Help Provide Better Care with Online Member Health Records

Did you know you can help the Doctor provide coordinated, patient-centered, quality care? With access to Online Member Health Records here’s how:

1. Log on to the secure IEHP Provider website.

2. Print out the Member’s Health Record (from IEHP) and place in the patient’s chart for the Doctor to review before each visit.

By doing so, the Doctor will get a comprehensive understanding of the patients’ ongoing needs.

What is the Online Member Health Record?

It includes detailed patient information (based on IEHP records dating back six months), such as:

- Member demographics
- Lab results, including date and test name
- Medical visits with ICD-9 codes (including ER and hospital visits)
  - Pharmacy history
- Immunization history
- Reminder alerts, including those for well-care and annual visits, mammogram screenings, cervical cancer screenings, immunizations, retinal eye exams for diabetic patients and other diabetes care.

Continued on Page 2
For annual physical exam visits for IEHP Medicare DualChoice members, **IEHP will continue to pay $300 per visit**, with a new, comprehensive online form to help you provide better care.

In addition to the information that’s currently required (member information, office visit information and diagnosis codes), the new form (effective February 1, 2012) now asks for the following:

- Activities of daily living: Cognitive skills & health education
- Unresolved/continuing problems
- Current medications
- Current diagnosis review

You must use the new form in order to be reimbursed. For more information, log onto the Provider Secure Site at **www.iehp.org**.

1. Navigate to the P4P screen
2. Click on the P4P entry link
3. Click on the DualChoice annual visit link

**Claims Submission Requirements**

To expedite handling of your claims, ensure data completeness and improve submission of encounter data to regulators, new claims submission requirements **begin on May 1, 2012**.

It’s all part of IEHP’s “Clean Claim” initiative. A clean claim is one that includes all the reasonably relevant information necessary to process the claim (including the claim itself, any attachments, and any additional supporting documentation).

IEHP will be providing you with a guide, specifying all of the required, situational, recommended, and non-required data elements for both the **UB-04 and CMS-1500 claim forms**. You can find this guide on the IEHP Provider website. Please share this information with your billing team to ensure the appropriate changes to paper claim forms are made. If you submit claims electronically, please ensure your clearinghouse is also aware of these changes.

Better care from page 1

1. Log on to www.iehp.org
2. Proceed to the Secure Provider Website Login and click on Eligibility
3. Select by SSN/CIN or by IEHP ID or by Last Name
4. Enter the SSN/CIN or IEHP ID or Last Name and then click “submit”
5. This prompts the eligibility screen
6. Click on View Medical History

How to log on:
Five Ways to Keep Your New Year’s Resolutions

The start of a new year is the perfect time to make positive changes. Here’s how to keep the resolutions you make.

1. Be specific. Instead of saying “I’ll lose weight” or “I’ll get in shape,” say “I’ll lose 10 pounds by Memorial Day,” or “I’ll walk 30 minutes every day.”

2. Make one or two resolutions and stick to them. Trying to do too much at one time invites failure.

3. Be realistic about your goals. For example, experts say losing ½ to 2 pounds a week is healthy and doable for most people. Diets that promise you’ll lose a lot of weight fast usually don’t work because they’re so extreme you give up quickly.

4. Don’t overdo it. If your resolution is large or complex, break it down into smaller, doable targets.

5. Forgive yourself for slip-ups. Nobody’s perfect. Just get back on track and keep going. With persistence you will achieve your goal.

Resolutions are easier to make than to keep but if you keep working on them all year, even after setbacks, you can succeed!

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IEHP unveils new Medicare DualChoice ID Card

Who will receive the new card:
All new Medicare DualChoice members, including those who changed their PCP and those requesting a new card.

What’s different:
Instead of thick paper, the card is made of plastic.

What you should do:
Accept the new card when presented by a member during a visit. At the same time, please verify eligibility through our website at www.iehp.org (where you can also print temporary member ID cards).
Encounter Data Reporting Changes from 90 Days to 30 days

On January 1, 2012, the time line for submitting all utilization and encounter data for IEHP Direct contracts, changed from 90 days to 30 days after each month in which the service was rendered. Please check with your contracted IPAs to verify their time lines. Submitting encounter data on-time will allow you to comply with regulatory requirements, more accurately capture data and improve medical and financial performance.

Please submit all data via IEHP’s secure site or via the Claims Department, using an EDI form:
IEHP Claims Dept.
P.O. Box 10129
San Bernardino, CA 92423

How to Eat Healthy on a Tight Budget

It’s a myth that eating healthy is always expensive. Start 2012 on the right foot with these tips to keep your grocery bill down and your taste buds happy.

• **Make a list** — It will help you plan healthy meals and avoid buying things you don’t need.

• **Don’t shop when you’re hungry** — You’ll spend less.

• **Buy generic** — Many generic brands have exactly the same ingredients as the ones you see on TV, for a lot less.

• **Avoid pre-packaged, pre-washed or pre-sliced** — You pay for this convenience, especially with salad kits. Plus, most pre-packaged foods add extra sugar, salt and preservatives.

• **Eat more vegetables** — Combine whole grains or pasta with vegetables, beans or lentils and smaller portions of meat or poultry for a dish that’s low in fat, full of vitamins and minerals.

• **Buy in bulk** — It’s almost always cheaper. You can freeze meat, milk, and even bread. Canned foods, beans, rice, pasta, and other staples in the cupboard are lifesavers when you don’t have time to shop.

• **Cook on the weekends** — Use the extra time you have on weekends to make extra portions to eat during the week. Planning out your meals will help you avoid picking up fast-food on the way home from work.
Are you hip to good HIPAA practices?

Patients expect your office to keep their personal health information (PHI) safe from verbal disclosures, computer theft, medical record recycling and more.

Good HIPAA practices protect you and your clinic from claims of privacy violations by your patients, the potential of having to report violations to regulatory agencies, and harm to your clinic’s reputation – not to mention your patients’ trust.

HIPAA Landmines:

• Discussing a patient’s PHI where others may overhear – like the reception area or sign-in desk.
• Taking for granted that it’s okay to discuss a patient’s care with whomever they brought with them to an office visit. You must first ask the patient’s permission.
• Forgetting to close the exam room door.
• Leaving a voice mail with information about an appointment and/or test results.

HIPAA Best Practices

These can enhance your clinic/patient relationship by demonstrating a culture of patient confidentiality.

• Ensure that each staff member receives HIPAA training when they’re hired, and a refresher every year.
• Make a staff member your “HIPAA Champion.” This person can represent you and the office when patients have HIPAA questions or challenges.
• Review your office layout to identify potential HIPAA hazards. These might include a receptionist who can be overheard by patients in the waiting room (especially when calling for prior authorizations); computer screens that can be seen by patients and charts left open to patient viewing.

IEHP can help!

Through HIPAA training we can teach your staff how to handle patient confidentiality issues and help promote your clinic as a trustworthy and caring protector of patients’ most private information.

Just call the IEHP Compliance Hotline at (866) 355-9038 to schedule an appointment.
IEHP Scrub of the Month

Her “yes we can” attitude and her willingness to go the extra mile for her patients, supervisors and co-workers have set Sylvia Saylor apart as “Scrub of the Month.”

The dedication Sylvia has for her work has no boundaries. Nothing is too hard or too complicated. She goes beyond her job duties by taking initiative and giving more than is asked of her.

In January, Sylvia celebrated 10 years working at Loma Linda Medical Center, seven of these in the Pediatric Teaching Office. She has dual roles as a Biller/Records Analyst and a Relief Financial Counselor.

Sylvia’s passion to do a good job is seen every day. She is friendly, kind, and compassionate and volunteers to help others with a positive and helpful attitude.

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, mail or e-mail your entry:

Fax: (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.

E-mail: providerservices@iehp.org

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Ask Susie

What are the submission timeframes for Claims and P4P?

Claims and P4P have different time frames for submission. Fee-for-service claims can be submitted within 120 days of the date of service. P4P entries for immunizations, well-child visits, pap tests, diabetes labs, and Medicare DualChoice annual visit need to be submitted within two months of the date of service, while P4P entries for perinatal and post-partum visits need to be submitted within one month of the date of service. Yellow Card entries need to be submitted within five months of the date of service for the last qualifying immunization. Payment for both fee-for-service claims and P4P claims have about a 45 day turn around, though many times they are processed sooner.

I heard IEHP will stop mailing RAs. Where can I go to view them?

Remittance advice (RA) is now paperless! To view your remittance advice online, log on to the IEHP secure Provider website or call 909-890-2054 for help.

Ask Susie about IEHP procedures or programs:
• Call (909) 890-2054.
• Fax to “Ask Susie” at (909) 890-5652.
• Email: providerservices@iehp.org
Your mother tells you she read somewhere (but she's not sure where) that someone (she doesn't remember who) said eating bananas can cure heart disease. She insists on trying this remedy even though you keep telling her it’s not true.

Sound familiar? It’s common for people to recall false information as true. We tend to remember the “claim” (bananas can cure heart disease) but not the “context” (details regarding how or where we heard the information). As a result, people fall for a lot of misinformation and scams that can have potentially serious consequences.

Here are some tips you can use to steer your patients toward accurate information:

1. State information in positive rather than negative ways. “Do/Don’t” lists are often given to patients, but patients may have a hard time remembering the “do’s” versus the “don’t’s.” It’s better to just give them the “do’s.” For example, tell diabetic patients to “always wear shoes when walking” instead of “avoid going barefoot.”

2. Emphasize what’s true. Start with what is correct. People tend to remember either the beginning or the end of a message, but not the whole thing.

3. Understand that spoken information is harder to remember than written. Spoken information puts a greater demand on memory – people often forget portions of what you tell them. Plus, everyone absorbs information at their own pace, especially medical information. It’s hard for patients to “process” spoken instructions without a written follow up they can review later and share with their family. Also, patients may be distracted when you’re giving them spoken instructions, and they may only absorb part of your message.

4. Use other tools to help patients recall information accurately. You can give them written information to take home, suggest they take notes, or encourage them to bring another person with them to be a “second pair of ears.” However, don’t use family members as translators; they’re not trained and may “screen out” uncomfortable words or information. IEHP provides interpreter services, including sign language. To have an interpreter present at the next doctor visit, the patient must call IEHP Member Services five days before the visit.

Cultural Corner

Bananas Can Cure Heart Disease… I Read It Somewhere!
**Information you should know**

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

**2012 Recommended Immunization Schedule**
Shows ages for routine administration of current licensed childhood vaccines for children up to 18 years old.

**2012 Recommended Well Child Services Schedule**
Details Well Child Screening Procedure and recommended age bands in which service should be performed.

**2012 Recommended Catch-Up Immunization Schedule**
Provides minimum intervals between doses for children whose vaccinations have been delayed.

**2012 Reimbursable PM160 Immunization Codes**
IEHP quick reference guide for reimbursable PM160 Immunizations and Rates.

**2012 Vaccine Reimbursement Schedule** - Pays for IEHP members not enrolled in the Medi-Cal Program.

**Reimbursement Process**: Submit a CMS1500 claim form with CPT code, quantity dispensed and billed amount to...IEHP Claims Department P.O. Box 10129, San Bernardino, CA 92423

**IEHP Provider Policy and Procedure Manual**
Rules and regulations that IEHP and its contracted Providers must comply with, as governed by these state agencies:
- The California Department of Health Care Services (DHCS)
- California Department of Managed Health Care (DMHC)
- California Managed Risk Medical Insurance Board (MRMIB)
- The Centers for Medicare and Medicaid Services (CMS)

Provider Manuals available by lines of business:
- 2012 Healthy Families/Healthy Kids
- 2012 Medi-Cal
- 2012 Medicare DualChoice (HMO SNP)
Please adhere to provisions in this manual. To visit this page, go to: [http://www.iehp.org/IEHP/Providers/Information+Resources/HandbooksandManuals/ProviderPNPManuals.htm](http://www.iehp.org/IEHP/Providers/Information+Resources/HandbooksandManuals/ProviderPNPManuals.htm)

**IEHP Benefit Manuals** - offered as guidelines to determine benefit eligibility not as a standard of medical care or as a contractual agreement for payment. Standards of medical care are determined on the basis of all facts and circumstances for each case.

**Benefit Manual Information** - Subheadings “Examples of Covered Benefits” and “Examples of Non-Covered Benefits” give specific examples but are not meant to be all-inclusive list of examples, unless specified in text of benefit.

*If a benefit question is not addressed in the Benefit Manual, contact the IEHP Provider Relations Team at (909) 890-2054.

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**Moving Your Office?**

Please give the IEHP Provider Relations Team (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.

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