



ScrubTalk

Staff Newsletter #2

Winter 2005

Get a Good Start to Your Day!



If you're like most people, you have a morning routine. Most days it works just fine. But what happens when something unexpected comes up...you can't find your keys, your 4 year old spills juice all over himself and the floor, your dog has an accident on your brand new area rug. Can your routine handle it?

Here are some tips to help you keep your cool no matter what your morning throws at you.

- 1) **Get as much as possible done the night before.** The more you can do ahead, the better.
 - Put gas in your car on your way home
 - Lay out clothes and shoes - yours and your family's
 - Put anything you carry with you by the door (briefcase, purse, gym bag, laptop, car keys) so you can just "grab and go."
 - Make lunches
 - Plan your breakfast
- 2) **Use a schedule.** Notice how long each activity takes on a typical morning. Then add all these times together. That's the minimum time you need from getting up to leaving the house. For instance, if you need to be out the door by 8:30, and your tasks take you 1-1/2 hours, you must be up at 7 and done with breakfast by 7:30, showered by 7:45, dressed by 8:15, etc. You'll clearly see when you're running late and need to speed up the rest of your routine.
- 3) **Build in a little extra time.** Treat yourself to an extra 10 or 15 minutes in the morning. Look at what causes you the most stress...your commute, being rushed at breakfast, no time with the kids, and give yourself extra time where you feel you need it most.
- 4) **Before leaving work each day, make a list of what you need to do the next day.** You'll start your workday focused and in control.

"Thank You!" ... for all the feedback you've sent us since the first issue of ScrubTalk. We've really enjoyed reading your comments, and talking with you.

It's hard to believe time has flown by so quickly. The holidays have come and gone and we're off to a brand new year! We hope that the tips and suggestions in this second issue of ScrubTalk help you get a good start on your year - both at work and at home.



Articles in this issue focus on saving you time: organizing your days to get done what you want with less stress, making time to answer patient questions, saving time and energy with IEHP's In-Service offerings, and using the Web for faster, **more efficient submission of PM160s.**

This issue also introduces our first "Scrub of the Month," Beatriz Orozco of Cathedral City Family Medical Clinic! With always a moment out of her busy days to listen to patients or colleagues, Beatriz has been an inspiration to all. Congratulations Beatriz.

Since the first issue was published, we've had big changes in our Provider Services Department. We said goodbye to Lynn Borup, IEHP's Chief Network Development Officer. Many of you have worked with Lynn, and like us, will miss her. We're very grateful for her many contributions over the past 9 years. And we're also quite excited to welcome Lynn's successor, Eric Haden. With extensive experience in both provider as well as health plan operations, Eric can bring the provider viewpoint earlier into our decision-making process to make sure we're addressing the needs of the provider community. Read more about Eric inside.

In closing, I want to wish you all a very happy new year. And please, don't forget - we're here to support you in any way we can. If you have any questions or concerns, call your Provider Services Representative at (909) 890-2054.

Sincerely, Dorothy Smith
Director of Provider Services

Customer Service Training Seminar a Hit!

"Enlightening and fun!"

"I would tell my boss that all employees should attend."

"Helped me better understand the patient's point of view."

"A good experience - I learned a lot!"

These are just a few of the comments we heard about IEHP's 4th Annual Customer Service Training Seminar, held at IEHP this past August.

This four-hour workshop drew over 200 staff members from Doctors' offices throughout Riverside and San Bernardino Counties. The topic **"How to Connect in Healthcare in 90 seconds or less"** explored the impact of first impressions on

building trust and making a good connection with patients, family members, and co-workers. As one participant said, "You can use it in your everyday life...with anyone you meet!"

Participants viewed a video, role played, and took part in group discussions. They left the workshop with practical "communication" tips to increase patient satisfaction, strengthen co-worker relationships, improve customer service, and get more done while having fun.

So if you missed it this year, plan on attending our 2005 seminar. We'll be mailing your office an invitation and we'll also announce it in ScrubTalk. In the parting words of one of our attendees, it's "a must for every health care professional!"

On November 18, IEHP Provider Relations Manager

Susie White and Provider Services Rep Esther Iverson surprised **Beatriz Orozco, patient care coordinator at**

Cathedral City Family Medical Clinic, with the Scrub of the Month Award. Beatriz was presented with a framed certificate of recognition and flowers. She also received an IEHP cooler packed with a set of IEHP scrubs, a coffee flask, and an IEHP backpack.

"Bea is an example to everyone in her professional as well as her personal life," says Kristina Tibbetts, administrator. "I don't know what our staff or our patients would do without her."

On top of coordinating all outside care for the clinic's patients, Bea always makes time to spend with her patients when they need someone to talk to. Bea is also there for her peers when they need support or advice.

"Bea is someone who makes an impact on everyone she comes in contact with...she somehow manages to make everyone feel like they are her first priority, although she's juggling 15 different things," added Ms. Tibbetts. Congratulations Bea! We're proud to honor you as Scrub of the Month.

Congratulations to Beatriz Orozco, Scrub of the Month!



Beatriz Orozco, at left, holds the certificate recognizing her as Scrub of the Month. Standing with her is clinic administrator Kristina Tibbetts

Does someone in your office inspire you?

Please tell us about this special person.

Fax your nomination to (909) 890-2029 addressed to ScrubTalk Scrub of the Month. Or mail it to Inland Empire Health Plan, ScrubTalk Scrub of the Month, P.O. Box 19026, San Bernardino, CA 92423-9026.

10 Tips for Easier Communication

Being a good listener can sometimes be hard. Just keep a positive attitude and try these simple time-proven techniques:

- 1. Look your patient in the eye, even if they are using a translator.** This shows that you're paying attention.
- 2. Be aware of your body language.** Face the person and remain open (no crossed arms or talking over your shoulder).
- 3. Avoid looking at your watch or at other people or activities around the room.** This sends the message that you're not *really* listening and can make the patient feel discounted.
- 4. Wait until the patient finishes before planning your response.** When you're thinking about what you're going to say, you stop listening.
- 5. Repeat what the patient said in your own words.** This shows that you understand what was said.

If your patient is upset...

- 6. Stay calm.** Don't allow the patient to put you on the defensive.
- 7. Keep an open mind.** Don't jump to conclusions as to what the problem is.
- 8. Let them vent.** By listening closely and getting what they're saying, they will begin to wind down.
- 9. Let them know you understand their feelings.** This attitude can go far in calming the patient or dispelling anger.
- 10. Shift the focus from the problem to the solution.** Let the patient participate by expressing what they would like to see happen.

Making health care easier...

IEHP's In-Service Program

We know how busy your days can be...from addressing patient concerns to filling out paperwork, and everything in between! You don't have the time to sit with every health plan's manual to study policies and procedures. That's why IEHP's In-Services are designed to give you the information you need - simply, right in your office, and in a short amount of time.

Our Provider Services Representatives hold In-Services for offices new to the Network, when new programs are introduced, on a quarterly basis, or whenever you need our help.

You can ask us to come in to discuss topics such as:

- P4P Program
- Referral Standards
- Health Education Programs
- Pharmacy Programs
- Appointment Availability Guidelines
- Interpreter Services
- After-Hours Nurse Advice Line
- IEHP Brochures
- And more!

Don't hesitate to call when you need help. To set up an In-Service or for more information, call your IEHP Provider Services Representative at (909) 890-2054.



Thumbs Up!

Is it always a good sign?

Did you know that "thumbs up" in the Middle East is a vulgar sign? That hands on hips is a sign of hostility in Mexico? That in some countries it's believed that iron-rich foods can cause miscarriage?

It's easy to see how confusing communication across cultures can be. Many people assume

Culture, shaped by attitudes learned in childhood and internalized in adulthood, includes religious, social, political, and even family customs.

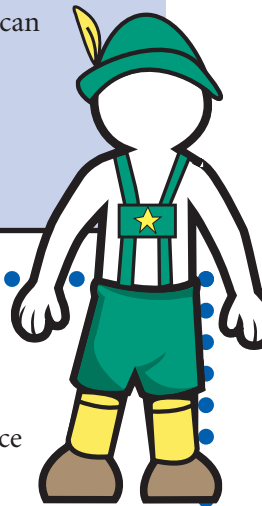
that everyone is "just like me," unless they look very different. Needless to say, this is very far from true.

In the next few issues of ScrubTalk, we'll be addressing several key aspects of "culture" and how it affects how people think and act. We'll give you practical tips to help you care for and better understand patients whose practices and beliefs are different from yours.

Win a prize for your office!

Match the celebrities listed below with their ethnicity. Send us your answers by fax to (909) 890-2903 addressed to ScrubTalk Culture Corner. Or mail your answers to **Inland Empire Health Plan, ScrubTalk Culture Corner, P.O. Box 19026, San Bernardino, CA 92423-9026.**

- | | |
|--------------------------|--------------------------|
| 1. Penelope Cruz | a. Thai/African American |
| 2. Catherine Zeta-Jones | b. Puerto Rican |
| 3. Shakira | c. Austrian |
| 4. Salma Hayek | d. Israeli |
| 5. Natalie Portman | e. Canadian |
| 6. Ricky Martin | f. Welsh |
| 7. Lucy Liu | g. Columbian/Lebanese |
| 8. Arnold Schwarzenegger | h. South African |
| 9. Charlize Theron | i. Chinese |
| 10. Tiger Woods | j. Spanish |
| 11. Mike Myers | k. Mexican |



Working with Members who are Blind or who have Low Vision

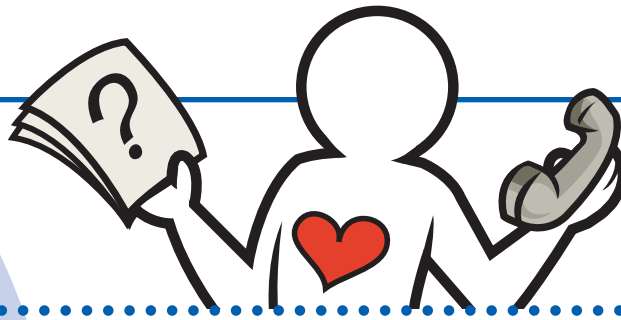
It is estimated that over one million persons in the U.S. are blind. So, chances are good that your office serves some people from this community. Below are guidelines from the National Federation of the Blind for interacting with people who have visual disabilities.

- Identify yourself and speak directly to the person, using a normal tone of voice.
- Don't be afraid to use terms such as, "See you soon."
- Guide dogs have an important job, and petting may be distracting.
- Offer assistance but be guided by the individual's direction.
- Walk alongside and slightly ahead of the person you are assisting. Never hold the person's arm while walking. Let the individual hold your arm. The motion of your body tells the person what to expect.

- Avoid escalators or revolving doors, if possible.
- Assist the individual on stairs by guiding a hand to the banister. When giving assistance in seating, place the person's hand on the back or arm of the seat.
- Never leave a person who is blind in an open area. Instead, lead the person to the side of the room, a chair or some landmark from which he or she can obtain a direction for travel.
- Do not leave a person who is blind abruptly after talking without saying that you are leaving. Otherwise, he or she may be talking when no one is listening or even present.
- If you have paperwork for the person to fill out, ask them if they would like assistance.

The **IEHP Member Handbook** is available in Braille, large print, and audio formats. If your office would like a copy, contact Provider Services at (909) 890-2054, or fax us at (909) 890-2968.

Ask Susie



Are there advantages to submitting PM160s online?

There certainly are! It's much faster and more accurate:

- Your provider information fields are automatically filled in
- Once you enter the Member ID (IEHP ID#, SS#, or CIN), Member information fields are automatically filled in
- If you leave off required information, the system will tell you what's needed to insure a complete submission.
- A simple click submits your form
- You can check the status of your submission online

Refer to your PM160 Online Application manual or use the online version for easy step-by-step instruction.

We're still a little confused about the latest P4P updates. What difference do the latest changes make?

Some of the updates may be a little easier to understand if I tell you what you no longer have to do:

1. Immunizations and Well Child Visits

- **Bonus #1 - ages 11.5-12.9 months:** The only shots you need to report with the Well Child Visit are Hib #3 or #4. You no longer need IPV #3 and HepB #3 to receive the bonus.
- **Bonus #2 - ages 12.1-15 months:** The only shot required for bonus with the Well Child Visit is DTaP #4, instead of reporting IPV #3, HepB #3, and Hib #4.
- **Bonus #3 - 2 years of age:** Required shots for this bonus have not changed, but at least 1 must have been given on or after July 1, 2004. All required shots must be given by the Member's second birthday (on or before 24.0 months).

All previous submissions for services dated July 1, 2004 forward that were denied are being reprocessed based on these updates. You'll be reimbursed in January 2005.

2. For the Perinatal and Postpartum Services Components, there are two changes:

- **The mailing address** - Mail records within 1 month from date of service to IEHP-Data Entry, P.O. Box 19026, San Bernardino, CA 92423-9026.
- **The submission form** - Use the NEW and SIMPLIFIED P4P Perinatal and Postpartum Services Form. Call your Provider Services Representative if you need some. (The CMS 1500, formerly HCFA 1500 is no longer required.)

3. We've added the Pap Test Component and the Chlamydia Screening Test to the IEHP Web site. You may now submit online to be reimbursed for these two components.

Can we charge IEHP Members for filling out forms?

You cannot charge Members for forms that are included in the Medi-Cal Program's scope of benefits, such as PM160 forms, WIC referrals, Yellow Immunization Cards, Lead Testing questionnaires, prescriptions, etc. However, you can charge nominal fees for forms such as GAIN forms, Disability forms, and H & Ps that are school-specific and are in addition to the annual Well Child Visit.

around the office

Welcome Eric Haden, IEHP's new Chief Network Development Officer



We're pleased to announce the hiring of Eric Haden as Chief Network Development Officer. In his position, Eric will oversee Provider Relations, Compliance, and Contracts.

Eric comes to IEHP with an extensive background in both health plan and IPA administration. "Eric's in-depth knowledge of managed care operations - from physicians' offices to health management organizations - was a deciding factor in our decision to hire him," said IEHP CEO Richard Bruno. "His being in tune with provider needs and concerns will definitely benefit our providers as our health programs continue to grow and evolve."

"What attracted me to IEHP is the organization's focus on community wellness. What makes this possible, in great part, is the quality of care rendered by our providers. I plan to support their efforts by working openly with them to develop programs and solve problems," says Eric.

Having served as Associate Vice President of Provider Contracting and Network Services for Universal Care of Tennessee, Inc., and most recently as Administrator for OmniCare Medical Group IPA, Eric has had strong experience in the Medicaid as well as non-government arenas.

Join us in welcoming Eric to IEHP!

**Suggestions,
Recommendations,
Questions?**

Call us!

You can reach your Provider Services Representative at (909) 890-2054, or fax us at (909) 890-2968.



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Staff Newsletter

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