td>22,165</td>
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<tr>
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Jennifer N. Sayles, MD, MPH, Chief Medical Officer

IEHP Member Network

Physician Newsletter

IEHP Set's New Limits on Pain Medication

Most parents want to do what is best for their children. This includes getting all the vaccines their children need to Grow Well. In fact, research shows that only a small percentage of parents, just 3 percent, strongly oppose childhood vaccinations. Parents who do choose to vaccinate their children say that a recommendation from their physician or other health professional is a major factor in their decision.

So please continue to talk to your patients about concerns and help motivate them to get their children the vaccines they need, when they need them.

See the 2019 Recommended Child and Adolescent Immunization Schedule on the next page.

To help you navigate concerns some parents might have about vaccines, IEHP has developed a new Grow Well Childhood Immunization Toolkit for Providers. Ask your Provider Relations Team about this informative resource.


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1) Improve Patient Communication

You see a lot of patients in a limited time. Fair or not, your patients may feel rushed or less connected to you. With a few small changes, you can help manage this perception and improve communication in the process.

1. **Take a Seat!**
   - Studies show that in the office or in the hospital – a patient’s perception of time spent increases if the Doctor pulls up a chair and sits down.

2. **Be ALERT**
   - Improve patient communication and satisfaction with this simple mnemonic: A(way) L(ean) E(ven) R(ight) T(urn) (to face) I(t) S(ummarize) your words.

3. **Write It Down**
   - Offer spoken and written advice. It is difficult for some patients to be consistently attentive to you. They may need everything written down to review later or with their family.

2) Inform Your Patients About After-Hours Access

Reminder your IEHP patients that they have other options to get care when they can’t see you.

- **Inform Your Patients About After-Hours Access**
  - **2) Inform Your Patients About After-Hours Access**
    - **Improving patient communication and satisfaction**
      - **A** Alter the time you speak
      - **L**isten carefully
      - **E**xplain
      - **R**epeat what the patient says
      - **T**ime: Manage time perception

To Improve Health and Safety: IEHP sets new limits on pain medicines

The Centers for Medicare & Medicaid Services (CMS) recently announced new developments in addressing the overutilization of opioids and benzodiazepines. At IEHP, we look forward to working with our Providers to ensure the safety and well-being of our Members throughout this time. As provided by the Centers for Disease Control and Prevention (CDC), clinical evidence supports limiting the day supply of opioids as they significantly increase hazards and physical dependence without any additional pain control. Often, if the quantity of opioids prescribed for an acute event is not limited, the remaining supply can be a source of misuse. Another concern is the risk of additive side effects when opioids are used concurrently with benzodiazepines.

On January 1, 2019, IEHP implemented restrictions on dispensing opioid and benzodiazepines at retail pharmacies. A Pharmacist will have the ability to override the claim after clinical justification is provided by the Prescriber.

**Medication Dispensing Restrictions**

<table>
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<tr>
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</tr>
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<tbody>
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<td>Opioid prescriptions for an acute event will be limited to a maximum of 7-day supply.</td>
<td>Daily dose should not exceed 90 Morphine Milligram Equivalent (MME) per day.</td>
</tr>
<tr>
<td>Opioid prescriptions for patients with 90 days of opioid use history and/or opioid-naive patients</td>
<td>A rejection will occur when the MME is greater than or equal to 90 per day.</td>
</tr>
<tr>
<td>Opioid prescriptions for patients with long-term care needs (e.g., palliative care, cancer, residents of long-term care facilities)</td>
<td>A rejection will occur at the point of sale when two or more long-acting opioid agents are filled concurrently.</td>
</tr>
<tr>
<td>Opioid prescriptions for more than 7-day supply of opioid-naive patients</td>
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</tr>
<tr>
<td>Opioid prescriptions for opioid-naive patients</td>
<td>Concurrent use of an opioid and benzodiazepine will be limited to a maximum of 90 days.</td>
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You see a lot of patients in a limited time. Fair or not, your patients may feel rushed or less connected to you. With a few small changes, you can help manage this perception and improve communication in the process.

1) Take a Seat! — Studies show that in the office or in the hospital – a patient’s perception of time spent increases if the Doctor pulls up a chair and sits down.

2) Be ALERT — Improve patient communication and satisfaction with this simple mnemonic:

Always
Listen carefully
Explain
Listen to the patient
Always Manage time perception

3) Write It Down — Offer spoken and written advice. It is difficult for some patients to be consistently attentive to you. They may need everything written down to review later or with their family.

4) Inform Your Patients About After-Hours Access

Studies show that hospital – a patient’s perception of time spent increases if the Doctor pulls up a chair and sits down.

2) Inform Your Patients About After-Hours Access

Remind your IEHP patients that they have other options to get care when they can’t see you.

1) IEHP 24-Hour Nurse Advice Line: Trained nurses can offer your IEHP patients medical advice, 24/7, right over the phone. If needed, the nurse can also connect patients with a Doctor for a virtual visit via video chat or phone. The number is on their IEHP Member Cards.

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IEHP sets new limits on pain medicines

IEHP has more than 90 Urgent Care clinics, and many are open late or on weekends. IEHP patients can go to www.iehp.org or call IEHP Member Services to find a clinic in their area.

If you have any questions or concerns, feel free to contact your IEHP Provider Relations Team at the number below, and select option 5.

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Remind your IEHP patients that they have other options to get care when they can’t see you.

1. **Inform Your Patients About After-Hours Access**
   - After-hours care is available to IEHP patients who need immediate medical attention.
   - Patients can go to Urgent Care Clinics, which are open late and many are open late on weekends.
   - IEHP has more than 90 Urgent Care clinics, and many are open late.
   - Trained IEHP 24-Hour Nurse Advice Line: 24/7, right over the phone. The registered nurses can offer your IEHP members medical advice, and many are open late on weekends.
   - If needed, the nurses can also connect patients with a Doctor for a virtual visit via video chat or phone. The nurse will lead the video chat or phone. The nurse will ask the patient what they need and will reject at the point of sale.
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Types of Parental Immunization Positions and Attitudes*