



A Public Entity

Inland Empire Health Plan

Destination >>> Health

P.O. Box 1800
Rancho Cucamonga, CA, 91729-1800

To learn more,
call IEHP Provider Relations at

(909) 890-2054

Monday - Friday, 8am - 5pm

or email

ProviderServices@iehp.org

www.iehp.org

Follow us:



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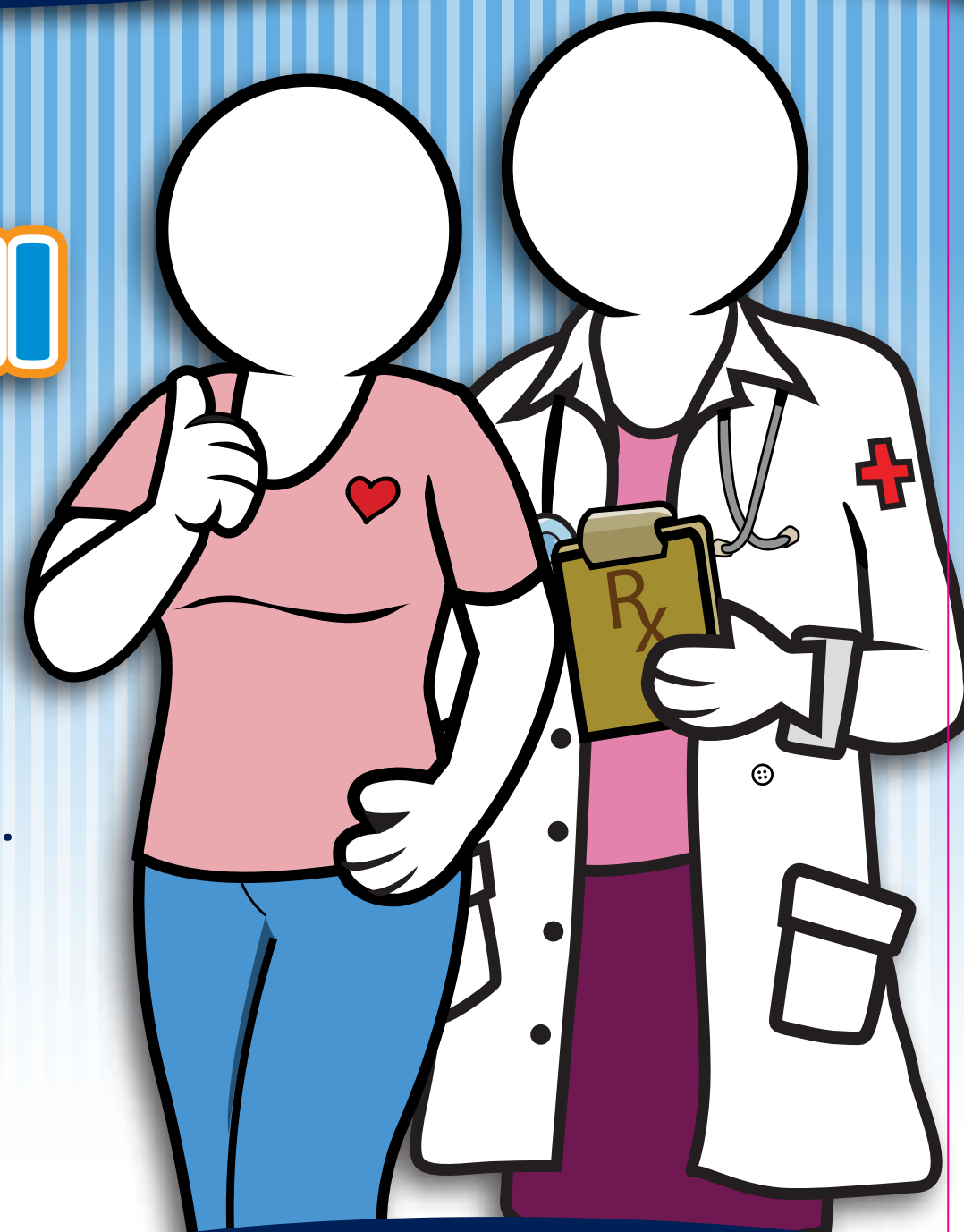
IEHP values strong partnerships with our providers. Thank you for giving our Members the care they need when they need it.

CUSTOMER SERVICE TOOLKIT:

for Providers



Proven Tips and Strategies to achieve the highest marks in patient experience.



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These resources are based on specific questions from the annual Consumer Assessment of Healthcare Providers and systems (CAHPS) Survey.



For more tips to improve patient experience, check out ScrubTalk and Heartbeat, IEHP's quarterly provider newsletters.



Great Customer Service Starts with a...



- S**mile
- M**ake Eye Contact
- I**nitiate Communication
- L**isten and Assist
- E**nd with Thank You



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Dear IEHP Provider:

At IEHP, we value strong partnerships with our Providers, and we are proud to be your partner in care! Thank you for your dedication to providing high-quality and accessible care to more than 1.2 million IEHP Members throughout the Inland Empire.

As you know, IEHP's annual customer service survey, the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey, is fielded each year from March 1 to May 31 to IEHP Members. During the survey, your IEHP Members may be asked to evaluate their experience with your care on topics such as getting needed care, getting needed care quickly, how well their Doctor communicates, their overall rating of their personal Doctor, and more.

That's why your IEHP Relations Team is sharing with you and your staff our "Serve Well" Customer Service Toolkit for Providers.

This toolkit is full of proven tips and successful strategies based on the kinds of questions your IEHP Members could be asked to answer about your service. Your Provider Relations Team has targeted nine specific topics in this kit to help you and your staff continue to achieve the highest marks in patient experience from your IEHP Members.

If you have any questions or concerns, please don't hesitate to call your IEHP Provider Relations Team at **(909) 890-2054**, Monday – Friday, 8am – 5pm, or email us at ***ProviderServices@iehp.org***.

Sincerely,

IEHP Provider Relations Team



LISTEN ACTIVELY

★ OFFICIAL CAHPS PATIENT SURVEY QUESTION:

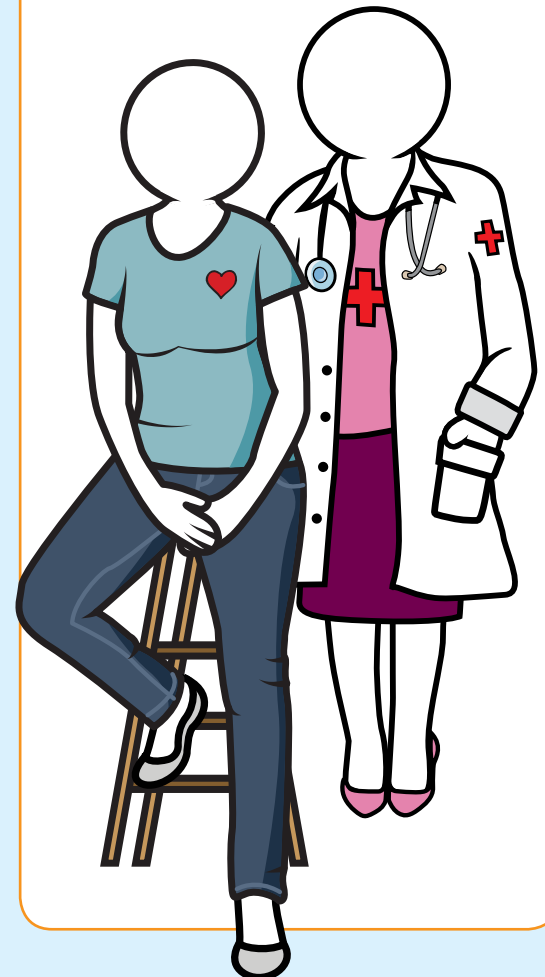
In the last 6 months, how often did your personal Doctor listen carefully to you?

IMPROVE YOUR ACTIVE LISTENING SKILLS TO INCREASE YOUR CUSTOMER SATISFACTION SURVEY RATINGS.

- ♥ **Know your patient's name before you enter the exam room** - Address your patients by their name whenever required.
- ♥ **Put the patient at ease** - Greet your patients first, before they greet you. Ask a general, non-medical question to establish a good rapport.
- ♥ **Show interest in what the patient is saying** - Use body language that shows active involvement, like sitting down, facing the patient, nodding and smiling.
- ♥ **Be careful not to interrupt** - Focus your attention on the patient's words, ideas, feelings, and underlying intent.
- ♥ **Involve the patient in any decision making** - Consider the patient's beliefs, cultural values and concerns in your treatment plan.
- ♥ **Share complex details in simple terms** - Avoid using medical jargon and abbreviations.

5 STEPS OF ACTIVE LISTENING

- 1** Pay Attention
- 2** Show That You're Listening
- 3** Defer Judgment
- 4** Provide Feedback
- 5** Respond Appropriately



STAY INFORMED

★ OFFICIAL CAHPS PATIENT SURVEY QUESTION:

In the last 6 months, how often did your personal Doctor seem informed and up-to-date about the care you got from other Doctors or health Providers?

WHAT CAN THE PHYSICIAN DO?

- ♥ **Review rosters and records** - Check out your IEHP patients' Medical History Records when verifying their eligibility on the IEHP Secure Provider Portal. While you're there, review lab results, prescriptions, referrals and check the IEHP 24-Hour Nurse Advice Line Roster.
- ♥ **Be prepared** - Read the patient's chart before entering the exam room.
- ♥ **Ask the patient** - Find out if your patient is seeing any other Doctors or taking any other medication or over-the-counter products.
- ♥ **Demonstrate empathy** - Treat patients with courtesy and respect. Be open to their emotions, and try to elicit feedback.

SUCCESSFUL STRATEGY!

One IEHP Physician displays a prominent sign in the waiting room that reads:

**WE ASK
BECAUSE
WE CARE.**

WHAT CAN THE FRONT DESK TEAM DO?

- ♥ **Print out your IEHP Member's Medical History Record for the Physician** - Here you can find medical history, including prescriptions, referrals and preventive care services due for the Member.
- ♥ **Review office phone call and appointment procedures** - Much of the information needed from patients can be elicited over the phone or in the waiting room.
- ♥ **Send a welcome letter/postcard** - Send your new patients a welcome letter or postcard with information they need, before their first appointment.
- ♥ **Identify new patients** - Notify the Physician that a patient is new to the practice. Welcome the new patient and acquire the needed information and records.

MANAGE PATIENT PERCEPTION

★ OFFICIAL CAHPS PATIENT SURVEY QUESTION:

Using a number from 0 to 10, where 0 is the worst personal Doctor possible and 10 is the best personal Doctor possible, what number would you use to rate your "personal Doctor"?

WHAT CAN THE PHYSICIAN DO?

1 Take a Seat!

A patient's perception of time spent increases if the Doctor sits down.

2 Be ALERT

Always
Listen carefully
Explain
Respect what the patient says
Time: Manage time perception

3 Write It Down.

Offer spoken and written advice.

- ♥ Treat your patient as an equal partner in the process of achieving good health.
- ♥ Use positive language to communicate your message.
- ♥ Avoid technical jargon when talking to your patient.

WHAT CAN YOUR OFFICE TEAM DO?

- ♥ Try to make every interaction a positive experience for your patients.
- ♥ Offer your IEHP patients 24/7 telephone access to the on-call Nurse, the Physician, the on-call Physician OR a voicemail or exchange providing instructions on how your IEHP patients can connect after hours.
- ♥ Review and update the office phone message regularly with access information.
- ♥ Take advantage of the resources available on IEHP's Secure Provider Portal at www.iehp.org.

RESPECT CULTURE, LANGUAGE & BELIEFS

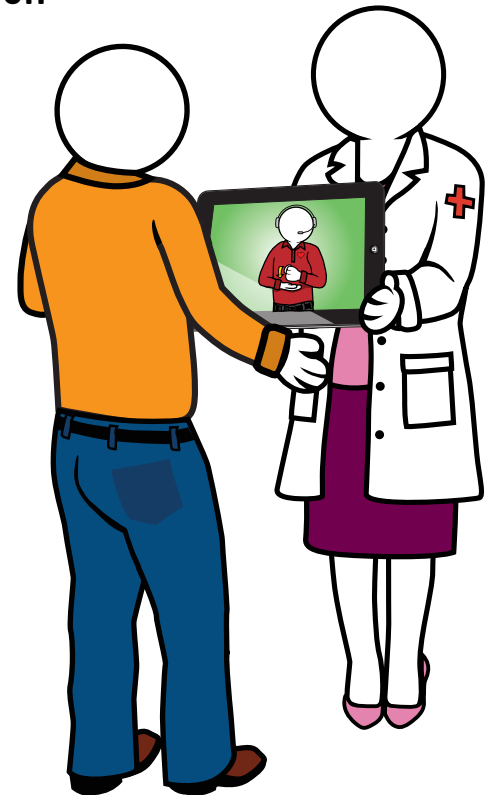
★ OFFICIAL CAHPS PATIENT SURVEY QUESTION:

In the last 6 months, how often did your personal Doctor show respect for what you had to say?

The IEHP Cultural & Linguistics (C&L) program helps improve health outcomes by identifying and removing barriers that culturally diverse IEHP patients may encounter in getting needed care.

PLEASE TAKE ADVANTAGE OF THESE FREE C&L SERVICES IEHP PROVIDES TO SUPPORT YOUR PRACTICE:

- ♥ **Interpreter services** - Call IEHP at least 5 days prior to the appointment to arrange for a FREE face-to-face interpreter or same day via telephone.
- ♥ **Materials in Spanish** - IEHP creates informational materials in Spanish and provides language assistance via telephone in a variety of languages.
- ♥ **Materials written in plain language, without medical jargon** - IEHP has a wide variety of educational and promotional materials to share with your patients.
- ♥ **Materials available in alternate formats** - IEHP provides large print, Braille, e-text and audio for Members who request materials in these formats.
- ♥ **Cultural Sensitivity Training** - IEHP offers training to enhance your understanding of culture, gender identification, and other cultural or language, aspects that influence your patients' approach to healthcare.
- ♥ **Sign language interpretation assistance** - IEHP provides FREE interpreters of American Sign Language. Please call IEHP at least 5 days prior to the appointment.



SHOW COURTESY & RESPECT

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★ OFFICIAL CAHPS PATIENT SURVEY QUESTION:

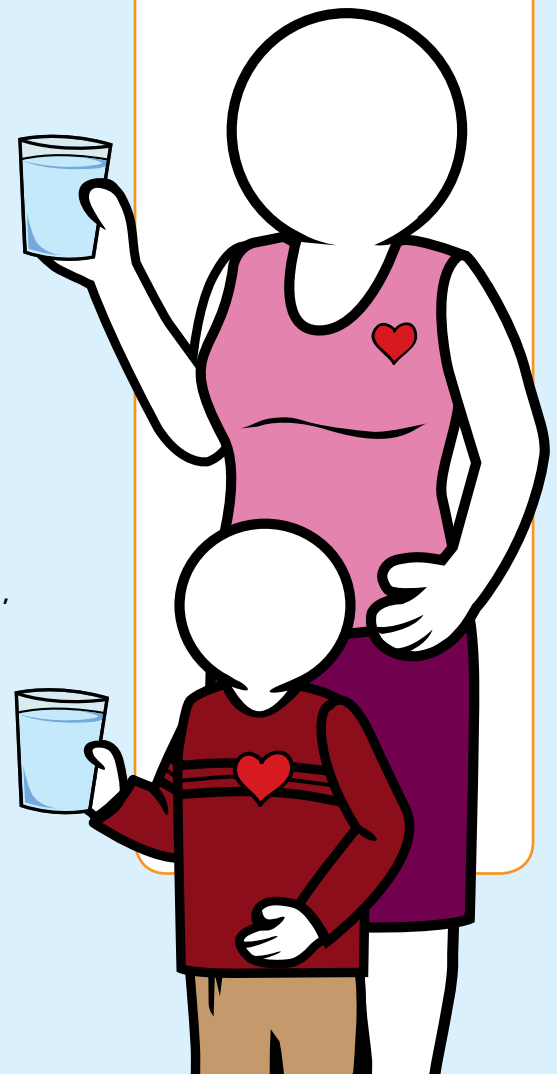
In the last 6 months, how often did clerks and receptionists at your personal Doctor's office treat you with courtesy and respect?

The front-desk staff are the first people patients see and talk to when they visit or call their Doctor's office. How your office team chooses to communicate with patients can make a major difference in overall patient experience and the perception of the patient care.

- ♥ **Make an effort to be positive on every interaction** - While you can't control how other people behave, you can control how you respond.
- ♥ **Practice active listening** - Try not to multitask too much or turn your back to your patients.
- ♥ **Be Empathetic** - Try to understand how your patient is really feeling.
- ♥ **Acknowledge your patient's feelings** - Recognize and validate your patient's feelings whenever you can.
- ♥ **Use body language and a tone of voice that convey empathy** - Gestures like pointing, touching, smirking, and rolling your eyes can all be interpreted by some patients as rude or even threatening.
- ♥ **Keep your patients informed** - Keep your patients updated about their wait time.

SUCCESSFUL STRATEGY!

One IEHP Physician offers water to patients in the waiting room.



SEE PATIENTS SOONER

SEE PATIENTS SOONER

★ OFFICIAL CAHPS PATIENT SURVEY QUESTION:

In the last 6 months, when you needed care right away, how often did you get care as soon as you needed it?

The following tips have helped many IEHP Providers like you better manage access to care for their patients.

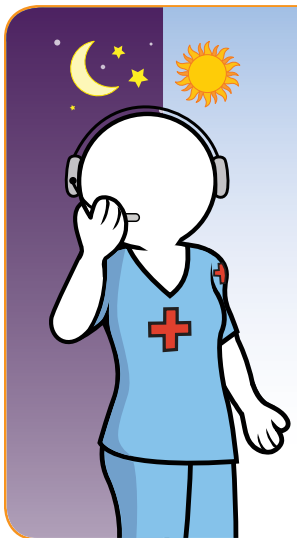
1 **BLOCK OFF TIME FOR WALK-IN/SAME-DAY APPOINTMENTS**

Accommodating even a few walk-in and same-day appointments each month can help increase your patient satisfaction scores and capture all possible patient encounters.

2 **HIRE A NURSE PRACTITIONER (NP) OR PHYSICIAN ASSISTANT (PA)**

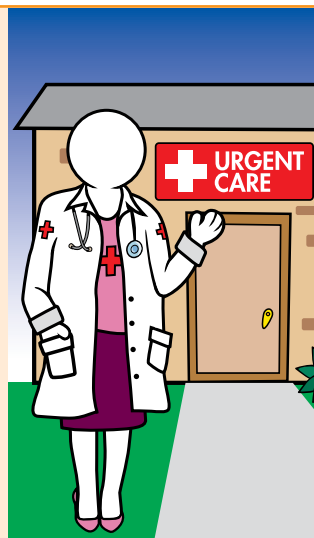
If needed, the Physician can guide the NP or PA. Remember, each Physician can have up to four NPs or PAs and each one can increase the practice's enrollment capacity by 1,000 IEHP Members.

3 **REMIND YOUR IEHP PATIENTS THAT THEY HAVE OTHER OPTIONS TO GET CARE, INCLUDING**



IEHP 24-Hour Nurse

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



Urgent Care Clinics:

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.

Check out IEHP's Quick Guide to Access Standards on the back of this page...



TIP: IEHP recommends that your office incorporate this information into your scheduling workflow to assist as a reminder of the access standards by type of appointment.

ACCESS STANDARDS

ROUTINE

Type of Visit	Timeframe
Routine physical (complete)	Thirty (30) Days
Routine non-urgent visit	Within ten (10) business days of request
Routine prenatal care	Two (2) weeks or as directed by physician
Routine pelvic, PAP, and breast exam	Thirty (30) Days
Well Child Visit	Two (2) weeks
Initial Health Assessment	Within one hundred twenty (120) days of enrollment
Initial Health Assessment for Members under 18 months of age only	Within sixty (60) days of enrollment
Initial Preventive Physical Exam for Medicare Members only	Thirty (30) days (complete the exam within one hundred twenty (120) days of the Member's enrollment and annually thereafter)
Follow-up exam	As directed by Physician

URGENT

Type of Visit	Timeframe
Emergency	Immediate disposition of Member to appropriate care setting
Urgent visit	Forty-eight (48) hours
Urgent prenatal visit	Forty-eight (48) hours
Urgent visit, requiring an authorization	Ninety-six (96) hours

NON-URGENT

Type of Visit	Timeframe
Non-urgent, acute illness visit	Three (3) business days, or as directed by Physician
Non-urgent with a non-physician Behavioral Health Care Provider	Within ten (10) business days of request
Non-urgent ancillary services (for diagnosis and treatment)	Within fifteen (15) business days of request
Non-urgent appointments with Specialist Physician	Within fifteen (15) business days of request

Additional information regarding IEHP Access Standards can be found in the IEHP Provider Manual Policy 9A, "Access Standards."



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ADVISE TOBACCO USERS TO QUIT

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★ OFFICIAL CAHPS PATIENT SURVEY QUESTION:

In the last 6 months, how often were you advised to quit smoking or using tobacco by a Doctor or other health Provider in your plan?

IEHP OFFERS TOBACCO CESSATION SERVICES AND RESOURCES FOR IEHP MEMBERS.

- ♥ Perform initial and annual assessment of tobacco use for each adolescent and adult IEHP Member through the Individual Health Education Behavioral Assessment (IHEBA) with documentation in the medical record.
- ♥ Prescribe Nicotine Replacement Therapy (NRT) medications without prior authorization or criteria (please see the formulary for full list of medications).
- ♥ Make counseling service provisions along with documentation via CPT code.
- ♥ Use validated behavior change models (such as the "5 A's") to counsel IEHP Members.
- ♥ Refer patients to services like the California Smokers' Helpline: **1-800-NO-BUTTS**.
- ♥ Ensure pregnant IEHP Members are counseled and referred to necessary services.
- ♥ Engage in early tobacco use prevention methods for children and adolescents.
- ♥ Identify IEHP Members using tobacco through ICD codes.

Additional resources needed for tobacco cessation services can be found on the IEHP Provider Portal at www.iehp.org.



Double your chances of quitting by calling the number below:



1-800-933-4833 (TTY)



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IDENTIFY TOBACCO USERS & INTERVENE

IDENTIFY TOBACCO USERS & INTERVENE

★ OFFICIAL CAHPS PATIENT SURVEY QUESTION:

Do you currently use tobacco? This includes smoking, vaping or chewing tobacco.

Successful intervention begins with identifying users and appropriate interventions based upon the patient's willingness to quit.

THE FIVE A'S OF INTERVENTION*

- 1 Ask** - Identify and document tobacco use status for every patient at every visit.
- 2 Advise** - Use a clear, strong, and personalized manner to urge every tobacco user to quit.
- 3 Assess** - Ensure that your patient is willing to make a quit attempt.
- 4 Assist** - Use counseling and pharmacotherapy to help your patient quit.
- 5 Arrange** - Follow-up with your patient, in person or by telephone, within the first week after the quit date.

SUCCESSFUL STRATEGY!

Expand the vital signs to include tobacco use.



*Five Major Steps to Intervention (The "5 A's").
Agency for Healthcare Research and Quality, Rockville, MD.
<http://www.ahrq.gov/professionals/clinicians-providers/guidelines-recommendations/tobacco/5steps.html>



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COMMUNICATE MORE EFFECTIVELY

COMMUNICATE MORE EFFECTIVELY

★ OFFICIAL CAHPS PATIENT SURVEY QUESTION:

In the last 6 months, how often did your Doctor explain things in a way that was easy to understand?

- ♥ **State information positively** - It's best to give patients a list of things to do instead of what not to do. For example, for patients with diabetes, say, "Always wear shoes when walking" instead of "avoid going barefoot."
- ♥ **Emphasize what is true** - Offer the correct information first before addressing or correcting any misinformation your patients may have.
- ♥ **Offer both spoken and written advice** - Spoken information requires a greater demand on a person's working memory.
- ♥ **Use learning aids** - Give patients reading materials to take home.

