



# ScrubTalk

Staff Newsletter #6

Winter 2006



## Enjoy A Healthy Holiday Season

### *Beware of gaining those extra pounds!*

Holidays are a time to enjoy being with loved ones and feasting on traditional meals. It's also a time filled with the temptation to over indulge yourself on goodies loaded with fat and calories. And, with your added busy schedule of holiday shopping and parties, your exercise regimen may stop. The average American gains 6-10 pounds from Thanksgiving to New Year's Day. Don't do it!

Here are tips for enjoying a healthy holiday season without gaining extra weight:

- **Don't arrive at holiday parties hungry.** Eat a light meal and drink lots of water before you go. When you get there, eat more fruits and vegetables, and less cookies, cakes and pies.
- **Limit your alcohol intake.** Calories from alcohol add up quickly, particularly if you are consuming mixed drinks. A glass of wine is about 100 calories, plus alcohol affects willpower, so you tend to eat more.
- **Be a social butterfly.** Spend time enjoying the company of others. The more you talk, the less you will eat.
- **Modify holiday recipes.** Use fat-free milk, yogurt, sour cream, and cheese when baking. Try egg whites or egg substitutes instead of egg yolks. Cocoa powder is a healthier replacement for baking chocolate.
- **Make time for exercise.** Stick to your regular exercise routine as much as possible. You'll burn calories, and it helps minimize extra holiday stress. Keep in mind, that you have to walk briskly for about 30 minutes to burn off one small slice of pumpkin pie.

With the hustle and bustle that is part of the holiday season, it's easy to get off the healthy track. Just be smart with your choices, but most of all enjoy the holidays!

### Happy Holidays From IEHP!

It's the most wonderful time of the year, as the song says, and the holidays are in full swing. This means lots of fun and parties with friends, and loved ones. It's also a time of hectic schedules, added stress, and overeating. Enjoy your holiday season, but remember to take good care of yourself.

In this issue of ScrubTalk, we've included suggestions on how to pay attention to your health during the holidays. You'll find tips on nutritious eating, and healthy lifestyle gift-giving ideas. Try the yummy recipe for Apple Roasted Turkey, straight from the IEHP Cookbook.



You'll learn the latest IEHP Pay For Performance (P4P) updates and changes. Find out who won the IEHP "Scrub of the Month" award, and how you can nominate someone in your office deserving recognition. Read about the success of the IEHP Communication Enhancement Program. And don't miss this issue's "Culture Corner" where you'll get information on the updated Assembly Bill 800 regarding documenting a patient's principal spoken language.

In closing, I want to remind you that your Provider Relations Team is here for you. If you need help, or would like to schedule an in-service for your office, just call us at (909) 890-2054.

Have a most wonderful holiday season!

Sincerely,  
Susie White, Provider Relations Manager

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It's Flu Season!  
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It's that time of year again when your doctor's office gets really busy with patients with the sniffles, sore throats and coughs. You're probably getting overwhelmed with calls about scheduling Member's flu vaccinations.

Here are the 2006-2007 flu vaccination recommendations as published by the Advisory Committee on Immunization Practices (ACIP) of the Centers for Disease Control and Prevention (CDC).

**The following persons are recommended to get a flu vaccine:**

- Children aged 6 months-59 months.  
(updated from last year's recommendation of 6 months-23 months)
- Pregnant women.
- Persons aged 50 years and older.
- Persons of any age with certain chronic medical conditions such as diabetes and asthma.
- Household contacts who are around persons at high risk and who can transmit influenza to those persons at high risk.
- Health-care workers.

The CDC expects the supply of flu vaccine to be adequate this year. Your office should not experience the shortages we've seen during the past few flu seasons.

Your **Vaccines for Children (VFC)** supply should be administered to IEHP Medi-Cal Members aged 6 months to 18 years. Your purchased supply of vaccines should be administered to IEHP Healthy Families and Healthy Kids Members and IEHP will reimburse the cost of the vaccine when you submit your claim to:

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

Remember to submit the Flu Administration Code on your PM160s for the Pay for Performance (P4P) program too!

For further information regarding flu vaccinations, please contact IEHP Provider Services at (909) 890-2054.

# Ask Susie



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**Recently, an IEHP PCP Vision Report form was faxed to me in the referral department at the PCP office where I work. This was the first time I've seen one of these forms. I would like to know more about the form and the services that prompted the IEHP Vision Provider to notify us.**

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Thank you for your attention to this important form! When an IEHP Member comes to an IEHP Vision Provider's office with an acute eye condition (such as an ocular allergy or conjunctivitis), a TPA-certified (Therapeutic Pharmaceutical Agent) optometrist may initiate treatment of the Member without prior authorization.

Within two working days of rendering services, the TPA provider is required to provide notification to the Member's PCP via the PCP Vision Report. This report may arrive by mail or by fax.

**The report you receive should include:**

- ICD-9 diagnosis code(s).
- What procedure and/or treatment was performed.
- If applicable, the name and type (form) of medication prescribed.
- Provider's signature.
- Date of the next follow-up appointment, if indicated.

This report informs the Member's PCP about the Member's acute eye condition treatment. IEHP Vision Providers also use the PCP Vision Report to inform the Member's PCP when a **Diabetic Retinal Examination (DRE)** has occurred. This vital information may then be submitted by the Member's PCP to IEHP's Health Management Department for participation in IEHP's Pay for Performance (P4P) Diabetes component.

Everyone wins - the Member gets the appropriate screening to rule out diabetic eye disease and your PCP gets an IEHP P4P incentive!

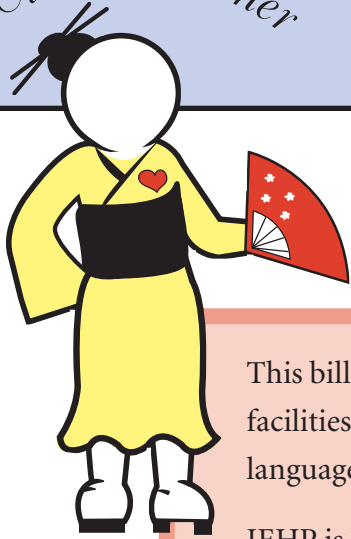
To learn more about the PCP Vision Report or IEHP's Pay for Performance program, call an IEHP Provider Services Representative today at (909) 890-2054.

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Everyday, we get calls from you with questions about IEHP procedures or programs. In this column, we'll address some of your most common ones. If there's a specific question you would like addressed, or have comments concerning any answers, please call us at (909) 890-2054. Or just fax your question to "Ask Susie" at (909) 890-5652. Or mail it to IEHP, "Ask Susie", Provider Relations, P.O. Box 19026, San Bernardino, CA 92423-9026.

**We want to hear from you! - Susie White, Provider Relations Manager.**  
**Email: [providerservices@iehpexch.org](mailto:providerservices@iehpexch.org)**

# Understanding Culture is Key to Improving Health Outcomes



## Update on Assembly Bill 800

This bill requires all health facilities and primary care clinics (except long-term care facilities), to meet certain criteria to include documenting a patient's principal spoken language on their health records.

IEHP is helping providers meet this regulation by creating a template for labels. The Providers will be able to identify patient's principal spoken language. The labels will have spaces for office staff to fill in the member information. For convenience, the size of the labels on the template will be one that is readily available in office supply stores. Offices can use their own printer to print out the amount of labels needed.

If you are interested in receiving a template for language labels, please call your Provider Service Representatives.

### Congratulations to Margie Huckins, Medical Assistant



### *Scrub of the Month!*

"She goes above and beyond, taking the time to help patients. We have several patients who consider Margie a friend," said Michelle Laufman Monroe, Director of Mountains Community Hospital Rural Health Clinic in Lake Arrowhead. "She works seamlessly with everyone in the office. Margie easily recognizes the need to switch her role from front to back office and vice versa."

On November 2, IEHP Provider Services Rep Terry Redden presented Margie Huckins with a certificate and a Target Gift Card, honoring her as Scrub of the Month.

Margie is a Medical Assistant and fill-in receptionist, and she has stepped up to cover whatever area she is needed for. "We are very fortunate to have Margie as a member of the Rural Clinic team!"

## Customer Service Program ... A Hit!

### *Over 1,000 Healthcare Professionals Attended IEHP Communication Enhancement Program*

In October IEHP hosted a program that focused on ways to help physicians and their staff communicate more effectively with patients, families and caregivers. The special interactive workshop, "You Make The Difference" offered practical techniques for making patients feel valued, especially during busy times.

#### **Topics included how to:**

- Adapt to changing patient expectations that have expanded the "service" roles of medical professionals.
- Communicate more effectively both in person and on the telephone with patients, visitors, and co-workers.
- Deal with difficult patients and their complaints without "losing your cool".
- Enhance your own professional satisfaction through teamwork and cooperation in your office.

Thank you to the hundreds of physicians, nurse practitioners, physician assistants, office managers, nurses, medical assistants, receptionists, and other healthcare professionals that participated!

IEHP received over 34,000 patient satisfaction surveys that will be analyzed with results sent to each office. Together, it's our goal to provide quality healthcare and great service to our Members.

## We're Your Provider Relations Team...

**We're here to help you.**

**Call us at (909) 890-2054 :**

- Martha Contreras, and Remberto Ramos for Provider Relations.
- Alma Favela for P4P appeals. You can also check payment and status issues online at [www.iehp.org](http://www.iehp.org)
- Teresa Meza for VER questions. You can also submit and check status online at [www.iehp.org](http://www.iehp.org)

#### **For your IPA Representative:**

- Daniel Vargas for Alphacare Medical Group, Desert Family Practice Associates, Mission Medical Group and Vantage Medical Group.
- Wendy Barrios for LaSalle Medical Associates, Inland Faculty Medical Group, Loma Linda University Health Care, Physicians Health Network, and Physicians Healthways, and New Horizon Medical Group.
- Ailene Zamora for McKinley Medical Group, Riverside Family Health Medical Group, Kaiser, Inland Health Organization, and Val Vista Medical Group.

#### **Are you with IEHP Direct?**

**Call us at 1-866-223-4347**

- Terry Redden, Provider Services Representatives.

## Congratulations United Family Care in San Bernardino!

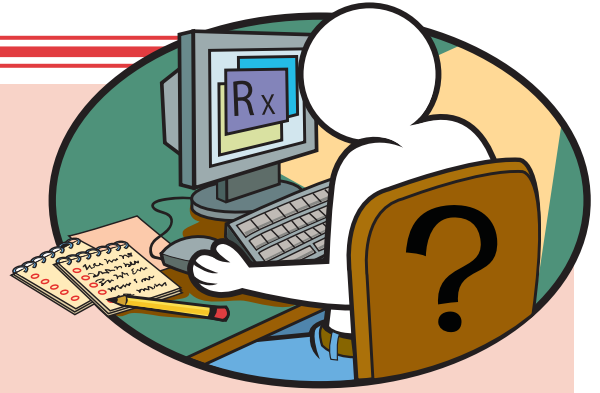
The winners to the last issue of IEHP ScrubTalk - Cultural Corner contest. They have the honor twice in a row, and won lunch for their office.

Five other offices also participated in the contest, and received a beautiful and delicious gift tower.

# PAY FOR PERFORMANCE (P4P) CHANGES AND UPDATES

Changes/Updates:	New Requirements	Effective Date
<b>PM160 Submission Processing Fee</b>	<p>P4P providers will only be allowed to submit the first 100 PM160's by paper each month without an administrative charge. After the first 100 paper submissions per month IEHP will charge a \$2.00 processing fee for any additional PM160's submitted by paper for that month. This change is effective for dates of service July 1, 2006.</p> <p><b>Remember, there is NO processing fee charged for electronic submission of PM160s on the IEHP Website.</b></p> <p>Access to IEHP's Secure Provider Website requires your Provider ID and a password. To register now or if you would like an in-service on how to submit PM160's online, please call your Provider Services Representative or call (909) 890-2054.</p>	<b>July 1, 2006</b>
<b>Immunization Component</b>	<p>New Vaccine: <b>Rotavirus Vaccine (RV) - Rotateq</b>            PM160 code: <b>75</b>            Age Range: <b>0 thru 8 months</b>            P4P Reimbursement Rate: <b>\$7.00</b>            Number of series: <b>3</b></p> <p><b>HK/HK Vaccine Reimbursement</b>            CPT Code: <b>90680</b>            Reimbursement Rate: <b>\$67.05</b></p>	<b>July 1, 2006</b>
<b>Yellow Card Bonus</b>	<p>IEHP now accepts yellow card faxes as long as it's <b>legible</b>. Fax your yellow cards to:</p> <p style="text-align: center;"><b>IEHP-Operations</b>  <b>Fax#: (909) 890-5934</b></p>	<b>July 1, 2006</b>
<b>Asthma Component</b>	<p><b>New Asthma Progress Note Form.</b> Laminated and paper pads will be mailed to participating PCPs. To obtain additional copies of the form, log on to <a href="http://www.iehp.org">http://www.iehp.org</a> or call our Provider Services line at (909) 890-2054.</p>	<b>November 1, 2006</b>
<b>Immunization Component Compliance Bonus</b>	<p><b>IEHP will now require the addition of 4 shots of Prevnar to the Yellow card bonus</b>  <b>New Requirements: \$100 bonus incentive will be given upon receiving the following:</b></p> <ul style="list-style-type: none"> <li>• Polio - Series #1, #2, and #3</li> <li>• Hep B - Series#1, #2, and #3</li> <li>• Hib - Series #1, #2, #3 and/or #4</li> <li>• DTaP - Series #1, #2, #3 and #4</li> <li>• MMR - Series#1§      Varicella - Series #1</li> <li>• <b>Pneumococcal Heptavalent (Prevnar) - Series #1, #2, #3 and #4</b></li> </ul>	<b>January 1, 2007</b>
<b>Well Child Visit Component</b>	<ol style="list-style-type: none"> <li>1. <b>\$5 Reduction in WCV payment from \$45 to \$40</b></li> <li>2. <b>P4P will now pay for 11 yr old Well Child Visits.</b>  <b>Old Criteria:</b> from birth up to their 7th birthday and age 12 up to their 19th birthday  <b>New criteria:</b> from birth up to their 7th birthday and age 11 up to their 19th birthday</li> </ol>	<b>November 1, 2006</b>

# Scrub of the Month



## Hey...Is There Someone In Your Office That Inspires You?

Is there that special co-worker who always seems to know what to say or do, someone who's always ready with a helping hand? Someone who takes the time to be kind and respectful? Maybe there is someone who just makes people laugh?

## Please Let Us Know!

If we choose your story, we'll feature him/her in *Scrub Talk* with their photo and honor them with special recognition. Plus, they'll get a \$25 Target Gift Card, and ...you'll get one, too just for the nomination!

## Here's How...

- Tell us briefly, in 500 words or less, why you're nominating this special person for ***Scrub of the Month***. Make sure to include your name, office location, and your work telephone number.
- Just fax your nomination to us at (909) 890-5652. On the fax cover sheet write: ***Scrub Talk - Scrub of the Month Nomination***
- Or mail it to IEHP, ***Scrub Talk - Scrub of the Month Nomination***  
P.O. Box 19026, San Bernardino, CA 92423-9026.

If your story is chosen, we'll call you to make plans for photos and further details. Nominate someone in your office today!

**If your story is chosen, we'll call you to make plans for photos and further details.  
Nominate someone in your office today!**

## Treat Yourself To Healthy Holiday Options

Wise food selections can make a difference in the total number of calories consumed. Compare the following meals, and keep these choices in mind when selecting your holiday meal.

Turkey, dark meat with skin (3.5 oz.)	221
Stuffing, plain (1 cup)	296
Potatoes, mashed (1 cup) With gravy (1/3 cup)	217
Yams, candied (3.5 Oz.)	168
Cornbread (1 piece)	200

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**Total** 1,104

Turkey, light meat without skin (3.5 oz.)	157
Potato, baked (1 small) With 1 tsp. Margarine	130
Carrots, cooked (1 cup)	45
French Bread (1 slice)	80

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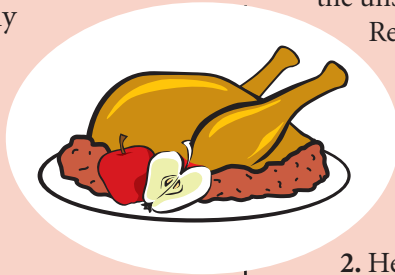
**Total** 412

# Roasted Turkey With Apple Orange Gravy

Everybody loves holiday turkey! This yummy recipe is a little different, but you can trade extra fat for flavor in the gravy. Choose a turkey that feeds your family - one pound for each person. To be safe, thaw it in the refrigerator, never on the kitchen counter. That means you should start 3 or 4 days ahead of time. Cut the plastic off the thawed turkey in the sink because there will be lots of water inside.

## The gravy serves 6 to 8

- 1 Turkey of whatever size feeds your family
- 1 teaspoon canola oil
- ½ cup coarsely chopped onion
- 2 cups unsweetened apple juice
- 2 cups unsweetened orange juice
- 1 onion (or 2 if you have a huge turkey)
- Whole cloves
- 1 orange (or 2 if you have a huge turkey)
- 1 bunch fresh thyme or 1 tablespoon dried
- 1 bunch fresh sage or 2 tablespoons of dried sage
- ½ cup water
- 2 tablespoons cornstarch mixed with ¼ cup apple juice



### Turkey Roasting Chart

Weight	Unstuffed	Stuffed
8-12 pounds	2 ¾ - 3 hours	3 - 3½ hours
12-14 pounds	3 - 3¾ hours	3½ - 4 hours
14-18 pounds	3¾ - 4¼ hours	4 - 4¼ hours
18-20 pounds	4¼ - 4½ hours	4¼ - 4¾ hours
20-24 pounds	4½ - 5 hours	4¾ - 5¼ hours

1. Check the cooking chart below for times using the unstuffed column. Preheat the oven to 325° F. Remove the giblets from the cavity. Rinse the turkey inside and out and pat dry with paper towels. Wash the neck, gizzard and heart and set aside. The liver is too strong for the gravy so you can discard it. Cut off the last section of the wings and set aside.
2. Heat the oil in a large saucepan on medium high and sauté the onions until they wilt, 3 or 4 minutes. Add the giblets, wingtips, apple juice, and orange juice. Bring to a boil, removing any scum that rises. Reduce the heat and simmer uncovered for 1 hour. Strain and set aside.
3. Peel the onion(s) and stick 6 whole cloves into it. Slash the skin of the orange with a small knife in several places. Wash the herbs and place them in the turkey cavity. If you are using dry herbs, rub them inside the cavity. Place the onion and orange in the cavity and tuck the legs into the metal clips or tie them together with a string.

*For this recipe and more from the IEHP Cookbook, go to [www.iehp.org](http://www.iehp.org).*

**Suggestions,  
Recommendations,  
Questions?**



## Call us!

You can reach the Provider Relations Team at (909) 890-2054, or fax us at (909) 890-5652



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