From Good to Better, on the way to Best
Enhanced Customer Service Yields Results

To support busy practices and help them leverage their resources, this past year HPSJ innovated and collaborated with providers so they are better able to give patients extended access to high-touch, hands-on health care. One of the key ways we are able to consistently do this is through enhanced HPSJ Customer Service for Providers.

As we continued to serve the unprecedented Medi-Cal patient growth resulting from the Affordable Care Act, in the 2016 Customer Service Survey and during ongoing conversations, we heard concerns about the capacity of our team to keep up with demand.

This led us to focus some of our limited resources on additional supports for the dedicated women and men who are our HPSJ Customer Service Representatives (CSR) team. When we tabulated the 2016 Customer Service Survey, we were pleased with the improvement.

We increased the number of Customer Service Representatives (CSRs) by 30 percent – 40 full-time CSRs are now available to assist practices, from claims to authorizations, and more.

We invested in 33 percent more training for new agents; and all CSR agents now have a monthly continuing education class so they can better understand your practice needs and requirements in this ever-changing industry.

New workforce management software lets us better understand our call volumes and helps ensure adequate staffing levels, even during peak times.

By adding a reporting/workforce analyst to measure the effectiveness and efficiencies of each CSR, we can provide better training and coaching for each of our CSRs – and improve the quality of our service for you and your practice staff.

Team Leads were added – now CSRs have faster support around calls with more complex issues.

New methods provide timely feedback and coaching for our CSRs, helping each do better at every aspect of their role.

How we got to better service

<table>
<thead>
<tr>
<th>The results are in</th>
<th>March 2016</th>
<th>November 2016</th>
<th>Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abandon rate</td>
<td>28.25%</td>
<td>3.49%</td>
<td>+87.65%</td>
</tr>
<tr>
<td>Average Speed to Answer</td>
<td>7min, 39 Seconds</td>
<td>14 Seconds</td>
<td>+96.95%</td>
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<tr>
<td>Caller on Hold</td>
<td>3min, 34 Seconds</td>
<td>6 Seconds</td>
<td>+97.20%</td>
</tr>
<tr>
<td>After-Call Survey Satisfaction</td>
<td>81.16%</td>
<td>95.40%</td>
<td>+17.55%</td>
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</table>

Now on to the Best

Once you’ve spoken with our Customer Service Representative, you will be offered the opportunity to take a quick six-question survey to rate your experience. Please make sure to complete this survey on every call. It helps us to improve our service to you.
Stopping Fraud, Waste & Abuse in their Tracks
HPSJ Continued Partnership with Optum Insight, Inc.

Fraud. Waste. Abuse. They remain hot health care topics. But what do the words mean? Though often said together, there are important distinctions.

Waste It’s the “Overutilization or inappropriate utilization of services and misuse of resources, and typically is not a criminal or intentional act.”

Waste by a health care provider could include multiple tests where one would be sufficient e.g., ordering an MRI instead of a mammogram for preventive care.

Abuse Practices that are not consistent with sound fiscal, medical and business practices, and result in excessive and unnecessary costs to the health plan and government.

All providers must refrain from abusing the health care system.

Fraud Fraud is different because it involves intent. According to the federal Centers for Medicaid & Medicare Services (CMS), fraud is defined as:

“An intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to himself or some other person. It includes any act that constitutes fraud under applicable Federal or State Law.”

At HPSJ, the stewardship of the resources with which we have been entrusted for the health care of our members remains a core value. That stewardship leads us to the daily oversight of those resources. When it comes to enforcement, there is a significant difference between unintentional errors and fraudulent behavior. For this reason, HPSJ contracts with Optum Insight, Inc. Optum is a well-established company that specializes in the correct processing of claim payments and the identification and recovery of overpayments to providers as a result of duplicate claims or inappropriate coding.

For questions about Optum, and our other initiatives to curb waste and abuse, and prevent fraud, please contact the Provider Services Department at 209.942.6340.

Tobacco Cessation
HPSJ provides tobacco cessation medications at NO COST TO MEMBERS, with:

- No classes or counseling required
- No prior authorizations are needed

We want all of our members to have access to tobacco cessation methods. So we’re doing our part to reduce barriers and increase use of the following tobacco cessation medications without prior authorization:

- Bupropion SR
- Varenicline
- Nicotine gum
- Nicotine inhaler
- Nicotine lozenges
- Nicotine nasal spray
- Nicotine patches

Adding Counseling to the Mix
Though smoking cessation is most successful when counseling and cessation medications are combined, it may be hard to find the right resources that your patient may need.

As an HPSJ provider, you can have your Health Plan of San Joaquin patients call 800.NO.BUTTS, or send them to their website, www.nobutts.org.

Or, use this easy online system for referrals:
1. Visit www.nobutts.org
2. Click on “Provider Referral”
3. Select Health Plan of San Joaquin as the “Umbrella” and “Referring” organization.

You can rest assured that your patients will have access to evidence-based tobacco cessation counseling. Want quick, easy access to the referral page? Bookmark the link above and start referring your patients today. If you have questions, please contact our Provider Services Department at 209.942.6340. Thanks for partnering with us to help our members stop using tobacco products!
HPSJ goes beyond: Provider Incentives & Support

Our year-round efforts to improve reporting of the care our members receive is a never-ending quest.

- **Quarterly provider payouts** for key items, have been added to the annual incentive payouts.
- **Provider education** related to claims and encounter data are regularly offered – timely, accurate submissions will always be essential so we can capture the services delivered.
- **Provider tools** continue to be enhanced – for example, the HEDIS Provider Tip Sheet – along with other resources to ensure HPSJ is communicating clearly and efficiently with each of our providers.

In the spirit of collaboration, we encourage you to continue our two-way communication.

- **What barriers are you experiencing in your practice?** HPSJ will work quickly to resolve those barriers.
- **What are we doing that is working?** Good to know, so we can keep doing what works for your practice and our members.

To provide us your feedback, call our **Provider Services Department at 209.942.6340**.

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**HEDIS Basics - Keys to your successful rates**

It’s one of the questions we hear most often: **How can I improve the rates for my practice, when it comes to “health care effectiveness data information sets (HEDIS)”**?

First thing’s first. Please know that your involvement is key to the success of member healthcare outcomes and the health of our communities in San Joaquin and Stanislaus counties.

On a practical level, as HPSJ’s close and valued partner, it is important that you are aware of the care your patients need and that you are able to provide – and document – the regular and timely delivery of that care.

HEDIS measures both the health of our individual members, and – in the aggregate taken together – the broader health and viability of our community. To do this, we look at effectiveness of care, access and availability of care, experience of care and utilization of care.

Within each area, there are nationally recognized measures that represent the highest quality of care to our members, your patients. Some measures are of such great importance that we encourage our providers to address them with their patients during every visit.

These measures include:

- **Disease management**, such as diabetic testing, eye exam, controlling blood pressure, and asthma medication management
- **Medication management** – those patients with long term medications are expected to fill prescriptions regularly and in a timely way
- **Preventive care** – annual wellness exams, cancer screenings and immunizations for children
- **As appropriate, obstetrical care** – prenatal care (as early in the pregnancy as possible), frequent prenatal visits, and timely postpartum care which includes a complete exam

These are just some of the areas we are asking you to focus on during visits with HPSJ members.
**Language Assistance Program**

Health Plan of San Joaquin provides free interpreter services, 24-hours a day, 7 days a week. Interpreter services include face-to-face and sign language interpretation services. If you would like to use a face-to-face interpreter, please contact us:

- Five (5) to seven business days in advance, for any language need
- Ten (10) business days in advance, for sign language

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. If a member calls to cancel an appointment – and you know they have scheduled an interpreter, please remind them (kindly and clearly) to call HPSJ Customer Service to cancel their interpreter.

The following are some provider responsibilities –

- At the time an appointment is made with the PCP, interpretive services should be offered to **Limited English Proficient** (LEP) patients.

- 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.

Health Plan of San Joaquin (HPSJ) is dedicated to working with you to effectively deliver quality health care services to our culturally and linguistically diverse membership. If you would like to schedule an interpreter for your HPSJ patient, please call Customer Service at **888.936.PLAN (7526)** or TTY/TDD 711.

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**New Linguistic Capabilities Assessment**

As required by the California Department of Health Care Services (DHCS), Health Plan of San Joaquin implemented a new Linguistic Capabilities Assessment.

The assessment will provide us with valuable information regarding what languages are spoken, written, and read in your office. This information is used for our provider directory and helps Limited English Proficient (LEP) members decide on a provider that may best fit their language needs.

This is something we are doing currently, but have updated the assessment and the requirements.

If you have not received the Employee Language Skills Self-Assessment tool for Clinical and Non-clinical Staff, please contact HPSJ Provider Service Department at 209.942.6340 for a copy.

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**Advice Nurse Line**

**So HPSJ Patients can Avoid Unnecessary Emergency Room Use.** It’s one of those health care system phrases of the decade: **Avoidable Emergency Department Use.**

We live in a time where answers are sought out immediately and for some, the Emergency Department may seem the easiest and quickest way to get those answers. Health Plan of San Joaquin members have another option; the **CareNet Advice Nurse Line.**

Don’t forget to remind your patients that they have access to a nurse 24 hours a day, 7 days a week. This number is on the back of their HPSJ member ID.

Here they also have access to an Audio Health library where they can use the phone to get more health education information, when they need it.

**24/7 Advice Nurse: 800.655.8294**
Individuals. I was referred to Dr. Forest at Stanford. One call to her and there was no turning back. Her passion for taking care of transgender individuals and the interest to train primary care physicians was so evident.

– HPSJ Chief Medical Officer, kshmi Dhanvanthari, MD

Optimizing Transgender Health Training

September 10, HPSJ French Camp: Full house, full program

Video now available online at the hpsj.com provider portal (DRE)

Medical care for transgender members that thoroughly serves their unique needs and is culturally sensitive is imperative to assure the best possible outcomes throughout their journey. In September, Health Plan of San Joaquin (HPSJ) held special transgender health trainings for all area medical providers. The four-hour session featured top medical specialists as well as patients on their own transgender journey.

Reflecting the care team approach that has become the goal for modern transgender medicine, attendees included local physicians, registered nurses, nurse practitioners and behavioral health professionals, as well as some HPSJ medical staff. Attendees received CME and CEU professional credits. For those unable to be there in person, the session was videotaped. HPSJ network providers are invited to view the video, presented in four segments, inside the HPSJ secure portal (DRE). Transgender hormone therapies and surgery are covered benefits for HPSJ’s Medi-Cal members.

Creating a Welcoming Clinical Environment

Avoid using the term “gay” with patients even if they have indicated a same-sex or same-gender sexual partner. If patients themselves have not indicated a particular identity or have indicated a sexual orientation other than “gay,” using this term may cause alienation and mistrust that will interfere with information gathering and appropriate care.

The key is to follow the patient’s lead about their self-description (which builds respect and trust) while exploring how this relates to their current and potential medical needs.

It was a great honor for Health Plan of San Joaquin to host this CME (and CEU) program with such an outstanding faculty. Several months ago we were made aware of access challenges for our transgender members.

We quickly realized that we wanted to identify physicians and practitioners with a passion for taking care of transgender individuals. I was referred to Dr. Forest at Stanford. One call to her and there was no turning back. Her passion for taking care of transgender individuals and the interest to train primary care physicians was so evident. – HPSJ Chief Medical Officer, kshmi Dhanvanthari, MD

Dr. Lakshmi Dhanvanthari, HPSJ Chief Medical Officer (photo credit: HPSJ)
Download at: https://www.hpsj.com/news-room/photo-gallery/
Helping Provider Practices Leverage Resources to Better Support HPSJ Members

Launch of Special Program for HPSJ members with COPD

Steps to Breathing Easier

Management of chronic obstructive pulmonary disease (COPD) can be frustrating for patients and providers alike. What can be vicious cycles of relapse, antibiotic use and potential inpatient stays take a toll on all parties involved, including family and caregivers.

In a recent study, patients who were enrolled in a disease management program that provided patient education, self-treatment plans and follow-ups had fewer emergency department visits. Not all patients have access to these resources and you don't always have the luxury of finding them for your patients.

HPSJ's Medical Management department is teaming up with network providers to support members through a newly enhanced COPD disease management program.

All HPSJ patients diagnosed with COPD will receive help to manage their COPD-related chronic conditions and get access to vital services such as transportation and in-home support.

HPSJ's COPD Disease Management Program provides – at no cost to the diagnosed HPSJ member:

- Continuing education and support for patients
- Through our telephonic disease management system, we provide compassionate care and disease management discussion, we help to eliminate barriers to timely, effective care, such as scheduling and appointment and transportation.
- HPSJ’s trained Disease Management
- RN's, help guide patients in the right direction, providing support and education on COPD-related illnesses, community resources and medications.

As a Provider you can refer an HPSJ member at any time, by:
1. Using the Case Management/Disease Management Referral form, now available online under “Provider Forms/Documents”
2. Calling us at 888.318.7526
3. Visit our brand-new COPD webpage at www.hpsj.com/COPD.

Among the materials developed by HPSJ for its COPD disease management program is the new COPD flyer, in English and Spanish. For more information, including copies of COPD materials contact the plan’s Disease Management staff at 888.318.7526, or visit www.hpsj.com/COPD.

HPSJ’s Affirmative Statement Regarding Utilization Management (UM) Incentives

The vision of Health Plan of San Joaquin (HPSJ) is to continuously improve the health of our community. HPSJ supports its vision through our mission statement, which is to provide health care value and advance wellness.

Our affirmation statement about Utilization Management (UM) Incentives is clear and understood by all HPSJ staff involved in UM decision making as follows:

1. UM decision making is based only on appropriateness of care and services and existence of coverage
2. HPSJ does not specifically reward practitioners or other individuals for issuing denials of coverage
3. Financial incentives for UM decision makers do not encourage decisions that result in underutilization.
Care Management

Managing a patient is no longer a one-person job. Everyone is demanding more of health care services and sometimes you do not have the resources to provide optimal care.

As a Health Plan of San Joaquin (HPSJ) provider, you have the option to refer your patients to the supportive services they need.

- Diabetes
- Asthma
- Heart Disease/Congestive Heart Failure
- COPD
- Medications Management
- Transportation to appointments
- Depression
- Anxiety
- Substance Abuse

Or, is it general medical management an HPSJ patient needs?
In case management, we have registered nurses, social workers and health navigators. Each is trained to help guide your patient to the right services. You don’t always have the time to discuss all patient resources. Let us help you start that conversation.

You can refer any HPSJ member, at any time via the Case Management/Disease Management Referral form online under “Provider Forms/Documents” or call us at:

**Case Management:** 209.942.6352  
**Disease Management:** 888.318.7526  
**Beacon Health Strategies:** 888.581.7526
Our achievements in the past 20 years reflect the partnerships that have been built and nurtured with area physicians, hospitals and healthcare leaders, community stakeholders, and, importantly, the members who have chosen Health Plan of San Joaquin as their “plan of choice” in San Joaquin and Stanislaus Counties.

Looking toward the future, we invite you to be part of our ongoing dialogue about how Health Plan of San Joaquin can bring additional value to our communities. As a local plan, we’re proud to be involved, engaged and accessible in both counties we serve, and we look forward to exploring new partnership opportunities with other mission-driven organizations and residents.

To view the 2016 Community Report on your computer please click here.