Good Oral Health Starts at Birth
A New HPSJ Initiative

Health Plan of San Joaquin (HPSJ) has launched an initiative to improve the dental health of HPSJ's 152,000 youngest members – children starting at birth.

Access to early dental care is a challenge for Central Valley children. Concerns are mounting for the potential impact on their oral health and their ability to grow and thrive. Increasingly, studies are pointing to dire consequences for the well-being of these kids as they grow into adulthood, including the life-long consequences for children too distracted by poor oral health to perform well at school.

HPSJ, as a Medi-Cal managed care public health plan, is not able to provide coverage for dental visits.

As state government explores how to make the Denti-Cal program far more robust and efficacious, HPSJ is moving forward, now, to:

1) Energize our local provider network on behalf of our young membership

2) Reach out to the community, via a social media/marketing campaign to educate and instill good oral health habits

As the first part of the multi-phase program, HPSJ is taking steps to collaborate with practices throughout our extensive network. We hope providers will start by making oral health a common part of the Well-Child visit.

With the lack of recommended levels of fluoride in public drinking water for San Joaquin and Stanislaus counties, HPSJ is encouraging the wide use of fluoride.

To encourage fluoride use, effective November 1, 2015, HPSJ has:

• Increased the reimbursement for HPSJ network providers on fluoride varnish treatments

• Expanded the pharmacy benefit for fluoride drops and tablets, from a 30-day supply to a 100-day supply (for children 0-16 years)

• Arranged for training of the providers and staff to implement this benefit

We have created education and training resources that we are providing our network practices.

Together let us establish oral health care and daily practices that will help establish life-long good health.
Lakshmi Dhanvanthari: True to HPSJ’s commitment to continuously improve the health of our community, we will keep working with our providers and other community partners to improve access and care to our members. We are approaching both routine activities and our special program implementations through the lens of collaboration and partnership with our dedicated providers and community organizations. This is how we: empower our members with knowledge to improve their health status; assist our providers to help them better the delivery of quality care and services; and improve the health of the community through education and messaging. We have stepped up our internal medical management programs, such as case management and disease management, to reflect these ideals. Some of the initiatives that HPSJ will be implementing soon include the comprehensive Prenatal Program and phase two of the Oral Health for Children Starts at Birth Initiative. All of these initiatives will focus on improving the health of individuals now, and contribute to the long-term health of our community.
Worth the Effort: Bridging the Gaps – Language, Literacy and Cultural Differences

A key component to new care delivery models – from patient-centered medical homes to accountable care organizations – is the will and skill to engage and educate patients about their health status. HPSJ understands that while doing this can be challenging with all patients, for diverse patient populations it can be even more so, due to language barriers, health literacy hurdles, and cultural differences in communication styles.

To support your practice, starting in January we will be working with you and your staff to provide an updated Linguistic Capabilities Assessment (LCA) that complies with the requirements of the California Department of Health Care Services (DHCS) for cultural competency, sensitivity and diversity. We hope to provide both in-person and online trainings. The LCA certification for your practice will be made available to HPSJ members who are your patients. This information will help our members with Limited English Proficiency select a provider that best fits their language and cultural-comfort needs.

As in the past, any time throughout the year you have staff that leave or come on board, please contact Provider Services to update your linguistic capabilities.

Here are two great resources for you and your staff:

Cultural Competency Training for Healthcare Providers:
www.iceforhealth.org
Search: Cultural Competency

Industry Collaboration Effort (ICE) Provider toolkit:
www.iceforhealth.org
Search: Provider Toolkit

Cultural Competence: Health Care
The ability to provide care to patients with diverse values, beliefs and behaviors, including tailoring health care delivery to meet patients’ social, cultural and linguistic needs.

Refining Continues for System for Identification of Fraud, Waste and Abuse Capture, and Claims Editing
As part of ongoing oversight efforts, state and federal regulators mandate that health plans, including HPSJ, continue to refine and maintain state-of-the-art systems regarding the identification of fraud, waste and abuse capture, as well as claims editing. The purpose behind both systems, operating in tandem, is to ensure efficient plan operations related to claims, without intruding on operations of provider practices.

Scheduled updates for these systems are progressing and now being tested. They will be operational by early 2016.

There is nothing providers need to do, beyond what your practice is already undertaking for regulatory and legal compliance.

In the coming months, we will continue to keep you posted, including, for example, any new messaging you may possibly see once our updated internal systems are on line.

Thank YOU for making our ICD-10 Launch a Success!

Throughout the country, provider practices and health plans worked hard to get ready for ICD-10. Because of all this preparation, testing and training, HPSJ and our provider network have experienced few ICD-10 disruptions of any kind.

We appreciate your continued partnering with us on ICD-10, as this keeps the claims workflow on target and productive for all. Meanwhile, THANK YOU! Questions?

Provider Services Department
(209) 942-6340
Annual Eye Exams – Now Available for Members

- Prevention
- Early detection
- Management of diabetic eye complications

As of September 1, 2015, all HPSJ members with diabetes can obtain a dilated retinal eye examination annually through VSP (Vision Services Plan), (800) 877-7195.

For all your HPSJ members diagnosed with diabetes, please recommend they obtain an annual eye exam with their HPSJ VSP provider.

- No referral is required
- No prior authorization is required

Since this will be very beneficial in the prevention, early detection and management of diabetic eye complications, we ask that you help us inform each diabetic HPSJ member in your practice and encourage them to seek this service, which has no cost to them.

We are very pleased to be able to offer this vital service for all of your diabetic patients who are our members!
Care Management: More and More, a Team Effort

Managing a patient, increasingly, is no longer a one-person job. With often complex, chronic conditions, HPSJ can supplement the resources of your practice so that you can provide the kind of consistent, optimal care that is the mission of your practice.

If you have a Health Plan of San Joaquin patient struggling with any of the following conditions, you can refer them to our Case and Disease Management Programs for the assistance they need – and at no cost to them.

These include:
- Diabetes
- Asthma
- Congestive Heart Failure/Heart Disease
- Substance Abuse
- Anxiety
- Depression

This assistance could include:

- **Medications management**
- **Transportation to appointments**
- **Interpretive services**
- **General medical management** – we have teams of case management RN’s, social workers, and health navigators, all trained to help guide your patient to the right services
- **Health education** – for those times when your practice just does not have the time to discuss all the resources and information your patient will need in order to heal and flourish, we can start the conversation for you

Connect your patients to us by referring them online at hpsj.com or by calling:

Case Management | 209.942.6352
Disease Management | 888.318.7526
Beacon Mental Health Services | 888.581.PLAN (7526)

Congestive Heart Failure and Heart Disease

These diagnoses represent a significant portion of the populations we serve. Research shows that patients tend to be more compliant with health instructions, such as adhering to a low-salt diet, if they are provided with educational materials, as well as follow-up by culturally-sensitive case management or one-on-one education.

Since not all patients have access to these resources, and your practice doubtless finds this kind of support very time intensive, HPSJ can help. To illustrate, here is one initiative we have set up just for this purpose.

Health Plan of San Joaquin’s Heart-Healthy Monitoring program (an adjunct of the HPSJ Disease Management program) can provide the education and support that your patients need. Our telephone-based Disease Management system provides compassionate care and disease management discussion, eliminating barriers such as scheduling and transportation. HPSJ’s specially trained Disease Management RN’s can help guide patients in the right direction, providing ongoing support and education about heart related illnesses, community resources, and medications. We can also provide health education materials.

This program is offered at no cost to the member. As a provider, you can refer a patient at any time by using the Case Management/Disease Management Referral form online at hpsj.com or call us at (888) 318-7526.
Catherine Flanagan: We will move forward as a team to influence our members and providers to promote optimal health for our population. These are individual members who may also have the largest barriers to care when it comes to navigating the health care maze. Measurement of our success is obtained by the state of California and our membership, for multiple aspects and facets of health care. We are not only up to the challenges, we relish the opportunities.

Pat Sabella: As director of the medical management teams comprised of nurses, social workers and health navigators, I see our role as key to working directly with our membership to promote healthy lifestyles and to help patients receive timely, medically necessary care when needed. The Road Ahead must focus on health education and promotion, and the prevention of avoidable illnesses.

Johnathan Yeh: HPSJ continues to expand its focus on the local community. With the expansion of our offices in Stanislaus County we now have committed one third of our staff to Stanislaus. In the ever-evolving healthcare environment, HPSJ will continue to serve existing and new patient populations.

Robert Castillo: We need to increase our abilities by leveraging technology to improve our Population Health Management abilities, in order to identify and reach those members who need our services. My role going forward is to be an ambassador of Health Plan of San Joaquin. I would like to place even more effort on collaboration and participation of the medical community to maximize our efforts for the improvement of our community health.

Dr. Lakshmi Dhanvanthari, joined HPSJ as CMO in 2014, bringing with her 15 years of experience as a practicing pediatrician. A member of the American Academy of Pediatrics, she has developed award-winning programs to improve the quality of delivered care.

Dr. Robert Castillo, who came to HPSJ in November, is a Fellow of the American Academy of Pediatrics and has extensive experience as a practicing physician, as well as a senior leader of complex health care organizations where he has specialized in quality programs, and medical and utilization management.

Patricia Sabella, joined HPSJ in May 2015, bringing with her extensive senior leadership experiences, including managed care, hospital administration, and Medi-Cal. She is a Board Certified Professional in Health Care Quality (CPHQ) and Utilization Management (CPUR) and she holds a National Managed Care Certification (NMCC).

Johnathan Yeh, joined HPSJ as a pharmacy resident in 2007, and then served as a clinical pharmacist. He subsequently was appointed director of clinical programs with responsibility for the clinical analytics team. In November he transitioned into the new role of Director of Pharmacy and Clinical Analytics.

Catherine Flanagan, joined HPSJ in September. She has extensive leadership and Medicaid managed care experience, including developing clinical management and quality improvement programs for complex health care organizations. She is an expert in management of health care quality measurement systems, including HEDIS and NCQA.