
15. HEALTH EDUCATION

A. Health Education

APPLIES TO:

- A. This policy applies to all IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) Members.

POLICY:

- A. IEHP delegates the delivery of clinical health education services for Members to the Primary Care Physician (PCP).
- B. Program written materials are available in English and Spanish (IEHP threshold languages). Language assistance services are provided to Members with Limited English Proficiency who are not proficient in IEHP threshold languages. Reasonable accommodations are provided to individuals with disabilities and access and functional needs.
- C. IEHP provides certain disease or prevention specific health education services for Members. Providers are encouraged to refer Members to IEHP for these programs.
- D. IEHP oversees and monitors PCP and IPA compliance with required health education activities through PCP site audits.

PROCEDURES:

- A. PCPs are responsible for providing Member-specific clinical health education services to assigned Members with assistance from their IPA as needed. Areas for education include:
 - 1. Condition-specific health education as needed for Diabetes, Asthma, Hypertension, etc.;
 - 2. Tobacco use prevention and cessation;
 - 3. Family Planning;
 - 4. Tuberculosis;
 - 5. Human Immunodeficiency Virus (HIV)/ Sexually Transmitted Infections (STIs) Prevention;
 - 6. Dental care;
 - 7. Diet, nutrition, and physical activity;
 - 8. Perinatal;
 - 9. Age-specific Anticipatory Guidance;
 - 10. Immunizations;

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11. Substance Abuse; and
 12. Injury Prevention.
- B. PCPs are responsible for identifying the need for clinical health education services through the following mechanisms or interactions:
1. Initial Health Assessment/Staying Healthy Assessment - behavioral or clinical questions, observed need;
 2. Periodic Physical Examinations - behavioral or clinical questions, observed need;
 3. Acute illness visits - observed need (e.g., STI counseling/information if treated for STI); and
 4. Chronic illness visits - observed need (e.g., dietary/exercise counseling for hypertensive patients).
- C. PCPs must directly deliver clinical health education services to Members within their scope of practice. Activities can include:
1. Direct information provided by the PCP (e.g., recommendation of exercise regimen for obese Members);
 2. Supply brochures or other printed materials to the Member that are pertinent to the need (e.g., the IEHP Immunizations brochure for parents with children); and
 3. Use of educational videotapes in the waiting room or counseling room.
- D. PCPs are responsible for referring Members for additional necessary health education services that are beyond their scope of practice. Referral options include:
1. Referral to IEHP Health Education Programs (see below);
 2. Referral to community-based organizations or services; and
 3. Referral through the IPA for medically necessary nutrition education such as Registered Dietitian services. The referral process should be the same as the specialty referrals process designated by the IPA.
- E. IPAs are responsible for assisting their PCPs in the delivery of health education services including:
1. Arranging for medically necessary health education services upon referral from the PCP;
 2. Coordinating and/or referring Members to community-based organizations that provide free or low-cost health education services, utilizing community referral resources such as 2-1-1; and
 3. Providing health education materials including brochures, other written materials and/or videos to the PCP or the Member, including brochures available through IEHP.

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- F. IEHP provides health education services to Members, Providers and Practitioners through the following mechanisms:
1. Provision of brochures directly to PCP offices on topics including but not limited to antibiotics, asthma, immunizations, and diabetes;
 2. Information on community referral resources (e.g. 2-1-1) that list relevant resources in the community;
 3. Provision of brochures to Members on topics including but not limited to Benefits of Joining IEHP, Fever in Children, Parenting, and Contraception; and
 4. Direct delivery of Health Education Programs to Members to include self-management tools and anticipatory guidance on the following topics:
 - a. Health and Wellness;
 - 1) Advanced Care Directives
 - 2) Senior Health
 - 3) Nutrition
 - 4) Physical Activity
 - 5) Heart Health
 - 6) Depression and Stress
 - 7) At-Risk Drinking
 - b. Disease Management;
 - 1) Asthma
 - 2) Pre-Diabetes
 - 3) Diabetes
 - 4) Smoking Cessation
 - 5) Weight Management
 - c. Perinatal;
 - 1) Prenatal Education
 - 2) Breastfeeding Support
 - 3) Family Planning/STI Prevention
 - 4) Injury Prevention
 - d. Pediatric;
 - 1) Well-Baby and Immunization
 - 2) Developmental Screening

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- 3) Adolescent Health
 - 4) Healthy Lifestyles
- G. Providers may refer Members to the IEHP Health Education Programs by submitting a Health Education Request online at www.iehp.org.
- H. Members may self-refer to an IEHP Health Education Program by calling IEHP Member Services at (877) 273-IEHP (4347) / TTY (800) 718-4347 or by registering via the online Member portal.
- I. IEHP monitors the provision of health education services by PCPs as part of the PCP Facility Site Review and Medical Record Review process. Health education services must be documented in the Member’s chart in accordance with Policy 6A, “Facility Site Review and Medical Record Review Survey Requirements and Monitoring”.
- J. IEHP may monitor the provision of health education services by IPA through periodic surveys and visits.

REFERENCE:

- A. Coordinated Care Initiative (CCI) Three-Way Contract, Section 2.9, eff. January 1, 2018.

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B. Weight Management

APPLIES TO:

- A. This policy applies to all adult IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) Members.

POLICY:

- A. The IEHP Weight Management Program is available to Members diagnosed by Physician as overweight and/or have a diagnosis of obesity.
1. Activities are open to Members seeking weight loss surgery but participation does not meet Milliman Criteria Guidelines.
 2. Activities are not inclusive of a medically-supervised weight loss program.
 3. Activities are free of cost.
- B. Program written materials are available in English and Spanish (IEHP threshold languages). Language assistance services are provided to Members with limited English proficiency who are not proficient in IEHP threshold languages. Reasonable accommodations are provided to individuals with disabilities and access and functional needs.

PURPOSE:

- A. To promote healthy dietary and physical activity habits for Members interested in preventing health problems related to obesity.

PROCEDURES:

- A. Program Registration
1. Delegates or Primary Care Physicians (PCPs) may submit a Health Education request online through the secure IEHP Provider Portal.
 2. Members may access Weight Management activities themselves by calling Member Services at (877) 273-IEHP (4347) or the online Member Portal.
- B. Program Description
1. *Eat Healthy, Be Active* Community Workshops
 - a. Workshops are offered in San Bernardino and Riverside Counties.
 - b. Program elements include food choices, grocery shopping and budgeting, meal preparation, weight management and physical activity.

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B. Weight Management

- c. Consists of six (6), two (2) hour workshops in a large group setting which includes interactive modules, video and cooking demonstrations.
 - d. Members may receive educational tools and incentives at the end of each workshop.
 2. *Weight Loss Surgery Information Session*
 - a. Session is offered in San Bernardino and Riverside Counties.
 - b. Program elements include the types of surgery covered, referral process, health risks, complications, and health benefits.
 - c. Consists of a one (1) hour of education in a large group setting, which includes a lecture and small segments of video.
 3. *Healthy Cooking*
 - a. Sessions are offered in San Bernardino and Riverside Counties.
 - b. Program elements include recipe building, meal preparation, healthy snacking, and food safety.
 - c. Consists of six (6), two (2) hour cooking classes in a small group setting which includes hands-on cooking demonstrations and teach-back methods.
 - d. Member may receive educational tools and incentives at the end of each workshop.
- C. Evaluation
 1. IEHP Health Education Staff monitor processes and facilitation through program site visits.
 2. Health Education Manager will conduct random site visits using standardized audit forms.

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C. IEHP Family Asthma Program

APPLIES TO:

- A. This policy applies to all IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) Members who have an asthma diagnosis.

POLICY:

- A. The IEHP Family Asthma Program is available without a Health Education Referral and at no cost to Members who have an asthma diagnosis.
- B. Program classes are instructed by a Respiratory Therapist, Registered Nurse, or other certified educators as determined appropriate by the Health Education Manager.
- C. Program written materials are available in English and Spanish (IEHP threshold languages). Language assistance services are provided to Members with limited English proficiency who are not proficient in IEHP threshold languages. Reasonable accommodations are provided to individuals with disabilities and access and functional needs.

PURPOSE:

- A. To provide self-management tools and intervention strategies to Members diagnosed with Asthma.

PROCEDURES:

A. Program Registration

- 1. Although not required, Providers may submit a Health Education Referral online through the secure IEHP Provider Portal.
- 2. Member may register for the Asthma Program themselves by calling the Member Services Department at (877) 273-IEHP (4347) or online through the IEHP Member Portal at www.iehp.org.

B. Program Description

- 1. Program topics include:
 - a. Asthma Symptoms;
 - b. Environmental Triggers;
 - c. Peak Flow Meter and Aero Chamber use;
 - d. Controller vs Rescue meds; and
 - e. Asthma Action Plan.

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C. IEHP Family Asthma Program

2. Members attend one (1) group session for two and one half (2 ½) hours at sites throughout the service area.
3. Members who attend the Family Asthma Program receive an asthma kit.
4. One (1) adult family member or support person may attend with the Member. Support persons do not have to be IEHP Members or have asthma to attend.

C. Evaluation

1. IEHP Health Education Staff monitor program processes and facilitation through program site visits.
2. Health Education Manager will conduct random site visits for quality assurance purposes; assessments will be conducted using standardized audit forms.

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D. IEHP Diabetes Self-Management Program

APPLIES TO:

- A. This policy applies to all IEHP DualChoice Cal MediConnect Plan (Medicare – Medicaid Plan) Members.

POLICY:

- A. The IEHP Diabetes Self-Management Program is available to all Members who meet all of the following:
1. Are not pregnant;
 2. Are 14 years and over; and
 3. Have a diabetes diagnosis.
- B. Program classes are instructed by a Diabetes Educator, Registered Nurse, Registered Dietitians, or other certified Health Educators as deemed appropriate by the Health Education Manager.
- C. IEHP ensures that the instructor is using an evidence-based curriculum and activities that adhere to the American Diabetes Association Guidelines.
- D. Program written materials are available in English and Spanish (IEHP threshold languages). Language assistance services are provided to Members with Limited English Proficiency who are not proficient in IEHP threshold languages. Reasonable accommodations are provided to individuals with disabilities and access and functional needs.

PURPOSE:

- A. To provide self-management tools and intervention strategies to Members diagnosed with Diabetes.

PROCEDURES:

- A. **Program Registration**
1. Although not required, Providers may submit a Health Education Referral through the secure online IEHP Provider Portal.
 2. Members can register for the Diabetes Self-Management Program themselves by calling the Member Services Department at (877) 273-IEHP (4347) or the online Member Portal.
- B. **Program Description**
1. Program topics include:

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D. IEHP Diabetes Self-Management Program

- a. Glucose level monitoring;
 - b. A1C tracking;
 - c. Medication Adherence; and
 - d. Meal planning.
2. One (1) adult family member and/or support person may participate in the activities with the Member. Support persons do not have to be IEHP Members or have diabetes to attend.

C. Evaluation

1. IEHP Health Education Staff monitor program processes and facilitation through program site visits.
2. Health Education Manager will conduct random site visits for quality assurance purposes; assessments will be performed using standardized audit forms.

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E. Perinatal Program

APPLIES TO:

- A. This policy applies to all IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) Members.

POLICY:

- A. The IEHP Perinatal Program is available to Members who meet the following criteria:
 - 1. Member is in active status with IEHP at the time of participation; and
 - 2. Member is pregnant at the time of registration.
- B. The IEHP Perinatal Program is available to eligible Members at no cost.

PURPOSE:

- A. To deliver health education programming which promotes a healthy pregnancy and birth outcome.

PROCEDURES:

- A. Program Registration
 - 1. Delegates or Primary Care Physicians (PCP) may submit a Health Education request online through the secure IEHP Provider Portal.
 - 2. Members may access perinatal services themselves by calling Member Services at (877) 273-IEHP (4347) or through the online Member Portal.
- B. Program Description
 - 1. Healthy Me, Healthy Baby Workshop
 - a. Workshops are offered in San Bernardino and Riverside Counties.
 - b. Program elements will include prenatal/postpartum care, nutrition, injury prevention, well-baby checkups, immunizations, and community resources.
 - c. Consists of one (1), three (3)-hour workshop in a large group setting which includes interactive modules, video, and safety demonstrations.
 - d. To promote participation and enhance meaningful engagement, Members may receive educational tools and/or incentive items at the end of the workshop.

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E. Perinatal Program

2. Baby n' Me Smartphone Application
 - a. The application is available for free download from the Apple App Store or Google Play Store in English and Spanish versions.
 - b. Application features include tracking tools, interactive media, anticipatory guidance, evidence-based prevention tips, and resource linkages.
 - c. Eligible Members must verify their active Member identification numbers and dates of birth to obtain the application. Members must agree to the Terms and Conditions and a Privacy Policy when downloading the digital application on their personal devices.
 - d. Eligible Members can access all available features of the application without additional costs.
 - e. Members may participate in optional surveys, text back campaigns, or interactive quizzes. They may receive incentive items for participating.
3. Loving support Breastfeeding Assistance
 - a. A monthly breastfeeding support group meeting will be available at IEHP Community Resource Centers.
 - b. This group meeting will be facilitated by an International Board-Certified Lactation Consultant (IBCLC).
 - c. Groups assist participants with anticipatory guidance, breastfeeding advice, tips and referrals to help manage breastfeeding-related problems. Additional access to professional lactation services and resources will be offered.
 - d. Each group will consist of a one (1)-hour meeting in a small group setting where Members have access to social support among other breastfeeding mothers.
 - e. Drop-ins are permissible.

C. Evaluation

1. Workshops and Groups
 - a. IEHP Health Education Staff monitor processes and facilitation through program site visits.
 - b. Health Education Manager will conduct random site visits using standardized audit forms.

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E. Perinatal Program

2. Digital Application

- a. Member level reports will be provided by the application developer and will be securely transmitted. Data may be transmitted via SFTP, secure email, or directly via client configured API.
- b. Reports will include end-user data which details how the Member interacts with the features of the application. For Members with certain high-risk pregnancy conditions (e.g. hypertensive disorders, a previous preterm birth, a mood disorder, or a substance use disorder) and who agree to receive contact from an IEHP Team Member, the Health Education Department will provide a weekly report to the Care Management Department for telephonic follow up.

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F. Diabetes Prevention Program

APPLIES TO:

- A. This policy applies to all IEHP DualChoice Cal MediConnect (Medicare-Medicaid) Members.

POLICY:

- A. The Diabetes Prevention Program (DPP) is an evidence-based disease prevention program developed by the centers for Centers for Disease Control and Prevention (CDC) and is a Medicare medical benefit covered by IEHP.
- B. Members must be 18 years of age or over.
- C. Members must meet DPP eligibility criteria developed by the Centers for Medicare and Medicaid Services (CMS) in alignment with the CDC DPP criteria.
- D. As of April 1, 2018, IEHP Members may access DPP services at no cost and without prior authorization.
- E. Program materials (written and in-person sessions) are available in English and Spanish. Language assistance services are available to Members with Limited English Proficiency or who are not proficient in IEHP threshold languages. Reasonable accommodations are provided to individuals with disabilities, limited access and/or functional needs.

PURPOSE:

- A. To provide a lifestyle change program to prevent onset of Type 2 Diabetes.

PROCEDURES:

- A. Program Registration
 - 1. Providers may refer Members to a DPP supplier without prior authorization. Providers can access a list of active DPP suppliers, that is maintained by the Health Education Department:
 - a. By contacting the Health Education Department via telephone; or
 - b. Online through the IEHP Provider portal at www.iehp.org.
 - 2. Members may be directed by their Provider to active DPP suppliers. Members may access the list of active DPP suppliers:
 - a. By calling the IEHP Member Services Department at 1-877-273-IEHP (4347)/TTY 1-800-718-4347; or

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F. Diabetes Prevention Program

b. Online at www.iehp.org.

B. Program Description

1. Consistent with the CDC's curriculum, the DPP consists of group sessions and materials about:
 - a. Self-monitoring diet and physical activity;
 - b. Building self-efficacy;
 - c. Social support for maintaining lifestyle changes; and
 - d. Problem solving strategies for overcoming challenges.
2. The DPP is a longitudinal program of at least one year. It consists of at least twenty-two (22) sessions. Each session lasts one (1) hour and occurs at sites throughout IEHP's service area.

C. Evaluation

1. IEHP Health Education Department staff will monitor process and facilitation through program site visits.
2. The Health Education Manager will conduct random site visits using standardized audit forms.
3. IEHP Health Education Department Staff will perform annual chart audits for select DPP suppliers.

REFERENCES:

- A. HPMS Memo, "Coverage of Part A and Part B Services: Medicare Diabetes Prevention Program Expanded Model," November 7, 2017.
- B. Centers for Disease Control and Prevention (CDC), <https://www.cdc.gov/diabetes/prevention/lifestyle-program/requirements.html>, February 27, 2018.

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