

# Heartbeat

## Help your Members Keep Their Benefits

A message  
from the CEO

**Plus:**

Community Health  
Worker Benefit

Combating Health  
Disparities

Screenings for Better  
Mental Health



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If you have any questions, contact the  
IEHP Provider Call Center at **866-223-IEHP (4347)**  
or email **[ProviderServices@iehp.org](mailto:ProviderServices@iehp.org)**

# A Message FROM THE CEO



As a valued community partner, I think it's important that I let you know what is happening across the state right now as COVID-19 public health emergency (PHE) protections have ended for Medi-Cal programs.

Since March 2020, the PHE had allowed Medi-Cal beneficiaries to skip the annual eligibility determination process – meaning they were not required to take any action in order to maintain their benefits. But on April 1, the state resumed its redetermination process and began contacting Medi-Cal members by mail for information needed to renew their eligibility so they can continue receiving benefits.

Now, thousands of Californians are at risk of being dropped from the program if they don't respond in time. In fact, we estimate approximately 200,000-300,000 of our own IEHP members are at risk of losing coverage.

The redetermination process is perhaps the biggest issue facing the Medi-Cal program in its history; the more people who know and understand the process, the more Medi-Cal members we can reach and help.

Please watch this important video message about the Medi-Cal redetermination process: <https://youtu.be/yeqNbZjcPIY>.

You're welcome to send the video link to anyone in your organization or the community that can help with this incredibly important initiative.

Thank you for your partnership and collaboration as we work together to ensure our communities have access to optimal care and vibrant health.

Sincerely,

**Jarrod McNaughton, MBA, FACHE**  
Chief Executive Officer  
Inland Empire Health Plan



# Community HEALTH WORKER BENEFIT

**Do you know about the Community Health Worker (CHW) benefit, available to Medi-Cal Members as of July 2022?** CHWs directly support better healthcare outcomes by building relationships with Members and supporting Provider efforts to assist Members in achieving optimal health. Read on for more information about the Member criteria for CHW support.

Hiring a CHW can result in many benefits for your patients and your practice:

1. **Improved Care Coordination:** CHWs can collaborate with your practice to develop a plan of care with a licensed Provider to address ongoing needs for a Member.
2. **Increased Patient Engagement:** CHWs build relationships with patients through advocacy, assistance with navigating the healthcare system, health education, and promoting self-management of chronic conditions to assist with patient compliance and adherence to treatment plans.
3. **Addressing Social Determinants of Health:** CHWs can assist Members in accessing community resources, addressing social determinants of health, and overcoming barriers to care.
4. **Enhanced Preventive Care:** CHWs play a vital role in promoting preventive services, such as immunizations, screenings, and health education leading to early intervention and improved health outcomes.

## **Which Members qualify for CHW support?**

Members with diagnosed chronic condition(s), exposure to violence or trauma, medical risk for a chronic health condition, adverse childhood events, risk factors, unmet social needs, recent ED/hospital visits, detox stays, missed appointments, and those who have expressed the need for support. This represents a broad swath of IEHP Members.

## **How do I receive payment for a CHW employed by my clinic?**

CHW services are reimbursable to the CHW's supervising provider. CHWs must meet the background and training requirements stipulated in DHCS All Plan Letter (APL) 22-016 available at [www.dhcs.ca.gov](http://www.dhcs.ca.gov). An amendment to your contract is required to be able to bill.

If you have questions about the requirements for CHWs and their supervising providers, please email [CHW@iehp.org](mailto:CHW@iehp.org). We have a dedicated support team to address any questions or concerns you may have regarding the CHW benefit implementation.

# PROVIDER NEWSLETTER *Survey Results*

## THANK YOU

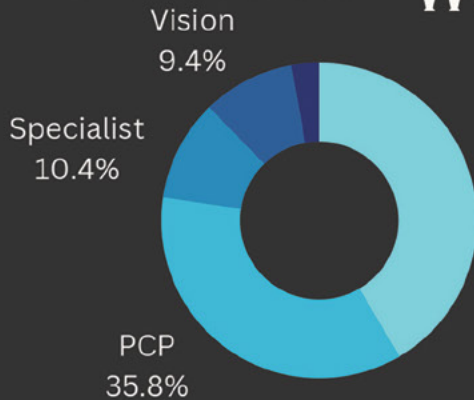
FOR YOUR PARTICIPATION IN OUR PROVIDER NEWSLETTER SURVEY SENT OUT EARLIER THIS YEAR. YOUR FEEDBACK HELPS US TO KNOW WHAT YOU WANT TO READ. BELOW YOU'LL SEE OUR FINDINGS BASED ON YOUR RESPONSES.

268  
RESPONSES  
RECEIVED

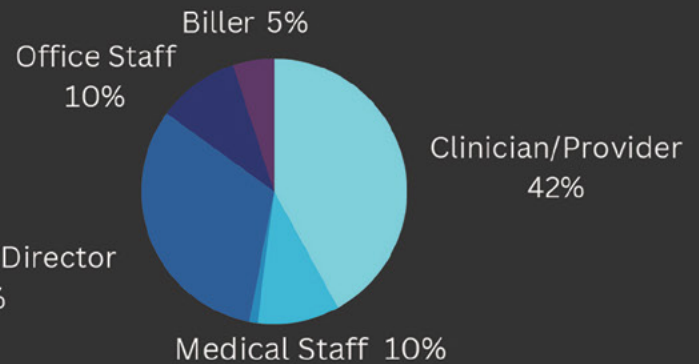


81%  
HAVE READ OUR  
NEWSLETTER

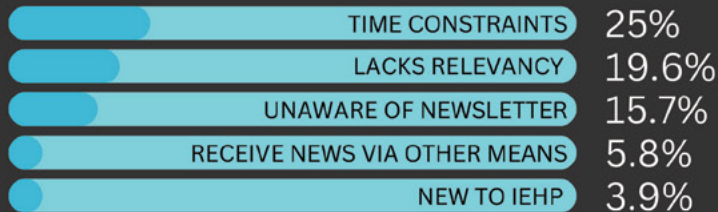
## WHO RESPONDED?



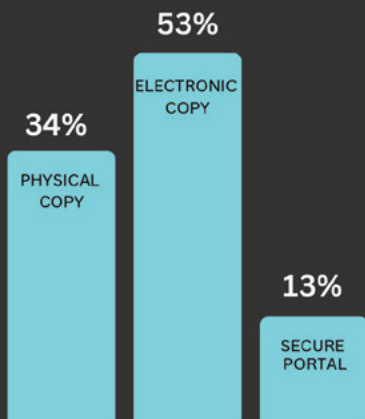
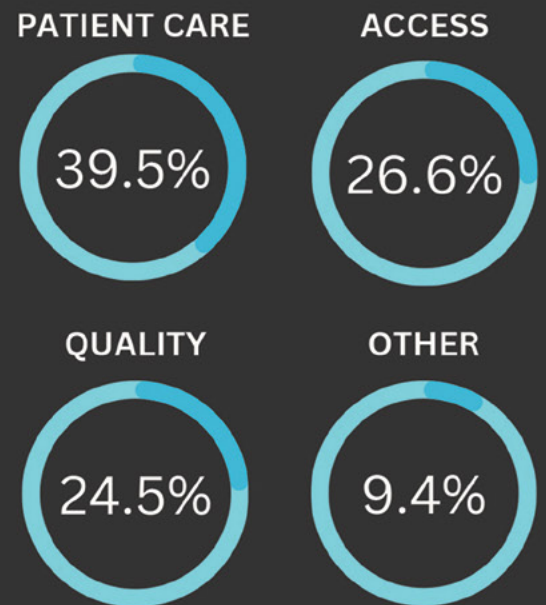
Behavioral Health  
41.5%



### THE BIGGEST BARRIERS FOR NOT READING OUR NEWSLETTER



### WHAT TOPICS WOULD YOU LIKE US TO ADDRESS IN THE NEWSLETTER?



HOW WOULD YOU LIKE TO RECEIVE THE NEWSLETTER?



86% FIND THE ARTICLES HELPFUL

85% WANT THE HEARTBEAT AND SCRUBTALK COMBINED INTO ONE NEWSLETTER

# Combating Health Disparities, ONE INCENTIVE AT A TIME

Our partnership with your practice includes the shared goal to minimize health disparities, improve patient outcomes and access to care. IEHP is incentivizing Members to complete health screenings, labs, well-care visits and immunizations with \$25 or \$50 gift cards, depending on the service received.

Eligible Medi-Cal and Medicare Members are identified in one of two categories: Members **with** Orders and Members **without** Orders.

Members with Orders are those assigned to PCPs who elected to participate in the Standing Orders Program. These Members can go directly to the appropriate lab facility or return the home screening kit, as applicable, to complete the needed screenings.

Members without Orders are assigned to PCPs who elected **not** to participate in the Standing Orders Program. These Members are required to visit their PCPs to obtain a written order before visiting a lab facility to complete their screenings.

Labs and screenings must be completed by 12/31/2023 for Members to receive the incentives in the 2023 program. Eligible Members are notified via mail about the program details, deadlines, and instructions on how to complete their screenings/labs to receive their incentive.

The table below lists the services included in this year's Standing Orders and Member Incentive Program along with the corresponding incentive amount available to eligible Members.

	Annual Wellness Visit	Colorectal Cancer Screening	Dibetic Retinal Eye Exam (EED)	Breast Cancer Screening	Hemoglobin A1c (HBD) & Kidney Health Evaluation (KED)	Colorectal Cancer Screening	Cervical Cancer Screening	Child & Adolescent Wellness Visit (16-21 Years)	Well-Child Visit (First 15 & 30 months)	HPV (12 years)	Flu only (13-24 months)	Flu & Rotavirus (0-12 months)
	Medicare		Medicare & Medi-Cal			Medi-Cal						
With Orders (PCP visit NOT required)		✓	✓	✓	✓	✓*						
Without Orders (PCP visit required)	✓	✓		✓			✓	✓	✓	✓	✓	✓
Incentive Amount	\$25	\$25	\$25	\$25	N/A	\$25	\$25	\$25	\$25	\$50	\$25	\$50

If you have elected to participate in the IEHP Standing Orders program, we thank you and please encourage your patients to get their routine labs, immunizations and screenings. Standing orders are a great tool for increasing Global Quality P4P scores.

If you are not enrolled in the Standing Orders program, be on the lookout for the IEHP Provider Standing Orders Program opt-in form scheduled to be delivered during the first quarter of 2024.

Providers who do not opt-in to the program during this period will have to wait until the following year to do so. Don't miss out!

The Member Incentive Program is an excellent way to motivate and reward our Members for taking care of themselves and their loved ones. Working together, we can ensure that our Members receive optimal care and everyone has the opportunity to achieve the best health possible.



Temperatures skyrocketing into the 100s signal the need to slow down, hydrate and find ways to keep cool. Here are a few reminders for all of us, including our Members, on how we can enjoy the hot days while staying safe and healthy.

**Cook smarter, not hotter.** Try incorporating more no-cook meals into your menu, enjoying sandwiches, salads, and charcuterie-like boards that can be loaded with veggies and fruit in addition to bread, cheese and olives. Using an air fryer, slow cooker, or multicooker can reduce your exposure to an additional heat source, keeping you more comfortable and often reducing the time it takes to prepare many dishes.


**Adjust the time you spend outdoors.** The sun's rays are strongest between 10am to 4pm. To get your Vitamin D while avoiding the heat, experts suggest going outside in the early morning or early evening. Walking and spending time in nature significantly improves mental health and you don't want to miss out

on those benefits due to the heat. Strenuous exercise, especially during heat waves, is not advisable but walking during the cooler times of day can relieve stress and promote better mental health.

**Hydrate, Hydrate, Hydrate.** This cannot be said enough - hydration is essential to everyone's health. This is the time to get creative with your hydration, adding fruit to a pitcher of water for a spa-like treat. Also, don't forget to eat water-packed fruits like watermelon, strawberries, cantaloupe, and grapefruit. Fruit and water are a delicious combination that can help us avoid dehydration.

These tips may seem like common sense but we can all benefit from reminders to slow down, hydrate and avoid overheating.

Please remind your patients about cooling centers in our community. Connect IE offers lists of cooling centers available in our community through [connectie.org](https://connectie.org).



# Preventive CARE ROSTER



IEHP's Preventive Care Roster for PCPs has been upgraded to improve user experience and efficiency.

## Here's what's new:

- ✓ **Interactive Page:** Access measure numerators, denominators, and compliance rates in one place.
- ✓ **Visualize Measure Performance:** Compare your performance to IEHP's Minimum Performance Level.
- ✓ **Member-Level Measure Details:** Dive deeper into individual Member compliance for better insights.
- ✓ **Drill Down by "Office Number / Provider NPI":** The Preventive Care Rosters can now be viewed by all PCPs sharing the same TIN. Filter visualizations by Provider Name – Provider NPI – Office Number for efficient data management.
- ✓ **Timely Updates:** Enjoy bi-monthly updates to stay current on compliance rates. Reports are updated two times per month, July 2023–December 2023 (by the 10th and 25th monthly), and one time per month, January 2024 – June 2024 (by the 25th monthly).

If you are looking for certain age ranges by measure, you will find that the information is categorized differently in the new preventive care roster. Here's where you can find the Member information for specific age groups:

- ✓ **Well Child Measures:** The 3–6-month wellness visits can be found in the “Well Child Visit 0-30 Months – First 15 Months (W30)” roster.
- ✓ **Adolescent Visits:** Now available under the “Child and Adolescent Well-Care Visits (WCV)” roster.
- ✓ **Vaccines:** Childhood Immunizations Status (CIS) – Combo 10 for children turning two years of age. Immunizations for Adolescents (IMA) – Combo 2 for children turning 13 years of age.
- ✓ **Upcoming - Newborn Immunizations:** For children between 0-2 years of age.

We believe these upgrades will transform your experience with the Preventive Care Provider Rosters. Thank you for your dedication to exceptional care!





# Screenings FOR BETTER MENTAL HEALTH OUTCOMES

**How are Screening and Transition of Care Tools reshaping Behavioral Health Services?** Prior to 2023, many behavioral health screening and transition of care tools were utilized to assess Medi-Cal beneficiaries. DHCS has developed statewide Screening and Transition of Care Tools for adults and youth under 21 years of age, for use by County Mental Health Plans and plans like IEHP. The new screening tools help determine the most appropriate Medi-Cal mental health referral, so Members receive the care they need in the right setting.

As of January 1, 2023, when Members who do not currently receive BH services contact IEHP or the County for referrals, they are assessed using the Adult or Youth Screening Tools. The screening results guide the appropriate referral to either

IEHP's in-network BH Providers or County Mental Health services to ensure the Member is accessing the appropriate level of care.

IEHP BH Providers treating Members with severe symptoms and impairments should utilize the IEHP Provider Portal to complete the Coordination of Care Treatment Plan form and attach the included Transition of Care Tool. This will aid the smooth transition of Members to County Mental Health for ongoing services.

By incorporating the transition of care tools into your practice, you contribute to the quality and continuity of behavioral health services for Members. Together, we can make a significant difference in the lives of those seeking support and care.

# EDUCATION CORNER

## What CAIR2 can do for you!

To help you stay on top of your members' vaccination schedule, please report all immunizations via the California Immunization Registry (CAIR2). CAIR2 is a free and secure database that provides a central location for healthcare providers to record and access patient's immunization information.

### With CAIR2 you can easily:

- Document patient's complete immunization data
- View and document Tuberculosis test history
- Forecast upcoming immunizations
- Generate official patient/student immunization records ("yellow cards" and "blue cards")
- Manage your vaccine inventory - including separate tracking for VFC vaccine supplies
- Conduct reminder/recall activities
- Request immunization records from other providers

Visit [cairweb.org/enroll-now](http://cairweb.org/enroll-now) to register with CAIR2 and begin tracking your member's wellness.



*Their Health*  
**STARTS  
WITH YOU**

## NEW and improved immunization toolkit now available

As a healthcare professional, you understand the important role vaccines play when it comes to protecting yourself and those around you from diseases that once were the leading cause of death in the United States. For over 100 years, vaccines have greatly reduced the number of deaths and complications associated with diseases such as tuberculosis, meningitis, and measles.

Vaccines are an important part of our Members' overall wellness, which is why the Global Quality P4P Program rewards you for your efforts in keeping our members healthy.

A new and improved 'Immunization Toolkit' is now available for Providers and office staff. The toolkit provides best practices on immunizations, a brief overview of the CAIR2 platform, and billing code guidance to help you maximize your billing efforts.

Billing and claims coding practices are critical to your success in maximizing incentives offered through our Global Quality P4P Program.

You can find the toolkit by visiting: [www.iehp.org](http://www.iehp.org) > Providers > P4P Prop 56 – GEMT > Grow Well Childhood Immunization Toolkit for Providers (PDF) under the "Immunizations" section.

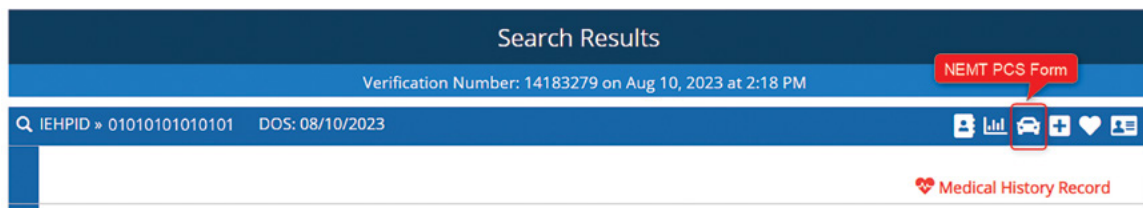


## PCS Forms Required for Non-Emergency Medical Transportation

**An important reminder:** Physician Certification Statement (PCS) forms are required for each Member using non-emergency medical transportation (NEMT) provided by IEHP. A PCS form completed by a Member's PCP or treating provider confirms that a member has a physical limitation that requires the use of non-emergency medical transportation. The Department of Health Care Services (DHCS)

audits IEHP to confirm every Member accessing NEMT has a PCS.

It's easy to submit PCS forms electronically via the IEHP secure Provider portal. Just click the car icon on the Member's eligibility verification to complete and submit the form. Every PCS form is valid for 12 months from the date of submission.




### Medi-Cal Annual Eligibility Renewal (AER) Support

Medi-Cal Annual Eligibility Renewal (AER) is in full swing and IEHP is here to support members in keeping their Medi-Cal benefits through IEHP.

If one of your IEHP patients is currently due for Medi-Cal renewal, your office will see an alert when they check eligibility through IEHP's secure provider portal. Please let these members know that IEHP's Eligibility Renewal Support team at **1-888-860-1296** is standing by to help them complete their renewal packet.

PCPs and IPAs have AER rosters available on the Provider Portal and we appreciate your partnership to outreach to your assigned membership. Please ask these members if they've received their yellow Medi-Cal renewal packet!

Lastly, please remind members that if they miss their renewal due date, they have 90 days after the AER due date to submit their renewal forms to restore their eligibility.

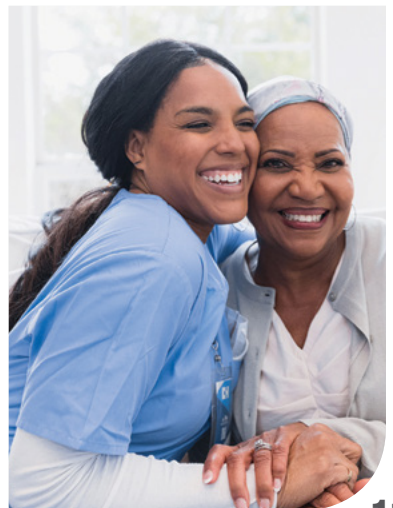


## NEW Community Supports benefits available!

On July 1, 2023, IEHP began offering three (3) new Community Supports services available for eligible Members:

- **Day Habilitation Programs** – provided in a non-facility setting to assist members in development of the necessary skills to reside in the Member's natural environment.
- **Respite Services** – short term services available to caregivers of Members.
- **Personal Care and Homemaker Services** – offered to Members who need assistance with activities of daily living (ADLs) such as bathing, dressing, toileting, ambulation and feeding. These services help Members remain safe in their homes and avoid institutionalization.

Please refer your Members for these services via IEHP's secure eAuth form on the provider portal.



# UPCOMING EVENTS

## You're Invited...



### 13<sup>th</sup> Annual "Caring for Our Future" Medical Scholarship Fundraiser

Wednesday, October 18, 2023  
6:00 p.m. - 9:00 p.m.  
Riverside Convention Center



[www.rcmadocs.org/futuredocs](http://www.rcmadocs.org/futuredocs)

Join RCMA for our 13<sup>th</sup> Annual Medical Scholarship Fundraiser, where we will invest in the future of medicine by raising funds for medical students who show a commitment to returning to Riverside County to practice once their training is complete.

#### Program

- 6:00 p.m. Reception & Silent Auction
- 7:00 p.m. Dinner
- 8:00 p.m. 2023 Scholarship Presentations  
Live Auction

#### Registration:

- RCMA Member Physicians:  
Complimentary
- Guests:  
\$100
- RCMA Residents/Medical Students:  
\$50

### Thank You to Our Sponsors



For more information, visit [rcmadocs.org/fundraiser](http://rcmadocs.org/fundraiser) or contact Minna Decker at (800) 472-6204 or [mdecker@rcmadocs.org](mailto:mdecker@rcmadocs.org)

Join Us...

Riverside County Medical Association



*End of*  
**SUMMER MIXER**

*Physicians and Office Managers are invited to  
celebrate the end of summer on*

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**Thursday, September 21, 2023  
4:30 - 6:30 p.m.**

***On the Patio at RCMA  
3993 Jurupa Ave., Riverside***

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Enjoy some music, tacos and margaritas  
while networking and socializing  
with your fellow colleagues and  
RCMA Business Partners.



RSVP at [www.rcmadocs.org/events](http://www.rcmadocs.org/events) or contact  
Minna Decker at [mdecker@rcmadocs.org](mailto:mdecker@rcmadocs.org) | (800) 472-6204

# UPCOMING EVENTS

## Attention: Physicians

# MED MAL 101

Medical Professional Liability Insurance  
Overview for Physicians



Wednesday, September 20<sup>th</sup>  
6:00-7:00 pm



PROASSURANCE

A medical professional liability (MPL) insurance policy provides coverage for the expenses associated with managing claims of malpractice. This presentation will provide physicians with a high-level view of where MPL insurance fits into the healthcare and insurance industries.

### Topics Covered:

- MPL Coverage Basics
- Available Options for Specialities
- Malpractice Claims
- Mitigating Exposure
- Risk Management Protocols
- Trends Affecting Legal & Medical Environments

### Presenter:



#### Lucy Sam

Regional Vice President  
Underwriting  
ProAssurance

## Complimentary for All Attendees

FREE ZOOM WEBINAR



Online  
Registration

[www.rcmadocs.org/events](http://www.rcmadocs.org/events)

Confirmation Email Includes:

- Webinar login link
- Meeting ID number
- One tap call in mobile numbers

Don't forget to click the "Add to  
Your Calendar" button!

For more information visit [www.rcmadocs.org/events](http://www.rcmadocs.org/events) or contact  
Sandy Lozeau at (951) 686-3342 or [slozeau@rcmadocs.org](mailto:slozeau@rcmadocs.org)

# Living the Mission

## OFFICE STAFF AWARD

(Previously Known as Scrub of the Month)



IEHP's new Living the Mission Office Staff Award, previously known as Scrub of the Month, honors office staff whose actions and compassionate care go above and beyond to serve our Members and support our Providers.

**We seek to highlight individuals who are the embodiment of our Mission, Vision, and Values:**

- Placing our Members at the center of the universe.
- Unleashing creativity and courage to improve health and well-being.
- Bringing focus and accountability to their work.
- Never wavering in their commitment to our Members, Providers, Partners, and each other.

Our very first Living the Mission Office Staff Award winner will be presented with a certificate, a gift card and be featured in the next Heartbeat newsletter. Don't miss this opportunity to nominate the team members in your office who exemplify IEHP's Mission, Vision, and Values.

Simply scan the QR code with your mobile device to submit your nomination, it's that simple!

If you have any questions, you can always reach us at [ProviderCommunication@iehp.org](mailto:ProviderCommunication@iehp.org).



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

PRST STD  
U.S. POSTAGE  
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# Their Health **STARTS WITH YOU**



If you have any questions, contact the  
IEHP Provider Call Center at **866-223-IEHP (4347)**  
or email **ProviderServices@iehp.org**



Stay connected. Follow us!