



IEHP

ScrubTalk

Staff Newsletter #3

Summer 2005

Keep Healthier During Your Work-Week

You spend most of your time at work. Finding time to incorporate ways to keep healthy can be a challenge. Have you noticed you've gained a little weight lately? Do your muscles get tense during work? Do you munch on candy, chips or other fattening snacks on the job? Do you drink too much coffee and not enough water?

Here Are Some Tips To Keep You A Little Healthier During Your Work-Week:

1) Take a walk during your coffee break. Grab a co-worker and go for a brisk 15-minute walk. Walking a little every day will help you:

- Improve your circulation
- Strengthen your muscle and bones
- Relieve stress
- Burn calories
- Clear your thoughts
- Lift your spirit
- Improve your self-esteem

2) Do three simple Office Stretches. Just stop your work for a moment and do five repetitions of each exercise. Hold each stretch for 15 seconds to a minute. As you stretch, loosen tight facial muscles, straighten your shoulders and relax your neck and hands.

- **Shoulders and Back:** Sit upright with your hands clasped behind your head. Gently pull your elbows back as far as you can. Hold them in position for a good stretch.
- **Legs:** Sit down and grip the seat of your chair with both hands. Raise one leg and straighten it out. Point and flex your foot, then make small circles. Repeat with the other leg.
- **Upper Body:** Stand up with feet slightly apart. Raise both arms straight up over your head and reach for the ceiling. Stand tall and stretch.

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Summertime...and the living is easy!

You would think! But as the days get longer, they don't always get easier! There always seems to be more things you want (or need) to do – after work there's kids' softball and soccer, family picnics and cookouts on the week-ends, pool parties... Whew!

It's all fun, but it can really leave you exhausted.



In this issue of **ScrubTalk**, we've included suggestions to renew your energy at work, and at home. The ideas in "Keep Healthier During Your Workweek" will help you relieve stress, manage your weight, lift your spirits, and overall keep you healthier.

You'll also find soothing recipes for facial masks and scrubs. And talking about recipes, you'll want to try our Summer Fruit Salad as a light summer meal or as dessert for your next cookout.

For those of you who haven't started using the IEHP Website yet for filing or checking the status of your P4P submission, you'll find several reminders throughout this issue. You can now submit your PM160s, Pap and Chlamydia Screening Tests online. Give it a try...it will save you lots of time!

You'll also meet our second Scrub of the Month, Nancy Carrillo of the Gilbert Y. Zini Medical Clinic in Rancho Cucamonga. And don't miss this issue's "Culture Corner." You'll get tips for working with patients of different cultural beliefs about health, plus a chance to win a special gift for your office.

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

Have a great summer.

Sincerely,
Susie White, *Provider Relations Manager*

Keep Healthier...

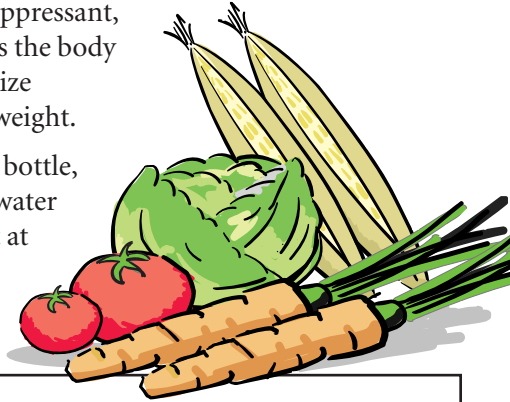
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3) Take healthy easy to pack snacks to work:

- Raw vegetables, such as celery, carrots, cauliflower, broccoli, green pepper, green beans, cucumbers, mushrooms or zucchini and eat them with a low fat dip or yogurt.
- Sliced fresh fruit in season such as apples, oranges, bananas, peaches, grapefruit, grapes, melons, pears, plums or strawberries.
- Do NOT eat candy from the office vending machine, or if there's an office party avoid cake or cookies.

4) Burn fat with water. Get your 8 glasses of water during your work day:

- Instead of drinking coffee or sodas, drink water.
- Water is also a natural appetite suppressant, and it helps the body to metabolize fat to lose weight.
- Get a large bottle, fill it with water and keep it at your desk.



"We could not imagine our office without her," says the staff at the Gilbert Y. Zini Medical Clinic. "Nancy is such a good friend to everyone in the office. She's always there when we need advice or support, and she has a way of making every patient feel special" adds Julie Gonzalez, Medical Assistant.

On June 8th, IEHP Provider Services Rep Esther Iverson and IEHP Direct Provider Services Rep Alethea Young presented Nancy Carrillo with a framed certificate and flowers, honoring her as Scrub of the Month. Nancy also received a \$25 TGI Friday's gift certificate and an assortment of IEHP appreciation "goodies."

The x-ray technician for the Zini Medical Clinic for over five years, Nancy "commits 110% to everything she does for our office and our patients" say her peers.

In her free time, Nancy can be found with her children and grandchildren - or "living it up" in Vegas!

Congratulations Nancy! We're honored to have you on the IEHP Team!

Congratulations to Nancy Carrillo, Scrub of the Month!



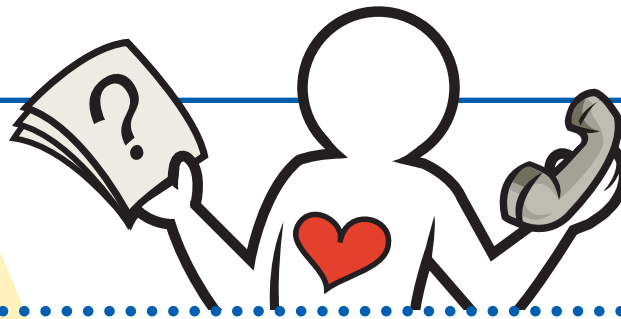
Nancy Carrillo, at right, holds the certificate recognizing her as Scrub of the Month.

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.

Ask Susie



When immunizing Healthy Families or Healthy Kids Members, do we use the VFC supply of serum? If not, how do we get reimbursed for using our private supply of serum?

The Vaccines for Children (VFC) Program is a federally-funded, state-operated vaccine supply program that should be used only for Medi-Cal and Open Access Members.

Use your private supply of serum for Healthy Families and Healthy Kids Members and bill IEHP for reimbursement, using the appropriate CPT codes.

Direct these claims to: **IEHP Claims Department**
 PO Box 10129
 San Bernardino, CA 92423

If you do not have the CPT code information, call the Provider Relations Team at (909) 890-2054 for assistance.

Sometimes we don't get a response from our IPA on a referral. What should we do?

If you submit a referral to your IPA for an IEHP Member and do not receive a response after 5 working days, call your IPA. Often, the IPA will have an answer for you although their response has not yet reached your office. The processing time for referrals is usually 3-5 business days.

Please, check with your IPA before referring the Member back to IEHP.

What is the best way to check the status of my P4P submissions?

The fastest and most efficient way is to refer to the monthly *Detail Activity Report* that we mail to you. You can also check the status of PM160, Pap test, and Chlamydia Screening test submissions online. To access P4P Payment Status online, log into the Provider Secure Site using your Provider ID and password. Go to P4P, there you will find PM160 Status and the P4P Claims Status buttons. If you do not yet have a Secure Site login, you may register online. If you need help, call our Provider Relations Team at (909) 890-2054.

I checked my PM160 status online and saw that it was denied.

How can I find out why?

You can now just click on the "i" icon for brief explanation of the denial reason. An additional way, is through the monthly *Detail Activity Report* we send you. Find your P4P submission by "Date of Service," and then read across to find the denial code. See the legend on the last page of the report for a code description.

If the reason for denial is still unclear to you, contact our Provider Relations Team at (909) 890-2054 for assistance.

Understanding Culture is Key to Improving Health Outcomes

Culture Corner



As a health care provider, you meet many people who are different from you. This can be an exciting and fun part of your job. It can also present some challenges.

You may think that everyone who walks into your office believes, like you, that germs cause disease. But that's not so.

Beliefs about health, illness, and treatment vary by culture. Some patients may hold to the beliefs that disease is caused by intense negative energies, comes from gods or evil spirits, or results from some imbalance in their lives.

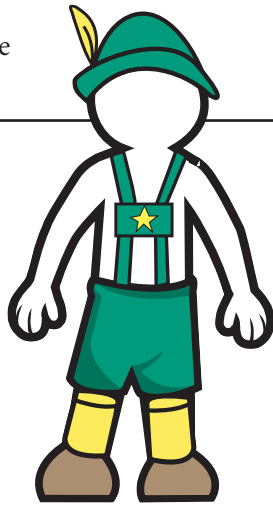
These beliefs and life experiences can impact how patients act and talk with you, and how well they follow their treatment plans. So, for more positive interactions, learn as much as you can about the people you serve.

Here are tips on how to make your patients more comfortable, and to encourage trust and good communication - regardless of the culture:

- Smile. People understand a smile more clearly than any other expression.
- Use appropriate titles (Mr., Mrs., Miss) to show respect, especially when greeting older people.
- Show respect for their beliefs by asking them what they think about their health problems, and review their use of traditional or folk medicines.
- Use simple language, drawings, or models. Avoid jargon and technical language.
- Provide written instructions whenever possible.
- Let patients know if there will be a delay in getting a service.
- Make sure patients are clear about what needs to be done before they leave your office – if they are to wait for lab results, have prescriptions filled, schedule future appointments, etc.

Answers to the "Celebrities Matching Game" from ScrubTalk #2

Penelope Cruz - Spanish
Catherine Zeta-Jones - Welsh
Shakira - Columbian/Lebanese
Salma Hayek - Mexican
Natalie Portman - Israeli
Ricky Martin - Puerto Rican
Lucy Liu - Chinese
Arnold Schwarzenegger - Austrian
Charlize Theron - South African
Tiger Woods - Thai/African-American
Mike Meyers - Canadian



Traditional Beliefs about Pregnancy

From the Hispanic culture:

- Milk should be avoided during pregnancy because it causes large babies and difficult births.
- Inactivity during the last weeks of pregnancy will result in loss of amniotic fluid, and will cause the fetus to stick (se pega) to the uterus.
- Latinas traditionally have a forty-day period of recuperation ("La Cuarentena"). During this time, the new mother use "purgantes" (home remedies) to help her body to eliminate impurities from the birth.

From the Vietnamese culture:

- The baby will not come out or the mother will experience a difficult birth if the father is present during labor.
- Mother and baby do not leave the house for one month after delivery.
- Washing of the new mother's hair in the first month will cause headaches and her hair to fall out.

Win a prize for your office!

Take this short quiz and fax your answers to "**Scrub Talk Culture Corner**" at (909) 890-2903. Make sure the name of your office is CLEARLY WRITTEN and VISIBLE on your answer sheet. If you have more than one site, please indicate your particular site.

Congratulations to the 18 offices who won a beautiful gift-tower of gourmet treats for their entries in last issue's Celebrities Matching Game! The lucky winners of a drawing from all entries, United Family Care of San Bernardino staff enjoyed a scrumptious lunch catered by our very own Cultural and Linguistics Task Force.

CULTURE QUIZ

1. A really conscientious health provider can eliminate his or her own prejudices or negative assumptions about certain types of patients.
a. True b. False
2. Which technique is MOST useful when interviewing a patient from a different cultural background?
a. Asking questions about what the patient believes about her or his illness-what caused the illness, how severe it is, and what type of treatment is needed.
b. Gently explaining which beliefs about the illness are not correct.

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CULTURE QUIZ CONTINUED...

- c. Explaining the "Western" or "American" beliefs about the patient's illness.
 - d. Discussing differences in beliefs without being judgmental.
3. A female Muslim patient may avoid eye contact and/or physical contact because:
- a. She doesn't want to spread germs.
 - b. Muslim women are taught to be submissive.
 - c. Modesty is very important in Islamic tradition.
 - d. She doesn't like the provider.
4. When taking a medical history from a patient with a limited ability to speak English, which of the following is LEAST useful?
- a. Asking questions that require the patient to give a simple "yes" or "no" answer, such as "do you have trouble breathing?" or "does your knee hurt?"
 - b. Encouraging the patient to give a description of her/his medical situation, and beliefs about health and illness.
 - c. Asking the patient whether he or she would like to have a qualified interpreter for the medical visit.
 - d. Asking the patient questions such as "How has your condition changed over the past two days?" or "What makes your condition get better or worse?"
5. Which of the following statements is NOT TRUE?
- a. Friendly (non-sexual) physical contact is an important part of communication for many Latin American people.
 - b. Many Asian people think it is disrespectful to ask questions of a health provider.
 - c. Most African people are either Christian or follow a tribal, traditional religion.
 - d. Eastern Europeans are highly diverse in terms of customs, language and religion.

We're Your Provider Relations Team...

Need support? Have questions?

We're here to help you. Call us at (909) 890-2054 to speak to one of our Provider Relations Coordinators, Daniel Vargas, Martha Contreras, and Alma Favela. Or ask for your IPA Representative:

- **Esther Iverson** for Alphacare Medical Group, Desert Family Practice Associates, Mission Medical Group, Vantage Medical Group
- **Wendy Barrios** for Inland Health Organization, Inland Faculty Medical Group, Loma Linda University Health Care, Physicians Health Network, Physicians Healthways, Val Vista Medical Group
- **Sandra Gaither** for LaSalle Medical Associates, McKinley Medical Group, Riverside Family Health Medical Group, Kaiser, New Horizon Medical Group

Are you with IEHP Direct?

Call 1-866-223-4347 to speak to Terry Redden or Cipriano Martinez.

Save these dates...

Coming October 19th, 20th and 21st 2005!

1 IEHP's 5th Annual Customer Service Training Seminar
Learn common-sense techniques for providing outstanding customer service.

Don't miss this free 4-hour seminar - on site at IEHP.

More details coming soon!



IEHP DOUBLES PAYMENT FOR CHLAMYDIA SCREENING TESTS TO \$50 Pay for Performance Program (P4P)

We are doubling the \$25 paid to Physicians for each Chlamydia Screening Test administered to eligible female Members to \$50.

PROGRAM GOAL

The goal of the Chlamydia Screening Test component is to ensure that sexually active female IEHP Members under the age of 26 receive annual Chlamydia Screening Tests. The Centers for Disease Control and Prevention (CDC), and the U.S. Preventive Services Task Force report an estimated 2.8 million Americans are infected with Chlamydia each year.

WHO CAN PARTICIPATE

Any credentialed IEHP PCP or OB Specialists authorized to see female Members.

WHICH MEMBERS ARE ELIGIBLE

Any female IEHP Member, under the age of 26 years, and eligible with IEHP on the date the Chlamydia Screening Test is performed.

INCENTIVE

For each Chlamydia Screening Test administered by an eligible physician date of service after **April 1, 2005**, we will pay \$50, **until December 31, 2005**. Payment is mailed within 30 working days upon receipt of a complete form.

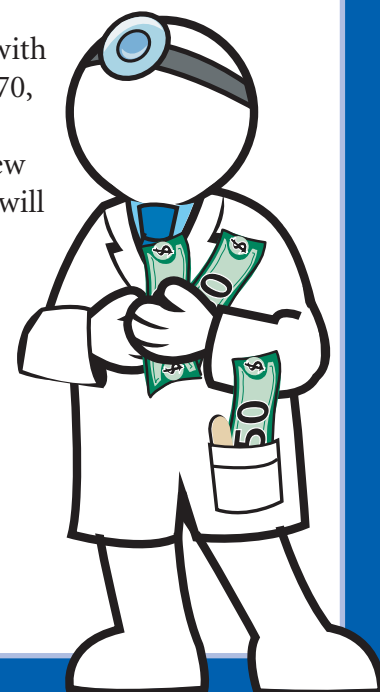
HOW TO SUBMIT THE FORMS

Report Chlamydia Screening Tests by completing a CMS 1500, (online or paper) with the appropriate CPT and ICD9 codes. Appropriate CPT codes include 87110, 87270, 87320, 87490, 87491 and 87810. CMS 1500s must be submitted directly to IEHP **within 2 months from the date of service** to receive compensation. Be sure the new amount of \$50 shows on the CMS 1500. However, if you are submitting online, it will automatically override the amount to pay \$50.

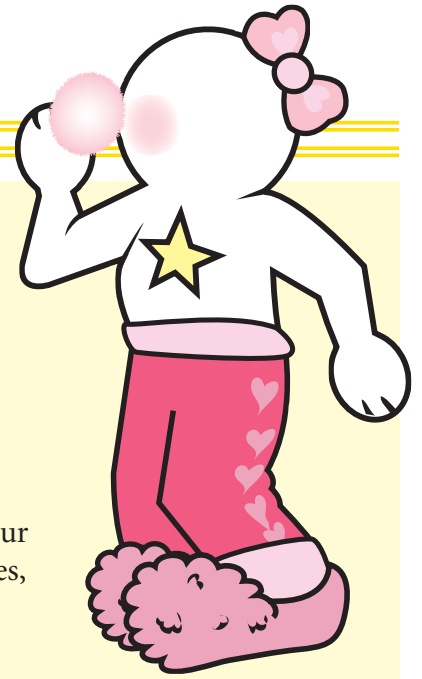
WHERE TO SUBMIT THE FORMS

Submit online at www.iehp.org. Simply log into the Provider Secure Site and click on the P4P button. **Need help?** Refer to the online P4P Claims Submission Manual or call your Provider Services Representative.

Or mail to:
IEHP Claims - P4P (Pay for Performance)
PO Box 10129
San Bernardino, CA 92423



GIVE YOUR FACE A SPECIAL TREAT!



Treatment, That Is.....

With Homemade Facials, Scrubs and Masks

Nature's Exfoliating Scrub

These natural ingredients scrub off tired and dead skin leaving your skin soft and ready to be moisturized.

Ingredients:

- ½ cup corn meal
- ½ cup oatmeal
- 2 tbsp. honey

Mix ingredients together in a medium bowl with a dash of hot water. Apply on your face and neck and lightly scrub using your fingertips in small circular motions. Rinse off with warm water.

Fresh Fruity Mask

The luscious combination of cream and juicy fruits works wonders for dehydrated skin, especially after a hot day in the sun.

Ingredients:

- 1 cup of mixed mashed fruit (melon, peaches, and bananas)

- 2-3 tbsp. cream
- 3 tsp. cottage cheese
- 1 tsp. brown sugar

Blend all the ingredients together and apply on your face. Relax for ten minutes, and rinse off with warm water.

Citrus & Grapefruit Mask

This refreshing treatment is ideal for oily skin types. It is an excellent astringent and clarifier, while the egg whites tighten and tone the skin.

Ingredients:

- 2-3 tbsp. grapefruit juice
- 2-3 tbsp. lemon juice
- 1-2 egg whites

Mix ingredients together in a blender. Apply on your face and leave for 10-15 minutes, then rinse off with warm water.

Did You Know?

How Did The Pap Test Get Its Name?

The Pap Test was named after a Greek-born American anatomist and pathologist with an unfortunately long name, George Papanicolaou. His smear test, developed in the 1920s, didn't gain wide acceptance until the 1940s, and it has since saved thousands of women's lives by diagnosing cervical cancer in its curable stages.

PM160s, Pap and Chlamydia Screening Tests

Submit Online!

It's faster, easier,
and more accurate!
Need help learning how?
Call your Provider Relations Team
at (909) 890-2054.

Check payment status online too!
Watch your mail boxes for P4P updates!

Summer Fruit Salad

For the very best fruit salad, use fruit that's in season. It usually tastes the best and cost less. This salad is also delicious served over angel food cake.

Serves 6

- 2 cups melon chunks (watermelon, cantaloupe, honeydew)
- 1 cup red or green seedless grapes
- 1 cup fresh or canned pineapple chunks
- 2 kiwis, peeled and cut in chunks
- ½ cup ginger ale, 7-Up or other sparkly drink

1. Mix the fruit in a bowl.
2. Pour the ginger ale over the top and chill.
3. Serve as a salad or a dessert.

Per Serving: 71 calories; 1 g fat; 8% calories from fat;
0 g saturated fat;
0% calories from saturated fat; 17 g carbohydrates; 4 mg sodium; 2 g dietary fiber



Cost per recipe: \$1.58
Cost per serving: \$.26
Prep time: 25 minutes

Tips about fruit:

- Firm fruit such as melons, grapes, pineapple, blueberries, and kiwis keep well for a few days in a salad.
- Add bananas, strawberries, nectarines, or peaches the same day you serve the salad.

**Suggestions,
Recommendations,
Questions?**

Call us!

You can reach the Provider Relations Team at (909) 890-2054, or fax us at (909) 890-2968.



A Public Entity

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