Caring for Your Asthma Patients

You can help make a difference in the lives of IEHP patients with asthma and help them live an active life with asthma. It offers details about how to live an active life with asthma.

How to help your patients

- Ensure that patients who have persistent asthma get prescriptions for long-term controller (LTC) medicines.
- Remind patients how vital it is to keep taking their LTC medicines.
- Talk to your asthma patients about joining the free IEHP BREATHE Program, an easy-to-follow program they can do at home. It offers details about their respiratory condition and shows them how to live an active life with asthma.

Keep these phone numbers handy for your patients who are looking for more asthma facts and workshops: IEHP Member Services at 1-800-720-4347 TTY.

P4P Incentives for your practice

IEHP offers a $25 Pay-for-Performance (P4P) incentive for each asthma visit in which:

1) The LTC medicine was prescribed and the patient filled the prescription (no later than 14 days after the asthma visit), or
2) The patient is already taking the LTC medicine on a regular basis, as prescribed.

Where to submit the form for P4P

To get the P4P financial incentive, go to www.iehp.org. Fill out the Asthma visit form and submit it via the IEHP Secure Provider Portal. For details, call the Provider Relations Team at the number below.

Note: Up to 6 visits per IEHP patient are eligible for P4P incentive payment per year.

Questions?

Physician Newsletter

IEHP Member Services

Provider Relations Team

1-800-720-4347 TTY

www.iehp.org

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How Well Do You Communicate with Patients?

Good communication between you and your patients can boost satisfaction for both of you. Here are some reminders for making the most of your next patient visit.

Reminder (before the patient encounter)

**USE ONLINE PATIENT HEALTH RECORDS**

Ask office staff to go to IEHP’s Secure Provider Portal to print out IEHP Member History (located under Eligibility Verification) and put it in the patient’s file for you to review before the visit.

**WHY?**

Every consultation you have with your IEHP patients is an opportunity to close gaps in care and increase patient satisfaction.

Always

Listen carefully

Explain things understandably

Respect what the patient says

Time

manage time perception

Reminder (at the patient visit)

Be on the **ALERT** to improve communication with Patients. This easy mnemonic can be used by everyone in the office to improve communication and patient satisfaction. *

**ALERT**

Always

Listen

Respect

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Time


**Quick Tips**

- Choose the correct medication name, strength and formulation from the drop-down menu.
- Submit 1 NDC (for medicines from pharmacy) and up to 10 HCPCS codes (for medicines/services from your office).
- Give clear instructions (in the medical justification field).
- Use Google Chrome internet browser or Internet Explorer 10 or 11.

**New!**

Universal RxPA form can now be submitted online

Here’s how it works:

1. Log in to the IEHP Secure Provider Portal.
2. Click on the RxPA/CD Auth Request online form.
3. Enter Member information in the search field. To ensure accuracy, verify other Member information.
4. Verify prescriber information (auto-fills when you log in).
5. Be sure to fill in the fields marked with red asterisks. See “Quick Tips” below to avoid errors.
6. Track the status of your Rx PA request.
7. Need more help? You can use the RxPA/C patient guide tool. It is available automatically after you log in. Please call your PSR if you would like a full training on the form.

**What to expect?**

For full RxPA program details, and tips visit www.iehp.org or contact the Provider Relations Team at the number below.

**Incentives for care given by eligible Physicians to eligible IEHP patients**

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**Guidelines for Patients**

- **Immunizations**: $9 flat rate for administration (effective for date of service Jan. 1, 2016) plus potential $150 bonus
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- **Diabetes**: $25 - $50 (up to $200 for total program compliance)

**What to expect?**

For full P4P program details, tips, visit www.iehp.org or contact the Provider Relations Team at the number below.

**Provider Relations Team Contact Information**
- Call (909) 890-2054 Mon–Fri, 8am–5pm, or email ProviderServices@iehp.org

**Universal RxPA form can now be submitted online**

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**What does this benefit your office?**

Under IEHP’s New Global Quality P4P program, PCPs can earn a $7,500 incentive for each measure or up to $75,000 for the year.

**What does this mean?**

- The Global Quality P4P program will not replace the P4P programs already in place for IEHP Physicians.
- To qualify for this new Global Quality P4P Program, each eligible Physician must have at least 500 Medi-Cal Members assigned at the end of the measurement period (Dec. 31, 2016) AND at least 30 assigned Medi-Cal Members in each Quality P4P measure.
- The current IEHP P4P program includes quality goal incentives for providing care to individual IEHP patients for each of the eight selected quality measures listed below:

**Quality Measure**
- **Immunizations**
- **Well-Child Visits**
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- **Perinatal Services**
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**No more faxes!**

Now you can send pharmacy requests with the click of a button!
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**Why?**
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A clinical communication strategy to enhance effectiveness and CAHPS scores: THE ALERT MODEL. Hardee, J., & Kasper, I.

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Caring for Your Asthma Patients

You can help make a difference in the lives of IEHP patients with persistent asthma by making sure they get the right medicines for their health conditions.

How to help your patients

1. Ensure that patients who have persistent asthma get prescriptions for long-term controller (LTC) medicines.
2. Remind patients how vital it is to keep taking their LTC medicines.
3. Talk to your asthma patients about joining the free IEHP BREATHE Program, an easy-to-follow program they can do at home. It offers details about their respiratory condition and shows them how to live an active life with asthma.
4. Keep these phone numbers handy for your patients who are looking for more asthma facts and workshops: IEHP Member Services at 1-800-294-IEHP (4347) or 1-800-720-4347 TTY. Remind your patients that this can be found on the back of their IEHP Member ID Card.

P4P incentives for your practice

IEHP offers a $25 Pay-for-Performance (P4P) incentive for each asthma visit in which:

1) The LTC medicine was prescribed and the patient filled the prescription (no later than 14 days after the asthma visit), or
2) The patient is already taking the LTC medicine on a regular basis, as prescribed.

Where to submit the form for P4P

To get the P4P financial incentive, go to www.iehp.org. Fill out the Asthma form and submit it via the IEHP Secure Provider Portal. For details, call the Provider Relations Team at the number below.

Note: Up to 4 visits per IEHP patient are eligible for P4P incentive payment per year.

In 2016, IEHP continues to innovate with programs such as our Global Quality P4P and Landmark Program (in-home medical care for patients with multiple chronic conditions). In this issue, you’ll get tips on how to improve your performance results in P4P programs (ppgs. 1-2). Find out how to submit your PA forms online (pg. 4) and get updates on handling patients with chronic asthma (pg. 3).

– Bradley P. Gilbert, MD, MPP, Chief Executive Officer

Physician Newsletter

IEHP’s BREATHE Program

Welcome to The BREATHE Program!

Every other month, BREATHE will provide useful tools and tips to help you manage your asthma.

If you would like a copy of the BREATHE newsletter, please contact us at ProviderServices@iehp.org.

Questions?

Phone: 909-890-2054
Fax: 909-296-3550

Provider Relations Team

IEHP Enrollment

As of February 2016

MedCal ......................................................... 1,111,014
IEHP DualChoice Cal MedConnect Plan ........................................ 21,939
HealthKids .................................................. 1,122
Total .......................................................... 1,134,075

Incentive Quality Measure

Goal Rate

$7,500 Breast Cancer Screening 89%
$7,500 Cervical Cancer Screening 71%
$7,500 Adolescent Well-Care Visits 55%
$7,500 Well-Child Visits (3 to 6 years) 79%
$7,500 Comprehensive Diabetes Care (HbA1c Test) 91%
$7,500 Comprehensive Diabetes Care (Nephropathy A) 89%
$7,500 Childhood Immunizations Combo 10 60%
$7,500 Encounter Data Rate by IPA 3.0 PMFY (1 PMFY for pediatrics)
$7,500 Initial Health Assessment 50%
$7,500 Member Satisfaction Survey – Access to Routine Care 82%

Up to $75,000 in P4P Incentives

Physician Newsletter

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Welcome to The BREATHE Program!

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Provider Relations Team

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• Talk to your asthma patients about joining the free IEHP BREATHE Program, an easy-to-follow guide to help them learn about their respiratory medicines and how to live an active life with asthma.
• Keep these phone numbers handy for your patients who are looking for more asthma facts and workshops: IEHP Member Services at 1-800-720-4347 or 1-800-720-4347 TTY. Remind your patients that this can be found on the back of their IEHP Member ID Card.
• Help your patients equip themselves for symptom-free self-care skills; the more you learn and practice asthma, the more confident you’ll be.

P4P Incentives for Your Practice

IEHP offers a $25 Pay-for-Performance (P4P) incentive for each asthma visit in which:

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Physician Newsletter

(4) How to help your patients

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Up to $75,000 in P4P Incentives

Earn Up to $75,000 in the NEW IEHP Global Quality P4P Program

In January 2016, IEHP introduced a new Global Quality P4P program.

The quality goals for each of the 10 selected measures are listed below:

Incentive Quality Measure Goal Rate

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Continued on page 2...