There is an Incentive Program for Primary Care Providers (PCPs) and OB/GYNs for Quality measures. The program this year has defined measures for the following:

1. Initial Health Assessment (IHA) for new enrollees - $25 per IHA, paid quarterly
2. Prenatal and Postpartum Care (OB/GYN) - $25 per occurrence, paid quarterly
   - Prenatal care in first trimester or within 42 days of assignment to Health Plan
   - Postpartum care between 21 – 56 days from delivery
3. Healthcare Effectiveness Data and Information Sets (HEDIS) – percentages calculated and paid annually
   - Cervical Cancer Screening
   - Comprehensive Diabetes Care HgA1c testing
   - Well Child visits (3 – 6 years of age)
   - Medication Management for People with Asthma
   - Children and Adolescent Access to PCP
   - Avoidable Emergency Room (ER) Visits – calculated and paid annually
     - Number of avoidable ER visits per 1,000 for linked members per calendar year
   - Potentially Preventable Admissions (PPA) – calculated and paid annually
     - Number of potentially preventable admissions per 1,000 for linked members per calendar year
   - Readmissions – calculated and paid annually
     - Number of readmissions per 1,000 for linked members per calendar year
   - Number of readmissions per 1,000 for linked members per calendar year, which occurred in a 30-day period post-discharge; initial admission occurred during the calendar year.

Health Plan of San Joaquin provides these incentive programs for our network PCPs and OB/GYNs, as we partner to improve care for our members. The initial payments are targeted for the first quarter of the year, to be distributed in April/May 2016.

Further, our goal is to provide ongoing member gap reporting, so that we can better support providers in improving quality of care for individual members.

HPSJ Incentive programs are not new, but we continue to enhance the program annually.
Once Again, Tracking Answers for a New Threat – Zika Virus

As this PlanScan newsletter goes to print, Zika virus, the latest serious threat to public health, raises many questions and few answers. For the coming months, Zika likely will remain under investigation as to its spread, and potential prevention measures and/or a cure.

Practices can keep up with latest developments by bookmarking the Provider section of HPSJ’s website, www.hpsj.com. Meanwhile, here is an excellent infographic from the Centers for Disease Control and Prevention (CDC) in Atlanta.

CDC’s Response to Zika includes:

What we know

- Zika can be spread from a mother to her fetus during pregnancy.
- Infection during pregnancies is linked to birth defects in babies.
- Zika is spread mostly by the bite of an infected Aedes species mosquito.
- These mosquitoes are aggressive daytime biters. They can also bite at night.
- With the recent outbreaks, the number of Zika cases among travelers visiting or returning to the United States will likely increase. The mosquitoes that can carry Zika are found in some areas of the US.
- Because the mosquitoes that spread Zika virus are found throughout the tropics, outbreaks will likely continue.
- There is no vaccine or medicine for Zika.

What we don’t know

- If there’s a safe time during pregnancy to travel to an area with Zika.
- If pregnant women do travel and are bitten:
  - How likely they are to get Zika
  - How likely it is that their baby will have birth defects from the infection

Get the latest

- Lunch & Learns
- Special Presentations

In March, network practice staff were invited to Lunch & Learn presentations, at HPSJ’s French Camp and Modesto offices, for our annual program: HEDIS, Ensuring Successful IHA and HEDIS Outcomes. Throughout 2016, HPSJ Provider Services staff will offer a series of presentations and trainings.

Look for details about these upcoming 2016 Lunch & Learn programs:

- July: How to have a successful facility site and chart audit
- November:
  - CHDP, VFC and CCS
  - Oral Health for Kids Initiative - we plan to again offer our popular Oral Health for Kids program and training workshop, part of HPSJ’s ongoing Good Oral Health Starts at Birth initiative
  - Additional Kids Oral Health training workshops will also be scheduled throughout our Stanislaus and San Joaquin counties service area.

If your practice would like to learn more – or find out how to schedule an in-office Oral Health for Kids and fluoride varnish training, including 200 free varnish doses – please contact Provider Services.

Source: Centers for Disease Control and Prevention (CDC)
Prenatal Health Education Program

To have a positive impact for our members, and to assist our providers, HPSJ has just established the Prenatal Health Education Program. It is available to all pregnant HPSJ members.

Our Prenatal Health Education Program is an entirely telephonic service to help support moms in the comfort of their own home. We want to get our moms connected to the services they need when they need them most. We look forward to your referral to the Prenatal Health Education Program.

We provide:
• Prenatal and postpartum health education materials
• Case Management of high risk pregnancies
• Social Work Case Management for coordinated access to care
• Access to telephonic mental health counseling services
• Our prenatal program also serves as a centralized directory of all local maternal, child, and adolescent health resources

As we gear up this exciting new program in April, we will be in touch with HPSJ network practices with more details.

Find it quickly online!

We know your time is valuable. That’s why, based on your feedback, we continue to enhance our website and make the information you need available in seconds.

Featured updates:
• One-click access to forms, HPSJ’s formulary and Provider Search from the main page

• Avoid clicking through pages. Hover over a main menu topic and a list of important and frequently searched items is revealed
• New and improved search bar that suggests key words as you type

Have a suggestion? Visit hpsj.com for more information and click FEEDBACK to share your ideas.

HPSJ Provider Alerts - Recent Highlights:

Visit our website to stay up-to-date on all of our latest Provider Alerts at hpsj.com/alerts

• Increased Reimbursement on Fluoride Varnish Treatment and Expanded Pharmacy Benefit for Fluoride Drops and Tablets
• Changes to Prior Authorization Requirement for Dispensing of Ear Molds
• Podiatry Services - Changes to Prior Authorization Requirements

• CHDP PM 160 Changes to the Current Billing
• Changes to Prior Authorization Requirements: CT Scans, Ultrasound, Mammograms

Questions? Please contact our Provider Services Department at (209) 942-6340.
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 now operational. HPSJ is working with Optum as our partner for these systems. If you do receive communication from Optum, please contact them directly at 1-952-205-0848.

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

However, you may see the following new denial message on your Remittance Advice (RA). Any questions or concerns surrounding this denial code will need to be addressed by Optum, not HPSJ.

**Sample denial message:**
RA code DO75 claim is denied pending record review. Please follow the instructions incorporated in the letter from Optum. For additional information regarding this request please contact Optum directly at 1-952-205-0848.

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### Get help for your patients: Language Assistance Program

**Communicating through an interpreter**

Professionally trained health care interpreters can reduce liability; help ensure appropriate utilization, and increase client adherence and satisfaction with services. Trained interpreters help to assure effective communication between patient and provider, support effective use of time during the clinical encounter, and improve outcomes.

Professional interpreter services for medical encounters must be offered to Health Plan of San Joaquin (HPSJ) non-English speaking, or limited-English proficient (LEP) Medi-Cal members. Members have the right to receive oral interpreter services on a 24-hour basis at no cost to them. Interpreter services may be provided through an in-person interpreter or telephone language service.

As a contracted HPSJ provider here are some of your provider responsibilities –

- You are required to ensure access to interpreter services for all LEP members.
- At the time an appointment is made with the PCP, interpretive services should be offered to LEP patients.
- You must document a member’s preferred language (if other than English) in the medical record.

Using family members or friends to interpret should be discouraged.

- It is especially important to discourage minors from acting as interpreters.

If your patient still refuses an interpreter after being offered one, document the refusal in their medical record. Documentation protects you and your practice. It also ensures consistency when your medical records are monitored through site review audits.

If you are unable to provide services in a member’s language, please contact us. We can provide an interpreter for HPSJ members, 24-hours a day, 7 days a week, at no cost to you or the member. Interpreter services include face-to-face and sign language options, as well.

HPSJ is dedicated to working with you to effectively deliver quality health care services to our culturally and linguistically diverse membership.

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### Schedule an interpreter for your HPSJ patient with Customer Service.

To use a face-to-face interpreter, please contact us:
- Five-to-seven business days in advance, for any language need
- Ten business days in advance, for sign language

Help us use our public funding wisely -
- If your office cancels or reschedules a member’s appointment that requires an interpreter, please call HPSJ right away so we can cancel the interpreter and reschedule. Each month a number of the interpretation sessions for which we are billed are “cancelled appointments” that weren’t communicated.

- If a member calls to cancel an appointment – and you know they have scheduled an interpreter – please remind them (kindly and clearly) to call Customer Service at 1-888-936-7526 or TTY/TDD (209) 942-6306 (711) to cancel their interpreter.
Health Plan of San Joaquin (HPSJ) kicked off its Toastie Toes project in January 2016, one of the colder months of the year. The Toastie Toes project was supported by HPSJ leadership and coordinated by Linda Reynolds, provider services manager, and Juan Villa, medical management social worker, to bring homelessness awareness to HPSJ.

The project was kicked off in January with a sock drive in both French Camp and Modesto offices. HPSJ staff donated 917 pairs of socks, along with additional items such as scarfs, blankets and sleeping bags, to be distributed throughout Stanislaus and San Joaquin county homeless shelters.

The Toastie Toes project allowed HPSJ staff to display one of our corporate values - Dedication. The Toastie Toes project helped HPSJ staff recognize homelessness and say to our community: we do not need to wait for a holiday to give.

HPSJ Adds Medical Director To Its Health Care Leadership Team

Dorcas C. Yao, MD, has joined HPSJ as a medical director. Board certified in clinical informatics and radiology, she has extensive clinical experience in large integrated healthcare systems, having worked for over 15 years at the VA Health Care system in Palo Alto, and the VA National Office of Informatics and Analytics.

“As a physician, I am passionate about leading positive changes and improving health care delivery for my patients. This has meant reaching beyond my medical practice to take leadership roles in projects aimed at improving operations, quality, processes and outcomes for individuals and large populations of patients,” she said.

“Dr. Yao will provide medical oversight for HPSJ’s utilization management and quality management activities and with her clinical informatics background she will assist us as we continue to build our analytics capabilities,” added HPSJ Chief Medical Officer Lakshmi Dhanvanthari, MD.

A graduate of the Massachusetts Institute of Technology, Dr. Yao received her medical degree at the University of Pennsylvania, School of Medicine.

Sharing HPSJ’s Long-time Commitment to Literacy and Community

Dr. Dorcas Yao recently joined with other HPSJ staff to participate in the annual local Rotary Read-In. Engaging a class of first graders in the rhymes and rhythms of Dr. Seuss’s “Cat in the Hat”, she reinforced the school’s teaching, while helping lay the foundation for literate kids who will grow into health literate teens and adults.
Shots for Health – It’s Now the Law in California

Under the California law, commonly known as SB 277, beginning January 1, 2016, exemptions based on personal beliefs, including religious beliefs, will no longer be an option for the vaccines that are currently required for entry into child care or school in California. Most families will not be affected by the new law because their children have received all required vaccinations. Personal beliefs exemptions on file for a child already attending child care or school will remain valid until the child reaches the next immunization checkpoint at kindergarten (including transitional kindergarten) or 7th grade.

Medical Assistants can also get practical tips on vaccine safety by visiting the California Immunization Coalition’s website, at http://eziz.org/assets/docs/IMM-1016.pdf

Thank you for helping us to keep our kids, families, schools, and communities healthy and safe.

Here are a few tips on how to start the vaccine discussion:

Parents and patients are exposed to a wide range of viewpoints about vaccines and vaccine safety. More than ever before, they have questions. Often they may come in for an appointment with concerns generated during discussions with friends, or from television, or on the internet.

The following may help you to guide the conversation

1. Take time to listen.
2. Validate their concerns.
3. Be flexible.
4. Direct them to reliable resources.
5. Balance risks and benefits.
6. Use a “heart and head” approach. You are more likely to reach parents at an emotional level, by sharing personal anecdotes of patients with preventable diseases, or stories from your family. Personal stories can be powerful motivators.