



A Public Entity

Inland Empire Health Plan

# Scrub Talk

Fall 2008

## Staff Newsletter #9

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## How to Relax on Your Days Off

You've put in long hours at the office - and now it's time for a well-deserved vacation. So how will you spend your days away from work?

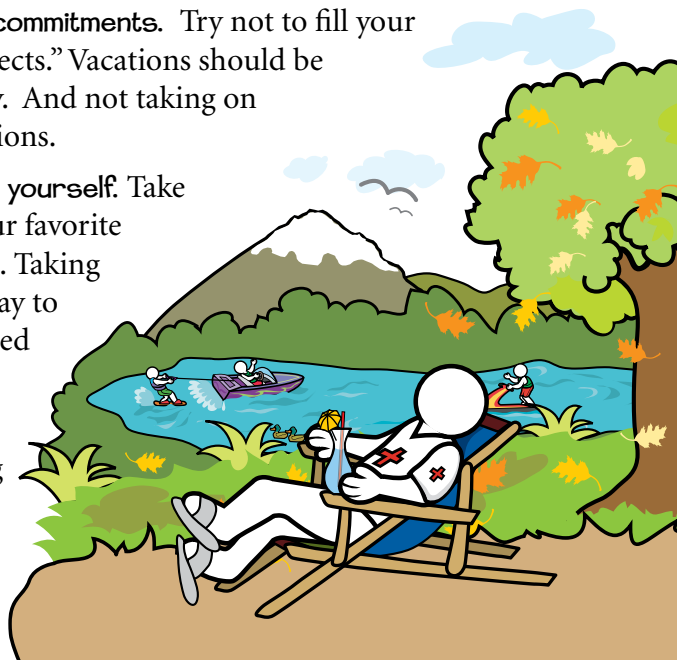
Studies show that many professionals don't know how to relax when on vacation. They spend their days off catching up on errands. Doing household chores. Or even worrying about what they're missing back at the office.

But time away from work should be different than your everyday routine - to give your mind and body a chance to unwind and recharge.

Here are a few tips to help you relax while away from the office:

1. **Don't feel guilty about taking a few days off.** After a restful vacation you'll return to work more focused, positive and productive.
2. **Disconnect from work.** Avoid checking work emails or taking calls from co-workers with work related questions. If you must work, try to keep it to 30 minutes or less a day.
3. **Don't take on too many commitments.** Try not to fill your downtime with other "projects." Vacations should be spent doing what you enjoy. And not taking on more deadlines and obligations.
4. **Do something special for yourself.** Take a long walk or eat out at your favorite restaurant with your friends. Taking care of yourself is the best way to make sure you have a balanced work and home life.

So go enjoy your days off. And don't forget - mastering the art of relaxation off the job makes you more successful on it!



# In This Issue

An IEHP patient's medical history - at your fingertips? In this issue of *ScrubTalk*, we'll show you how you can save time with our new online services.

Plus, you'll get news about major changes to our P4P program - and pharmacy services. How do they affect your office? We'll tell you all about it...

You'll also get to meet our brand new Scrub of the Month - and find out why her office calls her their "right hand girl."

And when does a Member need a referral for an eye condition? Susie answers your questions on page 5.

One more thing. If you have a question - or need an in-service at your office, call (909)890-2054. We'd love to hear from you. Until next time - keep up the great work. And happy reading!



## Your Provider Relations Team

### Provider Services Representatives



Daniel Vargas

AlphaCare Medicare Group  
LaSalle Medical Associates  
Inland Faculty Medical Group  
and New Horizon Medical Group



Wendy Barrios

Desert Family Associates  
Mission Medical Group  
Vantage Medical Group  
and Val Vista Medical Group



Ailene Zamora

McKinley Medical Group  
Physician Health Network  
Physician Healthways  
Inland Health Organization  
Loma Linda University Health Care  
Riverside Family Health Medical Group  
and Kaiser



Esther Iverson  
Provider Services  
Manager

### Provider Relations Coordinators



Alicia Oviedo



Alma Favela



Lourdes Ruiz



Martha Contreras



Steve Avila

### IEHP Direct Provider Services Representatives



Alex Gonzalez



Elizabeth Sandoval

# P4P Program Updates

Based on recommendations from the Provider Advisory Committee and the IEHP Governing Board, IEHP has made the following **changes to the P4P Program**, effective July 1, 2008:

- Elimination of Well Child Bonus #1
- Elimination of Well Child Bonus # 2
- Bonus #3 – Submission of a complete immunization “yellow card” will remain in place, and effective June 1, 2008, only 2 Hib shots (due to shortage) will be required for complete submission.
- The reimbursement for vaccine administration will be reduced from \$7.00 to \$4.50. Multiple antigen shots will be paid at \$9.00 for two antigen shots and \$13.50 for three antigen shots.
- TB Test reimbursement will be reduced from \$10 to \$7.50.

As you know, IEHP now only accepts and reimburses P4P submissions made online.

But if you have a corrective resubmission, you can mail it to us. Here are some tips that will help you submit your PM160 corrections appropriately:

- The word “CORRECTION” must be written under the Comment Section of your PM160s.
- Corrections must be submitted to IEHP **within 60 days** of your initial electronic submission. If they are not, you will not receive incentive reimbursement.
- Mail your PM160 corrections to:  
IEHP - Data Entry  
PO Box 19026  
San Bernardino, CA 92423



## Reminder Report

- After your office is closed, your IEHP patients can still get quality care. How? The IEHP 24-Hour Nurse Advice Line. Members can call for medical advice. So they can feel better - without leaving home. Tell your IEHP patients to call the 24-Hour Nurse Advice Line at 1-888-244-IEHP (4347) or 1-888-880-0833 (TTY).
- VFC supplies Gardasil serum for Medi-Cal Members, ages 9-18, **but not** for ages 19-26. VFC **does not** supply Gardasil serum for any Healthy Families or Healthy Kids Members. Call the IEHP Provider Services Team at (909) 890-2054 for more information.

# IEHP Formulary and Policy Changes

As you know, the Governor declared a Fiscal State of Emergency in January. As a result, the Legislature passed a devastating 10% cut to reimbursement of Medi-Cal providers - which went into effect this July.

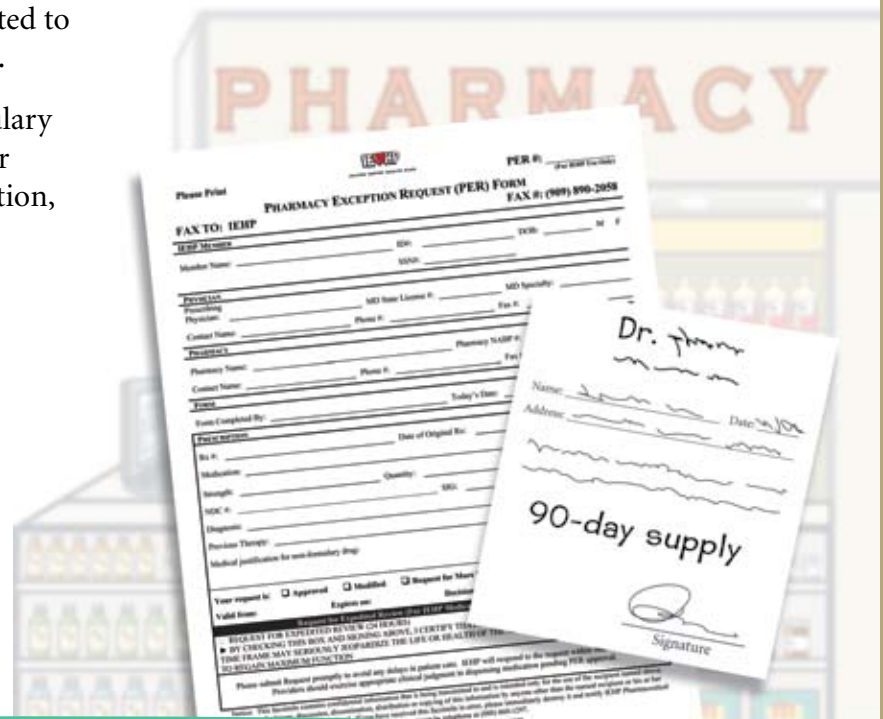
As a not-for-profit organization, IEHP has consistently tried to maximize reimbursements to Providers and services to Members. To lessen the financial impact to our Providers during this challenging time, IEHP has looked for ways to keep costs low.

Costs associated with pharmaceutical services are some of the most substantial. So, we've come up with a few formulary and policy changes to maintain the quality of care for our Members while reducing the financial impact to IEHP and our Providers.

## The following formulary and policy changes are in effect as of July 1, 2008:

1. Only physicians will be able to submit Pharmacy Exception Requests (PER) for five therapeutic classes - **PPIs • SSRIs/SNRIs • Nasal Corticosteroids • Hypnotics and Statins.** Members who are using non-formulary medications in any of these classes (except SSRIs/SNRIs) will be notified. Members will have 60 days to talk to their physician about switching to a formulary alternative.
2. Physicians are encouraged to prescribe 90-day supplies for Members who are stabilized with their chronic medications. Costs for filling a 90-day supply are significantly lower than three 30-day supply fills.
3. The coverage of OTC medication will be limited to a reasonable amount per member per month.
4. Physicians are encouraged to prescribe formulary medications for Members. But if the Member must continue with a non-formulary medication, IEHP must receive justification on a prior authorization request (PER).

If you have any questions about our pharmaceutical service changes, please call Chris Chan, Pharm.D. at (909) 890-2067.





ASK Susie

Q.

Can a Member self-refer to an IEHP Vision Provider? If so, is a PCP referral ever required for a Member who needs treatment for an eye condition?

A.

Thanks for your question! IEHP has a network of over 200 Vision Providers and most of them are TPA certified. So Members are able to see them without a referral from their PCP for the following conditions:

- Eye infections
- Eye inflammations and allergies
- Eye trauma and superficial foreign bodies
- Primary open angle glaucoma
- Refractive and motility disorders of the eyes

If after evaluation, a Vision Provider thinks that a Member should see an ophthalmologist, the Vision Provider can submit a standardized Ophthalmologist Referral Request Form (found in IEHP’s Provider Manual or at [ww2.iehp.org/IEHP/Provider/Vision/Forms](http://ww2.iehp.org/IEHP/Provider/Vision/Forms)) to the Member’s IPA.

Q.

Some of our Members don’t show up for their appointments even though we call to remind them of their appointment time. Sometimes they miss two or three appointments in a row. Are we allowed to charge them a fee for missed appointments?

A.

It’s frustrating when Members miss their appointments. Missed appointments can cause a practice to lose revenue from the empty slot – which could have been filled with another patient. And it can limit the office staff’s time – spent making follow-up calls and rescheduling. We understand your desire to charge a missed appointment fee. But, IEHP policy does not allow such charges.

But you do have options. If you’re concerned about a Member’s health status being at risk due to missed appointments - you can call IEHP to request the intervention of an IEHP Care Manager. You can also submit a divorce letter to the Member’s IPA, documenting the Member’s missed appointment record.

IEHP appreciates your cooperation with IEHP Provider Policy 18.M that provides a list of items for which a Member can or cannot be charged. If in doubt, please call IEHP’s Provider Services Team at (909) 890-2054 for further clarification.

## Have a Question about IEHP Procedures or Programs?

We can answer it here. There are three ways to send your question to us:

- Call (909) 890-2054.
- Fax to “Ask Susie” at (909) 890-5652.
- Email: [providerservices@iehpexch.org](mailto:providerservices@iehpexch.org)

# IEHP Congratulates Gloria Reyes, Our Scrub of the Month!

Gloria Reyes works as an LVN for Dr. Daniel Stalmach of Redlands Family and Elder Care. Her supervisor, Debbie Czarkowski, praises Gloria for her professionalism and says that since her start four years ago, “she has blossomed into a key employee we could not do without.”

Gloria became an LVN while working for Dr. Stalmach and Debbie says she’s an outstanding example to her co-workers, “one of the best trainers I’ve ever worked with.”

IEHP Provider Services Representative, Daniel Vargas, presented Gloria with a certificate, honoring her as Scrub of the Month. Both Gloria and Debbie received a \$25 gift card to Target.

IEHP is happy to have such an excellent Scrub of the Month. Thank you for your commitment to service, Gloria - and keep up the great work!



## Nominate a co-worker and you could win a \$50 gift card.

Do you work with a winner? A person who makes your office a nicer place to be? A person who works hard but still makes the team laugh? Is this person kind and respectful? Does this person inspire your team to do its best? Then, nominate your outstanding co-worker for Scrub of the Month.

Our panel of judges read all the entries. If they pick yours, we’ll call you. Then we’ll feature your co-worker here in ScrubTalk, along with a picture. Both of you will receive a \$50 Target gift card.

### How to nominate a co-worker:

Tell us (in 500 words or less) why your co-worker should be Scrub of the Month. Include your name, office location and work phone number. There are two ways to send it to us:

- Fax to IEHP at (909) 890-5652. On the 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.



# Cultural Corner



## When Your Patient's in Pain and Won't Express It

Imagine you have two patients with the very same condition. One patient is very expressive about his pain. He tells you about it in great detail and with strong body language. The other patient is stoic and doesn't appear to be in the same amount of pain at all. What's the difference?

Studies show that our cultural background can have a **major impact on how we react to pain.**

So even though your patient doesn't seem to be hurting, he may be in a great deal of pain. And when his pain is untreated, he may not recover as quickly. This can create more health problems and increase the cost of care.

Although discovering how much pain your patient feels isn't an exact science, there are some ways to help you give him the best care possible.

### Tips to help you detect your patient's pain:

1. Understand that a lack of verbal or facial expression doesn't mean the absence of pain.
2. Try to anticipate a patient's pain needs, since culture may stop him from requesting pain medicine even when it's necessary for recovery.
3. If you're not sure how much pain a patient is in, ask questions. Like, "Does it feel like being cut by a knife or being scratched by a cat?"



## View Your Patient's IEHP Medical History Online

Ever had a hard time finding a patient's medical history? Well, we can help you with that. Because for IEHP Members, health information is just a click away. Here's all you have to do to access an IEHP Member's medical history:

1. Log on to **www.iehp.org**
2. Proceed to the **Secure Provider Website** login
3. Enter your **login ID** and **password** and then click "**submit**"
4. Click on **Eligibility**
5. Enter the Member's information and click "**submit**"

It's that simple. With just a click of a button you have access to a patient's lab results, Rx history, immunizations and so much more!



# Information You Should Know

## IEHP P4P Website

You can reach us online for updated information, anytime. Try it. You'll see how simple it is. To print copies of the current forms and information listed below, just go to <http://ww2.iehp.org/IEHP/Providers/P4Pprogram.htm>.

## 2008 Recommended Immunization Schedule

This schedule outlines the recommended ages for routine administration of current licensed childhood vaccines, as of December 1, 2007, for children through age 18 years old.

## 2008 Well Child Services Schedule

This guide details the Well Child Screening Procedure and the recommended age bands in which service should be performed.

## 2008 Recommended Catch-Up Immunization Schedule

This table provides schedules and minimum intervals between doses for children whose vaccinations have been delayed.

**2008 Reimbursable PM160 Immunization Codes**  
IEHP quick reference guide for reimbursable PM160 Immunizations and Rates.

## 2008 Vaccine Reimbursement Schedule

This schedule is payable for serum reimbursement provided to IEHP Members not eligible for serum.

**Reimbursement Process:** Submit a CMS1500 Claim Form with appropriate CPT code, quantity dispensed and billed amount to :

IEHP Claims Department  
P.O. Box 10129  
San Bernardino, CA 92423

## Questions? Suggestions?

**Reach Your Provider Relations Team**

Call: (909) 890-2054 • Fax: (909) 890-5652



## Are You Moving?

Please give IEHP (and your IPA) a 60-day advance notice if you plan to move your office. Call our IEHP Providers Team at (909) 890-2054.

Member notification is required by the Department of Health Care Services/California Department of Managed Care (DHCS/DMHC). Your IEHP patients will be notified, so they can keep receiving their medical care.



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