Standing Up for Your Good Health

Here’s a finding that will get you up off your chair.

Sitting for hours could hamper your fat and cholesterol metabolism, promoting the onset of diabetes, heart disease and obesity.

The process occurs regardless of daily workouts, according to a study led by Marc Hamilton, associate professor of biomedical sciences at the University of Missouri-Columbia.

But here’s the good news: He says that people should just stand up. Move lightly for 30 minutes a day, 5 days a week.

“Enzymes in blood vessels of muscles meant for ‘fat burning’ are shut off within hours of sitting,” said Hamilton. “Standing up re-starts those enzymes.”

Standing up will use up energy, equaling about a 30 to 60 minutes of exercise in a gym. That means even if you sit for hours on the job – and you rarely exercise – you can still guard against disease and burn calories:

• Stand up, stretch your arms – reach for the ceiling
• Stand while talking on the phone
• Raise, stretch your legs as you sit
• Fidget...tap your feet to a music beat

The study adds one more way people can burn calories, while offering hope to those too busy to exercise.

It also comforts those who dread slipping on a pair of running shoes.
Focus on Preventive Health Reaps Rewards

The LaSalle clinics in San Bernardino are set on keeping their patients healthy – and it’s paying off.

They grabbed the spotlight recently for their pursuit of excellence in the IEHP Pay for Performance Program (P4P), racking up points in Well Child Visits and Immunizations.

LaSalle achieved this by tapping into all the IEHP online tools, such as the IEHP Member Health Record, Health Alerts and Member lists. Then, they combined the ideals of caring and salesmanship. The staff dialed IEHP Members one-by-one to remind them about preventative care appointments.

They used a warm, homespun approach, greeting patients this way until it became their trademark. It worked. The LaSalle clinics earned more P4P incentives, while becoming examples on how to excel in the program.

P4P offers incentives to qualified IEHP Physicians for preventative, diagnostic and treatment services to IEHP Members. The practice earns extra income while providing the best quality care.

Practice Makes Perfect

Regional Pediatrics hit a grand slam. It was a record-setting feat that amazed us all.

In a recent audit, the pediatric practice tallied a perfect 100 in both Facilities Site and Medical Records Review.

A 100 is rare in the medical audit world, as rare as a major league baseball player hitting three home runs in one game. But five young medical assistants from the Twitter generation did it, raising the bar for excellence.

The team also raised eyebrows for their focus on preventive care, which seems as natural as gravity at Regional Pediatrics, where they routinely call and write parents about upcoming Well Child Visits.

“They contact parents to bring their children back for the next Well Child Visit,” said Cindy Cash, IEHP Quality Program Nurse. “They follow up and document everything.”

Regional Pediatrics – which serves mostly Medi-Cal patients – has emerged as a beacon of positive thinking behind the leadership of Dr. Tien Dinh and Assistant Office Manager, Maria Ortiz.

“The spirit of excellence rings in this office,” Cash said.

Making Strides

The Internal Medicine office of Dr. Ghassan Hadi in Upland rallied in a recent audit, scoring a 96 out of 100 in Medical Records Review and 97 in Facilities Site Review. Dr. Hadi credits a revamped staff, including three new medical assistants. Nice work.

Making News?

Share a recent achievement by one of your offices. Call your Provider Services Representative.
**P4P Updates**

**How to submit P4P Appeals and Inquires online**

Go to [www.iehp.org](http://www.iehp.org). Login to “Secure site.” Click P4P.

- Go to P4P Status. Choose option for component you are appealing.
  - Look for an “A” (for appeal) by a denied submission.
  - Clicking “A” calls up appeal form to submit online to IEHP Provider Relations (with your receipt).

Resolutions require up to 45 business days.

**Tips:** Check Activity Report or Remittance Advice for denial reason. Your submission might have failed to meet P4P program criteria for incentive payment. For fast response, add details under “Comments” of appeal form.

**P4P Detail Activity Report**

New online features in Immunization and Well Child Visit include: Member’s I.D., Immunization name by code; Detailed Disposition Code Description in page footer.

**Corrective Resubmission Guidelines**

**PM160s:** Pregnancy Notification Outcome (PNO), Asthma Progress Notes and Diabetes.

- Write “Correction” under the Comment Section of your PM160.
- Submit corrections to your PM160s, PNO, Asthma and Diabetes within 60 days of your initial electronic submission to IEHP.
- Corrections received 60 days after date of submission are ineligible for incentive reimbursement.
- Mail all P4P corrections (except Pap, Chlamydia) to address below:

  IEHP - Healthcare Analytics Department
  P.O. Box 19026
  San Bernardino, CA 92423-9026

**New P4P Enhancements**

- Full Immunization compliance by age 2 (Yellow Card submission Bonus): Increased to $150 (was $100).
- Yellow Card Bonus submission requirement: changed from 2 to 4 months from date of service.
- PAP test: increased to $50 (was $25)
- Well Child Visit for 11-18 years old: Increased to $50 (was $40)
- Reinstatement of Hib 3 or 4 vaccines due to sufficient supplies
- Administration Fee for additional childhood immunization such as Gardasil (See revised PM160 Reimbursable Immunization Codes Schedule).

**End of the Line for Two P4P Components**

- As of January 1, 2010 – both Chlamydia and Asthma measures will be removed from the P4P program.

**Reasons:**
Chlamydia - DHCS dropped it for HEDIS reporting.
Asthma - IEHP is already in the 90th percentile for HEDIS rates.
Health officials are bracing for a tough flu season, expecting worker absences to soar and predicting that millions of people will be hospitalized from influenza this season.

As the first batches of seasonal flu vaccines begin arriving, the Advisory Committee on Immunization Practices (ACIP) of the Centers for Disease Control and Prevention (CDC) recommends vaccinating children 6 months to 18 years old.

**Priority**: Children 6 months to 4 years (59 months) and older children with conditions that increase risk of flu complications.

The 2009-10 trivalent vaccine virus strains are A/Brisbane/59/2007 (H1N1)-like, A/Brisbane/10/2007 (H3N2)-like, and B/Brisbane 60/2008-like antigens.

Most seasonal influenza A (H1N1) virus strains are resistant to oseltamivir. The CDC will publish recommendations for flu diagnosis and antiviral later this year.

**H1N1:**
Health officials also recommend vaccination for H1N1, which emerged as a threat after the seasonal flu shot was in production. People may receive the H1N1 vaccine on the same day. The CDC recommends that high-risk groups receive it first.

- Pregnant women
- Healthcare workers
- Emergency medical service personnel
- Parents, caregivers of children under 6 months old
- People ages 6 months to 24 years old
- People 24-64 with chronic health disorders and compromised immune systems.

Children under 6 months old are excluded from recommendations for vaccination.

For details go to [http://www.cdc.gov/flu/](http://www.cdc.gov/flu/)

### 09 Flu Vaccine Reimbursement through P4P
H1N1 - PM160 Code, H1. Number in series: 0-9 years old, 2 shots; 10-18 years old, 1 shot. Submit PM160 online only. For details, call Provider Relations.

### Top 10 Flu-fighters

1. **Wash up** Lather your hands with soap and warm water for about 20 seconds.
2. **Cover up** When you sneeze, use a tissue. Or sneeze into the crook of your arm.
3. **Hold up** Stop touching your eyes, nose or mouth, places where the flu virus enters your body.
4. **Call up** Wake up sick? Call up your boss. Stay home to avoid spreading the flu bug.
5. **Clean up** Disinfect door knobs, phones, keyboards, mouse...
6. **Wipe up** Rub hands with germ-killing wipes or a hand sanitizing gel.
7. **Drink up** Water flushes toxins from your body.
8. **Rest up** Get 7-9 hours of sleep a night to recharge your immune system.
9. **Pump up** - Get your heart pumping; exercise helps keep germs on the run!
10. **Read up** - Learn about antiviral medicine to prevent and treat flu.
**Q.** Should adult patients with an eye injury visit an optometrist for treatment? Or because of the benefit cuts, should we refer them to an ophthalmologist?

**A.** It depends on the Member’s condition. Keep in mind, as of July 1, 2009, IEHP adult (21 and over) Medi-Cal Members no longer receive vision benefits, including exams, lenses and frames.

Also under the Therapeutic Pharmaceutical Agents (TPA) program, treatment for the following conditions or injuries is no longer covered for adult Members:

- Ocular allergies
- Blunt Trauma/Contusion
- Conjunctivitis
- Ocular inflammation

You can help the Member based on these provisions:

- Treatment falls within the scope of PCP.
- Eye irritation is caused by a foreign object which must be removed (a condition listed above or other type of ocular infection).

Otherwise, submit a referral to an ophthalmologist affiliated with the Member’s IPA. If it’s approved as medically necessary under their medical benefit, the Member will receive services.

---

**Got a Question about IEHP Procedures or Programs? Ask Susie.**

- Call (909) 890-2054.
- Fax to “Ask Susie” at (909) 890-5652.
- Email: providerservices@iehp.org
IEHP Scrub of the Month

Our winner has a Mona Lisa smile that could numb any pain.

Laurie Cline, LVN III, uses her gift each day, putting children at ease before giving them an injection. Known for her soft touch, Laurie has won the hearts of many patients this way, while gaining the attention of her supervisors.

“She once delivered medicine and supplies – on her own time – to a patient who was gravely ill at home,” Johnson said.

We thank Laurie for caring about what matters most at IEHP – people. Keep smiling.

Laurie Cline

Nominate a co-worker

Do you work with a winner? A hard worker who brightens your office with kindness, inspiring your team to do its best?

Tell us why: Write your reason why you think this person should be Scrub of the Month. Keep it under 500 words. If you give us the best reason, we’ll give you and your co-worker a $50 Target gift card.

Send your name, office location and work phone number. Fax or mail entry:

• Fax to IEHP at (909) 890-5652. On cover sheet, write ScrubTalk - Scrub of the Month Nomination.

• Mail to IEHP ScrubTalk - Scrub of the Month Nomination, P.O. Box 19026, San Bernardino, CA 92423-9026.

Online Quicks

Go to www.iehp.org and login to the Secure Provider Website

Refer Members to IEHP Wellness Programs
IEHP offers many programs that teach Members how to stay healthy.

1. Click “Health Education” on left; go to “Referrals”.
2. Enter Member ID; Choose a Health Program.

To check on referrals that you sent in, choose “Referral Status”. Enter Member ID.

Get an IEHP Patient’s Electronic Health History in Seconds.
Get facts like lab results, prescriptions, immunizations and more.

1. Enter your login ID, password; click “Submit”
2. Click on Eligibility
3. Enter Member’s information; click “Submit.”
Did you ever ask a patient a question, but one of his relatives answered you instead?

We focus so much on how we should deliver care that we forget one thing: many cultures see a person's health problem differently than we do, often making it a family affair. And the decision maker could be someone other than the patient.

**Key:** Involve the right relative. You could get more details for an accurate health history or elicit better treatment compliance.

**Here are some examples:**

**Perinatal Care**
In western medicine, doctors invite the father-to-be into the pregnancy picture, including him in discussions and care for the pregnant woman. But in other cultures, pregnancy, birth and baby care are solely the domain of the woman.

**Key:** Foster better perinatal care and birth outcomes by seeking out the right female relative, like a mother or aunt.

**Food and Culture**
Other cultures have food taboos or beliefs for specific health conditions. When a patient’s treatment plan includes a diet, consider foods common in his culture. Ask which foods his culture uses to treat his condition.

**Key:** Work closely with the family. Create a culturally-acceptable diet, aiming to increase the patient’s compliance to his treatment plan.

**Alternative Medicine/Treatment**
While taking doctor-prescribed medications, patients might also use home remedies, some with unknown effects when interacting with these medications.

**Key:** Be respectful. Ask patients if they use home remedies or other non-prescribed medications to treat their conditions.

**Calling a Patient? Mum’s the Word.**
When you leave a phone message after the beep, just ask the patient to return your call. Say nothing more.

If you reveal the patient’s health status or test results, someone beside the patient could listen to your message. That’s a problem. You might be violating the patient’s confidentiality, a mistake that could cost you thousands of dollars in fines.

This tip is from the Health Insurance Portability and Accountability Act (HIPAA).
Information You Should Know

IEHP P4P Web Site
To print copies of current correspondence, forms, schedules and information below, go to http://ww2.iehp.org/IEHP/Providers/P4Pprogram.htm.

2009 Recommended Immunization Schedule
Shows ages for routine administration of current licensed childhood vaccines for children up to 18 years old.

2009 Well Child Services Schedule
Details Well Child Screening Procedure and recommended age bands in which service should be performed.

2009 Recommended Catch-Up Immunization Schedule
Provides minimum intervals between doses for children whose vaccinations have been delayed.

2009 Reimbursable PM160 Immunization Codes
IEHP quick reference guide for reimbursable PM160 Immunizations and Rates.

2009 Vaccine Reimbursement Schedule
Pays for IEHP Members excluded from receiving serum.

IEHP is committed to improving the P4P Program, providing more incentives to help you give better care to Members – and keep them healthy.

Questions? Ideas?
Reach Your Provider Relations Team
Call: (909) 890-2054 • Fax: (909) 890-5652

Moving Your Office?
Please give IEHP Provider Relations (and your IPA) a 60-day notice. Member notification is required by DHCS and DMHC. Your IEHP patients will be notified, so they can keep receiving their medical care.