



A Public Entity

Inland Empire Health Plan

Scrub Talk

Summer 2010

Staff Newsletter #11

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our Behavioral
Health Program

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How to perform better at your job

You perform tasks each day. It could be drawing blood from a patient or typing on your computer.

But just because you learn to do something doesn't mean you can do it like a pro each time. Why? Few of us learn the skills to perform better, whether it's playing a guitar or speaking in public. Learning and doing are separate.

What makes you perform better? Until you drop the ball, you may not know. But it helps knowing where you went wrong and fixing it.

To perform better, even routine office duties, prepare yourself. After all, they say you run better when looking ahead than when looking back – so try these tips from the halls of psychology and sports psychology.

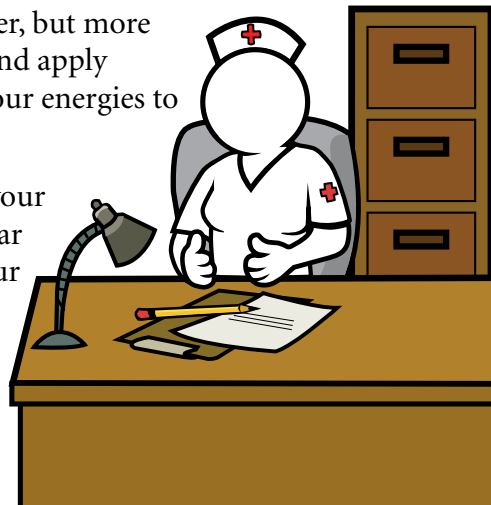
Relax for more power – A relaxed mind conserves energy and boosts awareness. It's the key to all high-level performances. Note how an Olympic gymnast breathes slowly, deeply before mounting the balance beam.

Build yourself up – If you think you can do something, you have a better chance for success than if you wish you could (ask an American Idol winner). Avoid dragging yourself down. It leads to mistakes.

Concentrate – It's not about trying harder, but more like looking through a telescope. Focus and apply yourself to one thing at a time, aiming your energies to that center.

Never be a perfectionist – You'll pound your fists to your head as you reach for some far off ideal. Feeling as if you're spinning your wheels, you'll live in self doubt and fear.

Instead – live life, fall, get up, and learn from it. Set a realistic goal, accept and trust yourself, then just do it.



IEHP launches in-house Behavioral Health Program

After a year of planning and network building, IEHP launched its own in-house Behavioral Health Program (for Healthy Families, Healthy Kids San Bernardino and Medicare DualChoice) on February 1, 2010.

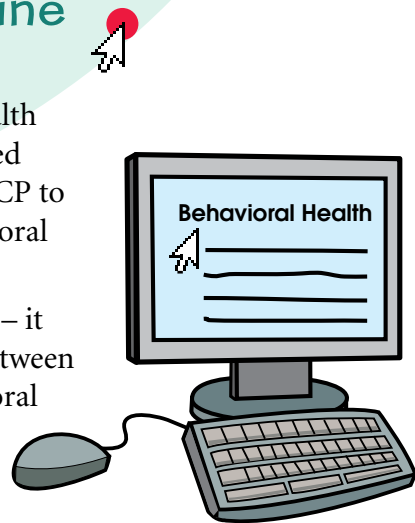
We have set clear goals. First – improve coordination of care. To do that, we want to ease communication between the Behavioral Health Specialist and the Primary Care Physician. Most of all, we want to make the Behavioral Health Specialist a key player on the IEHP Health care team.

In order to reach these goals, we ended our use of United Behavioral Health (UBH), which had contracted with Behavioral Health Specialist to supply behavioral health benefits to our Members enrolled in Healthy Families, Healthy Kids San Bernardino and Medicare DualChoice (HMO).

How to refer a Member for Behavioral Health Services online

A main feature of our in-house Behavioral Health Program is our web-based interface, allowing the PCP to refer Members to behavioral health services.

It saves time. Most of all – it eases communication between the PCP and the Behavioral Health Specialist.



Highlights of the new program

Online referrals – A PCP can now refer a Member to Behavioral Health services after filling out an online Request for Initial Authorization. Here's how:

Web-based interface – A new online system helps improve communication between the Behavioral Health Specialist and the PCP. The system gathers the starting treatment report (with treatment updates) which will be sent on to the Member's PCP.

After the Member signs a release-of-information form in the office of their Behavioral Health Provider, we send the clinical report to the Member's PCP.

Taking the wheel – Behavioral Health Specialists work with us for authorizations, claims, payments and customer services.

While both Medi-Cal and Healthy Kids Riverside behavioral health services are still managed by the County Mental Health Departments, we manage Behavioral Health services for Members of Healthy Families, Medicare DualChoice and Healthy Kids San Bernardino.

Follow these steps: Log on the secure IEHP Provider website. Input the secure ID and password of the PCP who will issue the referral.

1. Click on Behavioral Health.
2. Click on Authorization Forms.
3. Select Request for *Initial Authorization - PCP form*
4. Enter Member IEHP ID # or SSN/CIN
5. Enter submission date
6. Select referring PCP name from drop down menu
7. Click *Continue*.
8. Fill in quick Behavioral Health problem rating and service requested on the form.
9. Click *Submit*. You are done.

P4P Updates

Vaccine reimbursement rates

As of February 1, 2010, rates for IEHP Members (not enrolled in the VFC program) changed from Average Wholesale Price (AWP) -15% to Wholesale Acquisition Cost (WAC) + 5%. Reimbursement process includes:

- Complete a CMS 1500 with the appropriate CPT codes, quantity dispensed and billed amount.
- Submit the CMS 1500 claim form to: IEHP Claims Department, P.O. Box 10129, San Bernardino, CA 92423

Find an updated **Vaccine Reimbursement Schedule** online at www.iehp.org.

- Vaccine – HPV, Gardasil for Males
- PM160 Code – 76
- Number in Series – 3
- Administrative fee – \$4.50
- Age range – 9 years through 18 years, 11 months

Note: As of February 1, 2010, IEHP added Gardasil for Males; Gardasil for female vaccine was added as of October 1, 2009. Submit your PM160 online only.

New vaccine added

A new vaccine has been added to the IEHP list of PM160 Reimbursable Immunization Codes Schedule under the P4P program. Prevnar 13 is now payable effective for dates of service, April 1, 2010.

- Vaccine – Pneumococcal Conjugate Vaccine - PCV13
- PM160 Code – 88
- Number in Series – 4
- Administrative fee – \$4.50
- Age range – 0 - 6th birthday



Doctors must post contact info for medical board

As of June 27, 2010 – all physicians licensed by the California Medical Board must inform patients how to contact the medical board if they wish to lodge a quality-of-care complaint, according to *HealthLeaders Media*.

The new rule stems from concerns that some patients fail to notify the medical board when they believe quality of care has fallen short.

Physicians must either inform the patient or provide a notice with the name, phone number and web site of the medical board in one of three ways:

- **Clearly place the notice in paperwork given to patients or their representatives.**
- **Include the information in a written statement that is signed and dated by patients or their representatives.**
- **Post a sign (in the medical office) visible to all patients.**



How to work with almost anybody

People at work can sometimes make you wish you'd stayed home in bed. That's because co-workers bring all kinds of traits and habits that can annoy you.

What can you do? There's no law that says you must be friends with each person at your job, but with some effort you can get along with just about anybody at work.

Here's how:

1. **Look for the good in others** – You may find something that you can learn from.
2. **Reach out to a co-worker** – Engage in small talk. Place your hand on your chin. Make eye contact. Raise your eyebrows. Listen.
3. **Say the person's name** – Most people like to hear their name. Don't you?
4. **Give the person credit when due** – It shows that you respect what the other does.
5. **Respect personal space** – Instead of getting in someone's face, back up. Right away, you'll put the other person at ease.

6. **Smile** – Without saying a word, you tell a co-worker you're glad to see him or her. Inside tip: For an honest smile, crinkle the skin at the outside corner of your eyes.

Good things happen when you pat a co-worker on the back. Try it. Chances are, you'll get more work done, enjoy your job – and enjoy life.



Shady skin care tips for summer

Sunlight is good for your health, but skin damage from years of too much sun is like getting older. What can you do? You can seek shady turf, but rays hit you from all sides, even reflecting off water and sand. You could rub on sunscreen, but you must re-apply it all day long. Try these helpful tips:

1. **Wear a hat** – One with a wide brim (2-7 inches) helps blocks UV rays from above, protecting your face as you make a fashion statement.
2. **Limit sunbathing** – If you want to show off your new bikini, avoid soaking rays between 10 a.m. to 2 p.m – when the sun is at its hottest.
3. **Wear sunglasses** – They cut glare so you won't have to squint, which can speed up the look of crows feet around your eyes.
4. **Cover up your skin** – Skin that rarely sees the sun looks younger, so try wearing more long-sleeve, light cotton tops.
5. **Carry a parasol** – This light umbrella comes in handy on hot days, shading your face, neck and shoulders.



Q. Last week, I tried to log into the IEHP Provider website and our office's previous login ID failed.

A. To further ensure HIPAA privacy and security compliance on our website, last November we implemented an enhanced security system, allowing varying access to vital data (clinical data, P4P and other reimbursements) in your office.

At that time, we mailed each PCP office a letter containing a new Login ID. The letter pointed you to our website, showing you step-by-step how to set up your new ID, and how your office manager can set the access levels for your staff.

If you never received your new ID, please call IEHP Provider Team.



ASK Susie



Q. I went online and submitted several PM160s with TB tests, but they were denied. Why?

A. When you submit TB tests only, select the "Immunizations Only" option for PM160. That's because our system pays for TB tests from the Immunization portion of our funds, even though TB appears as Line 12 on the PM160.

Send your questions about IEHP procedures or programs to Ask Susie.

- Call (909) 890-2054.
- Fax to "Ask Susie" at (909) 890-5652.
- Email: providerservices@iehp.org

Why a loss can make you a winner

We all do it. Lose. But despite what you've been led to think, a certain amount of losing is needed for you to grow as a person.

Oh sure, a losing streak could knock you to your knees, but then, too much success can make you unwilling to change. As they say, "if it ain't broke, why fix it?"

Yet without change, you're stuck in the mud, going nowhere. To get ahead – and avoid being a nervous wreck – look at losing in a whole new way:

1. We grow and learn from losing. Figure out why you lost helps you avoid repeating a mistake.

2. Losing to a better opponent can teach you to be alert, to do your best and improve yourself.

3. Kick your fear of losing and you boost your chance of winning. Life's a gamble, so you've got to risk losing to have a shot at winning.

4. Losing can make winning more fun, because if you won all the time, the thrill would be gone. Life would be dull.

So next time you lose at tennis or drop the ball at your job, ask yourself this: "I wanted to win. I tried. If I try again, what can I learn from my failure? How can I improve?"



IEHP Scrub of the Month

If she were stranded on a deserted island, she would still believe in a team concept.

It's this unselfish work ethic that has catapulted Pam Schuett to the top as our Scrub of the Month.

Since 2007, Pam has been an office manager at Reyes Medical Group in Riverside, where her will to help people has ushered in a stronger emphasis on preventive health.

With Pam's leadership, her team has created



Pam Schuett

a system which that helps keep up with their P4P encounters, primarily with a form that flags them when a Member is due for a health service.

"Pam's a team player who goes beyond the call of duty," said her employer, Dr. Joaquin Reyes, who nominated her. "It's a relief to know that Pam's on top of everything."

That's why Pam is on top of our list this month.

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.
3. Look for "**Health Education Referral Type**".
4. Select referring Provider from drop down list.
5. Fill in required fields, then click "**Submit**".

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 office visits, lab results, prescriptions, immunizations and more.

1. Enter your login ID, password; click "**Submit**".
2. Click on Eligibility.
3. Select by SSN/CIN, by IEHP ID or last name.
4. Enter SSN, IEHP ID or last name, click "**Submit**".
5. From Eligibility screen, click "**View Medical History**".

Cultural Corner



Do you know what other medicines your patients are taking?

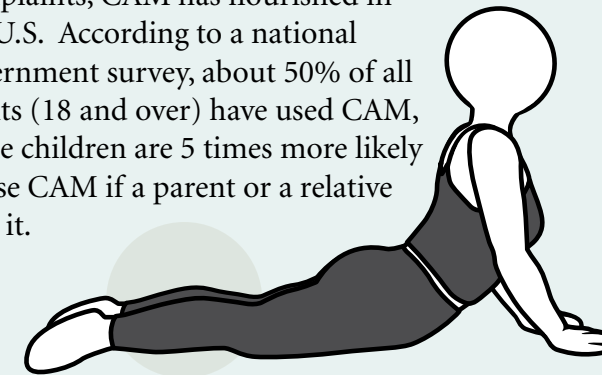
These medicines – for the mind and body – date back more than 5,000 years, yet they endure amid today's modern medical practices.

Complementary and alternative medicine (CAM) come from around the world, consisting of many products and practices, such as:

- Herbs (like glucosamine, ginseng, aloe vera)
- Mind-body practices such as Yoga
- Meditation, acupuncture and massage

Advocates of CAM believe it helps treat everything from minor medical conditions – such as head and chest colds, anxiety and stress – to chronic medical conditions.

Critics of CAM say it lacks proof of safety and support from research trials. But despite these complaints, CAM has flourished in the U.S. According to a national government survey, about 50% of all adults (18 and over) have used CAM, while children are 5 times more likely to use CAM if a parent or a relative uses it.



Why should you talk to your patients about CAM?

It allows the Doctor to:

- Warn patients of any dangers from mixing with modern drugs.
- Get a full picture of conventional and alternative practices.
- Guide patients to wise health care decisions.

What should you do?

- Ask about CAM use when seeking a patient's health history.
- Ask patients what they are taking: prescriptions, over-the-counter medications, herbal supplements or other CAM products.
- Refer patients to credible federal resources such as National Center for Complementary and Alternative Medicine at www.nccam.nih.gov.



Protect the medical files of your patients

You must limit access to this data. To do this, your office should make a good effort to limit access to staff members who use this information. For example: lock cabinets or records rooms, or supply extra security (such as passwords or access to certain fields) on computers that keep personal information.

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 P4P overviews, correspondence, forms, schedules and information below, go to <http://ww2.iehp.org/IEHP/Providers/P4Pprogram.htm>.

2010 Recommended Immunization Schedule

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

2010 Recommended Well Child Services Schedule

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

2010 Recommended Catch-Up Immunization Schedule

Provides minimum intervals between doses for children whose vaccinations have been delayed.

2010 Reimbursable PM160 Immunization Codes

IEHP quick reference guide for reimbursable PM160 Immunizations and Rates.

2010 Vaccine Reimbursement Schedule - Pays for IEHP Members excluded from receiving serum.

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:

- 2010 Healthy Families/Healthy Kids
- 2010 Medi-Cal
- 2010 Medicare DualChoice

Please adhere to provisions in this manual.

To visit this page, click link below: [http://ww2.](http://ww2.iehp.org/IEHP/Providers/Information+Resources/HandbooksandManuals/ProviderPNPManuals.htm)

[iehp.org/IEHP/Providers/Information+Resources/HandbooksandManuals/ProviderPNPManuals.htm](http://ww2.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.

All New: • 2010 Medi-Cal • 2010 Healthy Families • 2010 Healthy Kids • 2010 Medicare DualChoice

If a benefit question is not addressed in the Benefit Manual, contact IEHP at (909) 890-2000.

To visit this page, click the link below:

<http://ww2.iehp.org/IEHP/Providers/Information+Resources/HandbooksandManuals/BenefitManuals.htm>.



Moving Your Office?

Please give IEHP Provider 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.

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



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