

PLANSCAN

from Health Plan of San Joaquin

HPSJ is Focus of New JAMA Dermatology Research– Promising Results Identified for TeleDermatology and HPSJ Members



“With teledermatology services, HPSJ continues to work closely with health care providers to develop accessible programs, and customer-friendly technologies for our members. The point of all our efforts is so that HPSJ members can have expanded access, more convenience and self-care opportunities, and timely delivery of services with measurably high standards of quality.”

— HPSJ Chief Medical Officer
Lakshmi Dhanvanthari, MD

A study funded by the California Healthcare Foundation and published May 4, 2016 in the research journal JAMA dermatology found reason to believe HPSJ's innovative technology resources can help expand members' access to quality health care,

provide more convenience for busy families, and deliver timely services from increasingly scarce specialist resources.

In 2012, HPSJ began to partner with a Palo Alto-based teledermatology service to allow board-certified dermatologists to remotely diagnose and treat problems of the skin, hair and nails – and for HPSJ members to be referred by their primary care provider. Increasingly popular, over 4,000 HPSJ members are now accessing teledermatology.

HPSJ was the data source for this study. RAND Corporation researchers noted in their study's abstract: “Results indicate that the introduction of teledermatology achieved the aim of increasing access to dermatologists in a large Medicaid managed care plan.”

The technology, online services and mobile apps – like WebMD, HPSJ's high-security member online portal, and teledermatology – all augment HPSJ's provider network and expand health care and medical service for members.

For more, including a link to the JAMA Dermatology research, www.hpsj.com/teledermatology

Resource: Journal of JAMA Dermatology – JAMA investigation, Effect of Teledermatology on Access to Dermatology Care Among Medicaid Enrollees

Fall 2016



New Vice President Leads Team

Vice President of Provider Networks **Pamela Newman** has joined HPSJ's Executive Team for this new position. Preparing for the next stop on her network listening tour, Pamela (right) gets a briefing from Provider Services Manager **Linda Reynolds**, one of HPSJ's founding staff.

With over 20 years of leadership experience in the healthcare insurance industry, including specialties in managed care contracting, provider relations, and business development. Pamela is already working with HPSJ provider representatives and contracting staff as they operate nimbly, leverage limited resources with enhanced technology, and find more ways to work directly with physicians and practices, for example, concentrated initiatives to improve HEDIS follow-through by members leading to better scoring results for providers.

As HPSJ celebrates its 20th anniversary, we look back at how far we've come, and we look forward. [SEE CELEBRATE HEALTH on page 6]



CELEBRATING OVER 20 YEARS
of commitment to our community.

Health Plan
of San Joaquin

Care Management: Coordinated Care for Your Patients

DIABETES



One-in-seven Californians have been diagnosed

ASTHMA



One-in-eight residents of San Joaquin and Stanislaus counties have been diagnosed at some point in their lives



It is no secret that chronic disease rates are concentrated in the Central Valley. Guiding patients as they manage these chronic diseases can feel like an uphill battle. Many patients struggle with having low health literacy skills which in turn decreases their capacity to obtain, process, and understand basic health information and services needed to make appropriate health decision.

Health Plan of San Joaquin's Care Management can help your patients face these barriers to support and take full advantage of the treatments you prescribe.

HPSJ Care Management takes a whole-person approach for health care and chronic disease management. Chronic conditions are life changing events that require behavior change to improve quality of life.

- ▶ HPSJ Disease Management and Case Management nurses can help your patients set goals and find the right health education materials for them.
- ▶ HPSJ Social Workers can maximize your patient's network and resources based on their communities and the services offered.

Refer your patients to HPSJ Care Management today using the Care Management Referral form, available on our website at www.hpsj.com/forms-documents.

Dr. John H. Zeiter Joins the HPSJ Health Commission



John H. Zeiter, MD, FACS, is now a member of the Health Commission, HPSJ's governing body. One of the Commission's greatest strengths is the blend of public servants, community representatives, and local physicians. Dr. Zeiter joins Drs. Marvin H. Primack, Michael Herrera, and Sheela Kapre as the local area doctors providing governance and guidance to

HPSJ's programs, policies and services. Dr. Zeiter is a board-certified ophthalmologist with over 20 years of surgical experience. He received his medical degree at the Kresge Eye Institute, Wayne State University (Detroit). He has published over 20 articles in medical journals and books in the areas of cataract surgery and glaucoma, and currently is a clinical professor of ophthalmology at the University of California, Davis (UC Davis) Eye Center. Dr. Zeiter is managing partner of Zeiter Eye Medical Group, established by his father, Dr. Henry Zeiter (retired), who was a founding HPSJ commissioner.

HPSJ Member Incentive Programs

Health Plan of San Joaquin offers incentive rewards to members. This is an on-going effort to motivate our members to get their preventive healthcare services, even as we seek to influence behavior toward healthier choices.

For our Quality HEDIS initiatives, we are focusing on members who:

- ▶ Are eligible to receive preventive services, but have not yet done so.
- ▶ Have visited the doctor – but the visit has not been captured in our administrative data - obtained from our claims and encounters.

Medical Records Reviews by our HEDIS Team

- ▶ We visited each provider office in the HPSJ network, collecting data that demonstrates quality outcomes.
- ▶ The medical record reviews for the measurement year (1/1/15 – 12/31/15) have now been completed.
- ▶ This data – a reflection of the day-to-day treatment provided by our network providers – will determine our delivery of quality clinical healthcare services to our Medi-Cal members.

For HEDIS 2017 (Member Year 2016)

- ▶ **See page 3** for a list of the HEDIS measures HPSJ is currently working with provider practices to improve.
- ▶ Included are the programs we offer and what we are doing next, through the end of 2016.

Quality Incentives Program | January 1, 2016 - December 31, 2016

HEDIS Measure	HPSJ Incentive Program	Reward	Next Steps 2016
<p>Cervical Cancer Screening (CCS)</p> <p>Women 21-64 years of age who are screened for cervical cancer:</p> <ul style="list-style-type: none"> • Ages 21-64: cervical cytology done every 3 years • Ages 30-64: cervical cytology/HPV co-testing done every 5 years 	<p>Mailer to all eligible members includes description of incentive.</p> <p>Member visits doctor.</p> <p>If provider signs the form or we have a claim, member gets incentive.</p>	\$25 Walmart gift card	<ul style="list-style-type: none"> • In 2016 we are providing an incentive to the member and the provider. • HPSJ Provider Services and Quality management staff are partnering to perform provider visits and trainings related to improving HEDIS outcomes.
<p>Prenatal Care (PNC)</p> <p>Prenatal care visit in the first trimester or within 42 days of enrollment into the health plan</p>	<p>Mailer to all eligible members includes description of incentive.</p> <p>Member visits doctor.</p> <p>If provider signs the form or we have a claim, member gets incentive.</p>	\$25 Walmart gift card	<ul style="list-style-type: none"> • In 2016, we are providing an incentive to the member and the provider. • The prenatal program was started in April 2016 to reach members during each trimester. • HPSJ Provider Services and Quality management staff are partnering to perform provider visits and trainings related to improving HEDIS outcomes.
<p>Postpartum Care (PPC)</p> <p>Postpartum visit done between 21 and 56 days (3-8 weeks) after date of delivery.</p>	<p>Mailer to all eligible members includes description of incentive.</p> <p>HPSJ also does live outreach calls to moms.</p> <p>Member visits doctor.</p> <p>If provider signs the form or we have a claim, member gets incentive.</p>	\$25 Walmart gift card	<ul style="list-style-type: none"> • In 2016 we are providing an incentive to the member and the provider. • The postpartum program was started in April 2016 to reach members who have delivered and remind them to make their appointment. • HPSJ Provider Services and Quality management staff are partnering to perform provider visits and trainings related to improving HEDIS outcomes.
<p>Well-Child Exam W34</p> <p>Members 3-6 years old, who had one or more well-child visits with a PCP.</p>	<p>Mailer to all eligible member/parents each year.</p> <p>Member visits doctor.</p> <p>If provider signs the form or we have a claim, member gets incentive.</p>	\$20 movie theater gift card	<ul style="list-style-type: none"> • In 2016 we are providing an incentive to the member and the provider. • HPSJ Provider Services and Quality management staff are partnering to perform provider visits and trainings related to improving HEDIS outcomes. • The incentive to get a well-child exam impacts additional measures; <ul style="list-style-type: none"> • CAP (Children and Adolescent Access to PCP) • IMA (Immunizations for Adolescents) • HPV (Human Papillomavirus Vaccine) • CIS (Childhood Immunization Status) • WCC (Weight Assessment and Counseling for Nutrition and Physical Activity)
<p>Comprehensive Diabetes Care - Eye Exam and Hemoglobin A1c testing</p> <p>Members 18-75 years old with type 1 or type 2 must have the following:</p> <ul style="list-style-type: none"> • Hemoglobin A1c test • Retinal eye exam (i.e., Diabetic eye exam) 	<p>Mailer to all eligible members includes description of incentive.</p> <p>Member completes screenings.</p> <p>If provider/lab signs the form or we have a claim, member gets incentive.</p>	\$20 movie theater gift card	<ul style="list-style-type: none"> • In 2016 we are providing an incentive to the member and the provider. • HPSJ Quality management staff are partnering with VSP (Vision Service Plan) to conduct Diabetic clinics at select provider offices. • HPSJ Provider Services and Quality management staff are partnering to perform provider visits and trainings related to improving HEDIS outcomes.

If you have any questions, please contact our **Provider Services Department** at **209.942.6340**.

A healthy baby starts with a healthy mommy.



www.hpsj.com/prenatal

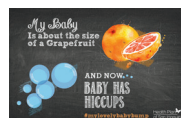
Prenatal Program

HPSJ moms have access to Women, Infants, and Children (WIC), case management services, lactation consultants, and FREE breast pumps. The question is: How do moms get connected?

HPSJ's new Prenatal Health Education Program can help moms get connected to service and resources during their pregnancy. Our Prenatal Programs provides FREE:

Prenatal health education materials

► Baby update cards based on trimester status



► Access to additional materials to prepare for baby



Materials cover topics such as:

- Nutrition during pregnancy
- Postpartum depression

- Immunizations during pregnancy
- Intrauterine contraception and pregnancy intervals

High-Risk Moms Can Get Help

Through our integrative Case Management Services, we can even help high-risk moms develop care plans. Refer a mom today by filling out a Prenatal Referral form, located online at www.hpsj.com/prenatal.

At HPSJ we understand the importance of prenatal care as we pursue better birth outcomes. You and your patients can receive incentives for timely prenatal and postpartum visits. For more information on incentives, visit the HEDIS highlight section on HPSJ's provider website.

Breastfeeding Matters

Breastmilk is the natural food for newborns. It contains everything a baby needs. No question, no debate, no doubt.

Across the United States, most new mothers hope to breastfeed. Breastfeeding can protect the health of mothers and their infants. With support from their families and communities, as well as from doctors and nurses, mothers are more likely to be able to breastfeed their babies.

Breastfeeding is important to baby because:

- ▶ It protects baby from many infections and illnesses
- ▶ It builds healthy eating habits
- ▶ It promotes proper jaw development
- ▶ It promotes healthy brain development

For mom breastfeeding matters because:

- ▶ It controls postpartum bleeding
- ▶ It helps lose weight gained during pregnancy quicker
- ▶ It slows down the return of their period



Support your breastfeeding mom, and those who are considering it, because the more they know the healthier the outcomes for their babies. As they receive support from their doctor, nurses, community, friends and family, moms also receive added support if delivering at a Baby-Friendly designated hospital.

Free breast pumps for HPSJ moms

If you have a mom who requires a breast pump, please make sure you write a prescription.

For more information on breastfeeding, visit our website at: www.hpsj.com/prenatal



What is the Baby-Friendly Initiative?

The Baby-Friendly Hospital Initiative is a program of the **World Health Organization (WHO)** & **United Nations Children's Fund (UNICEF)**. Baby-Friendly birthing places worldwide take special steps to create a setting for parents and infants that ensures the best start for nursing.



What does Baby-Friendly mean for mom?

- ▶ Bonding with their baby right after birth, for at least an hour, through skin-to-skin contact
- ▶ Support to start nursing within one hour of birth
- ▶ Support so that mom stays together with her baby during her hospital stay (rooming-in)
- ▶ Support and training on how to breastfeed and to keep making milk if she has to be away from her baby

HPSJ Recognizes Baby-Friendly hospitals in our service area

Becoming a Baby-Friendly facility is a long-term, rigorous journey requiring commitment by staff, patients and volunteer leadership. It is significant that of the eight counties of California's Central Valley, San Joaquin County is one of only two to be home to Baby-Friendly Hospitals.

However, we are hearing through our expansive provider network that there is widespread, serious interest among additional local institutions to realize the vision of this WHO initiative – and perhaps, one day, attain Baby-Friendly Hospital status.

Meanwhile, we are proud supporters of these partners and all the years of hard work they sustained to become a Baby-Friendly Hospital:

- ▶ Dignity Health – St. Joseph's Medical Center (2012)
- ▶ Lodi Memorial Hospital (2014)
- ▶ San Joaquin General Hospital (2016)

HELP your patients to QUIT

Healthcare providers can play a major role in supporting patients in their desire to quit smoking. Of current smokers, 74% would like to quit smoking, and the average smoker has attempted to quit smoking at least three times.

Many patients may not be aware that there are different treatment options available, with two thirds of those attempting to quit doing so without behavioral intervention or pharmacological treatment. Only 6% of patients attempting to quit smoking report using a combination of behavioral intervention and medication therapy. Effective smoking cessation ideally requires treatment targeted to both the physiological addiction to nicotine and the behavioral habit of using tobacco.

For more information on medication and behavioral intervention visit our website at www.hpsj.com/providers

HPSJ Provider Alerts - Recent Highlights:

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

- Provider Network Demographics and Data Validation Project (versions for Facilities and Practices)
- J code Medications – Carved-Out to Fee-for-Service (FFS) Medi-Cal
- REMINDER – Billing for Non-Physician Practitioners
- ADVICE – Correcting CMS-1500 Claims Submissions/when NOT to submit a dispute
- Formulary Updates – June 14, 2016

Questions? Please contact our Provider Services Department at (209) 942-6340.

Celebrate Health [Continued from page 1]



Today, thanks to state and federal agencies, HPSJ is able to distribute locally almost \$1 Billion in annual Medi-Cal revenue through our 5,585-strong provider partnerships with area physicians, hospitals, supplemental servicers, and pharmacies.


We have grown to over 300 dedicated employees as we partner to serve our more than 337,000 members. As a not-for-profit, managed care health plan, we are proud that only 5.7% of our revenue goes to administrative costs (vs. 12% – 14% averages for the commercial health insurance industry).

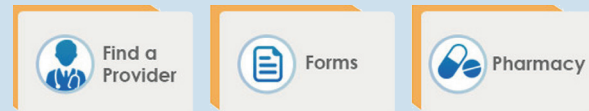
Medi-Cal, this year celebrates its 50th anniversary. All of its innovations and enrollment expansions over the decades are how it became possible for HPSJ to help bring about growing access to quality care, and to keep making gains. Catching and running with these opportunities, HPSJ continues with resolve and resourcefulness, to operate nimbly, to build efficient (and secure!) business systems, and to be on alert for ways we can leverage our limited resources on behalf of the region's economic viability and social fabric, all the while maintaining our unique collaborative character.



Find it quickly online!

- One-click access to forms and HPSJ's formulary.
- Avoid clicking through pages. Hover over a main menu topic and a list of important and frequently searched items is revealed

Visit www.hpsj.com to suggest new technologies or click  FEEDBACK to share your ideas.



NEW Medi-Cal Benefits Identification Card (BIC)

The Department of Health Care Services (DHCS) issues a plastic Benefits Identification Card (BIC) to each Medi-Cal recipient for identification purposes. Effective September 12, 2016 a new BIC card design will be implemented. The new card design, featuring the California poppy, will be provided to newly eligible recipients and recipients requesting replacement cards. There are no plans to provide the new card to the entire Medi-Cal population therefore existing cards will not be replaced all at once, but over time. DHCS has issued a

Provider Bulletin and Newsflash informing providers of this change. This is a reminder to our HPSJ providers to continue to accept the old along with the new BIC cards.

For Medi-Cal recipients that have HPSJ Medi-Cal Managed Care plan for their coverage, they are required to have the BIC card as well as the HPSJ Membership card since the BIC card is used for carve-out benefits.

See examples of both the old and the new BIC cards to be accepted below.



Old Design



New Design

Please Note: Providers must continue to verify eligibility as possession of a Medi-Cal BIC card or HPSJ Membership card does not guarantee eligibility.

Please direct any questions you may have to our Customer Service Department at (209) 942-6320.

Health Plan of San Joaquin works with Beacon Health Strategies to provide mental health services.

Beacon Health Options is Health Plan of San Joaquin's behavioral health benefits management partner and manages mental health services that cover individual and group therapy, psychological testing and psychiatric consultation for HPSJ members with mild to moderate impairments, as well as Behavioral Health Therapy (BHT) services for individuals under the age of 21 who have an Autism Spectrum Disorder (ASD) diagnosis.

PCP's may refer HPSJ members by calling the Beacon number located on the back of the member's ID card at 888-581-7526, or faxing/emailing the PCP Referral form. Beacon staff will immediately connect PCP's with a clinician. A Beacon psychiatric advisor is also available to provide PCP decision support related to prescribing psychiatric medications.

Beacon's PCP Referral Form and PCP Toolkit are available on www.beaconhealthstrategies.com under Provider Tools - Forms, Manuals and FAQ's. Please enter HPSJ information to get plan specific forms. The PCP Toolkit can also be accessed on HPSJ's website under Provider Forms and Documents.



Health Plan of San Joaquin

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www.hpsj.com

Proud to be an
 NCQA Accredited
 Health Plan



Join Us & CHEER!

Community Health Education and Engagement Referral (CHEER) Program

We are working with community based organizations and hospitals to bring you quality Health Education classes that can help in changing your health choices to reach and keep healthy lifestyles, and get good health results.

"An effective health education system is essential to promoting HPSJ member involvement in health care decisions, effective use of healthcare services, risk reduction and healthy lifestyles decisions, and self-management of chronic health problems."

~ **Setar Testo,**
 HPSJ Health Educator



So that we can assist your practice in supporting patients' good health and well-being, refer HPSJ members through our new, streamlined **Community Health Education and Engagement Referral (CHEER)** Program for:

- ▶ Health education classes
- ▶ HPSJ care management and disease management programs
- ▶ Support groups
- ▶ HPSJ's new prenatal/postpartum program

Listed health education classes are either FREE or the cost will be paid by HPSJ.

Two Ways to Sign Up for CHEER:

1. HPSJ members can be referred by their physician; or
2. members can call us at **888.936.PLAN (7526), TTY/TDD 711**

Providers can find the CHEER referral form in the convenient new online, interactive tool at www.hpsj.com/health-education.

CHEER Programs include:

Chronic Disease, Self-Management Program	Smoking Cessation
Nutrition	Breastfeeding support
Prenatal Education	Diabetes Education
Childbirth Education	Car Seat Safety Education

Interpreter Services Available – No Cost to Members

An interpreter for American Sign Language (ASL), or for any non-English language, is available to members for any CHEER program, as well as medical appointments. To schedule interpreter services, our members can call HPSJ at **888.936.PLAN (7526), or TTY/TDD 711.**