



ScrubTalk

Staff Newsletter #4

Winter 2005

Have You Made Your 2006 New Year's Resolutions?

Did You Accomplish Last Year's?



For many of us, New Year's Resolutions are easily made and easily broken. We start the year off with great intentions, but often by March the will power to resist temptations diminishes and old habits reappear. When you think of your unused health club membership or the cigarettes you still smoke, do you whip out those "good" excuses or feel pangs of guilt?

And what about your job? Did you keep up with the stacks of filing on your desk or improve your customer service skills? Make 2006 different by setting realistic goals and sticking to them.

Goal setting gives you a long-term vision and short-term motivation. By setting specific goals that you can measure, you can take pride in your achievements, at home and at work.

Making a list of your goals and writing them down in a journal is a good start. Seeing your goals on a daily basis will remind you of the importance to follow through. By taking steps to develop realistic goals, you will find your 2006 New Year's Resolutions are very attainable and rewarding. Start with two of them right now:

A Personal Goal: _____

A Work Goal: _____

2006

Goodbye 2005...Hello 2006!

It's hard to believe that 2005 is almost gone! The question that comes up this time of year is "What are my New Year's Resolutions?" But, the more important one is, "Did I keep my resolutions this year?"

In this issue of *Scrub Talk*, we've highlighted the **IEHP 2005 Provider Customer Service Training Workshop** that most of you attended. From the surveys you filled out, it was a big success. We've also included suggestions to renew resolutions, and ways to better service our Members. You'll also find **topics about IEHP's policies** and how they affect you, and learn how to take advantage of services we offer to make your job easier. Read about great news for **IEHP Participating Pay For Performance (P4P) Practitioners**.



I hope you'll enjoy reading *Scrub Talk*. But, more importantly, the IEHP Team and I hope to hear from you. Tell us about someone special and nominate him or her for "**Scrub of the Month**." If you have questions or comments about IEHP procedures or programs, just refer to the "**Ask Susie**" column.

"Wishing you a Happy New Year...and making this the best year ever for our Members!"

Eric Haden, *Chief Network Development Officer*

What's Inside...

Tips from IEHP's Customer Service Training.....	2
Great News for P4P Practitioners.....	6
Vote For Your "Scrub of the Month" ...	7

Taking Notes...

IEHP's 5th Annual Provider Customer Service Training Seminar



Many of you attended the free **IEHP 5th Annual Customer Service Training** for our providers. Each year we invite provider staff to come and share ways to improve service to our Members. It's also a great way to meet new people in the industry, and boost morale with your co-workers. Whether you are a new or experienced health care employee, the workshop is a good way to refocus on what's important - **quality patient service.**

Tips to "Help You and Your Doctor Shine"

- Get the patient's opinions & respect their feelings
- Avoid medical jargon and give patients information needed to make decisions
- Safeguard your patient's confidentiality
- Avoid negative comments that patients may overhear
- Practice quality service by listening, apologizing and resolving problems
- Always ease patient's concerns

IEHP Providers Have HEART!

The "heart" of the workshop was **The HEART Model - *Serving With Your Heart.***

This concept focuses on the five principles that will support you in your mission of providing quality patient service. There's nothing "new" about these principles. They are the same ones we all learned to value somewhere along the way, but we need to be reminded of now and again.

Thanks For The Feedback!

According to your feedback from the IEHP Provider Customer Service Training Evaluation Form.....you really found the workshop to be helpful! Here's what some of you said:

"The IEHP Provider Customer Service Training reinforced the service that I'm providing to our patients. It has also helped me to renew some etiquette that has been forgotten" - Angela Wallace, X-Ray Technician

"The Provider Customer Service Training is something that all medical office's should participate in." Bertha Parado, Medical Office Manager

"By applying what I've learned, I'll be more effective in my job. Everything was interesting and informative." Cynthia Palacios, Patient Services Coordinator

"I really enjoyed meeting different people from different places", R. J. Drinkhouse, Technician

"I enjoyed the brainstorming session on turning negative comments in to positive ones. The class was uplifting." Jane Atkins, Operations Manager

"I loved the "Heart Model" and the importance of giving patients eye contact". Guadalupe Rivera, Medical Assistant

HEART

is an acronym, each letter of which relates to a way to improve patient care:

Hear and Understand
Expect the Best
Act with Integrity
Respect Diversity
Transcend Yourself

Ask Susie



Every day, we get calls from you, our Provider offices, with questions about IEHP procedures or programs. In this column, we'll address some of your most common questions. If there's a specific question you would like addressed, or have comments concerning any answers, please call your Provider Relations Team at (909) 890-2054.

Let us know your questions! - Susie White, Provider Relations Manager
Just fax your nomination to us at (909) 890-5652. On the fax cover sheet write: "Ask Susie." Or mail it to IEHP, Ask Susie, Provider Relations, P.O. Box 19026, San Bernardino, CA 92423-9026.

I am a Referral Coordinator for a busy PCP. I know how important it is for our Diabetic Members to have a yearly Diabetic Retinal Examination (DRE).

How can I learn more about the IEHP Vision Program? Do my patients need a referral request from me?

Bravo! IEHP also recognizes the importance for our Diabetic Members to have an annual DRE. Did you know that we have 236 credentialed Optometrists in Riverside and San Bernardino Counties that participate in the IEHP Vision Program?

IEHP Vision Providers can provide primary eye care to a significant portion of the IEHP Membership in a timely manner. The Optometrist is often the first health care practitioner to examine patients with undiagnosed **Ocular Manifestations of Diabetes Mellitus**.

Members just need to refer to the IEHP Provider Directory and call a listed Vision Provider for their annual Diabetic Retinal exam. The Vision Provider and IEHP take care of the rest, and this program **does not** require a referral request from you.

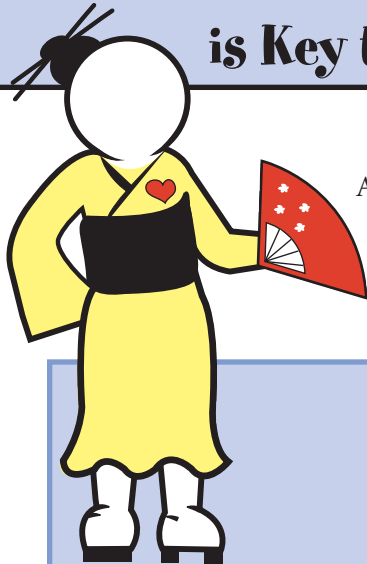
To learn more about IEHP's Vision Program call a Provider Services Representative at (909) 890-2958.

What forms are available from IEHP and how do I order them?

All available IEHP forms are listed on the Provider Services Materials Request Form. The fastest way to get forms is to complete the Materials Request Form and fax it to us at (909) 890-5652.

You can also mail it to IEHP PSR Unit, P.O. Box 19026, San Bernardino, CA 92423-9026. Or call your Provider Services Representative at (909) 890-2054 and we'll put the request in for you.

To order HEBA Forms (Staying Healthy Assessment Forms), PM160s, or Growth Charts, contact your IPA.



As a health care provider, you meet many people who are different from you. However, you can make your patients feel more comfortable, and trusting - regardless of culture, with just a smile. People understand a smile more clearly than any other expression. So for more positive interactions, learn more about the people you serve and smile. You will surely get one back!

Do You Know?

Culture Corner Language Quiz

Listed here is one sentence in six different languages. Can you guess the sentence and name each of the languages?

1)

តើអ្នកបានលេបថ្នាំទេ ?

2)

ທ່ານໄດ້ກິນຢາບໍ່ ?

3)

Bạn có uống thuốc không?

4)

Czy bierzesz lekarstwo?
(chě bēair'zhessh lech·carst'vaw?)

5)

Вы принимаете лекарство ?
(vė prī·nī·mā·yēt·yē lyē·kārst·vũ)

6)

¿Usted toma medicinas?
(ōō'stēd tō'má mēd·ē·sē'nūs)

Answers:

Holiday Party Fun

Guess The Correct Titles Of These Carols

1. Move towards the entire assembly of those who are loyal in their belief.
2. Embellish the interior passageways.
3. Nocturnal time span of unbroken quietness.
4. Expectation of arrival to populated area by mythical, masculine, perennial gift-giver.
5. Round personification fabricated of compressed mounds of minute crystals.

Holiday Trivia Questions

1. Why did Santa need Rudolph to guide the sleigh?
2. What was Scrooge's first name?
3. What holiday song sold more records than any other song ever recorded?
4. What was the special present opened in the nutcracker?
5. Name two of Santa's other names?

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**, **Alma Favela**, and **Martha Contreras**. 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 our Provider Service Representatives, **Terry Redden** or **Cipriano Martinez**.

Are you an IEHP Vision Provider?

Call (909) 890-2958 to speak to our Provider Service Representative, **Karena Perez** or VER Coordinator, **Teresa Meza**.



Answers...

Holiday Trivia Questions

1. Because it was foggy
2. Ebenezer
3. White Christmas
4. Toy Soldier
5. Chris Cringle & St. Nick

Holiday Party Fun

1. O Come All Ye Faithful
2. Deck The Halls
3. Silent Night
4. Santa Claus Is Coming To Town
5. Frosty The Snowman



Great News For IEHP Participating P4P Practitioners!

New component and updates to the Pay For Performance Program (P4P) effective September 1, 2005!

*NEW! Asthma now joins.....

- Immunizations
- Well Child Visit
- Pap Tests
- Chlamydia Screening Test
- Perinatal Services
- Post Partum Services
- Diabetes

*Participating PCPs are paid \$25 for each standardized Asthma progress notes completed on line or \$20 per standardized completed progress notes sent via fax or mail within the specified timeframes for IEHP Members on your roster. Physicians can earn up to \$100 a year per Member with Asthma for total compliance with the IEHP P4P Program.

P4P Change.....\$100 Bonus For Well Child Visit

- Participating PCPs now paid \$100 bonus for six (6) Well Child Visits for IEHP Members 12-15 months of age.
- Not linked to any immunizations.
- DTaP compliance requirement is no longer required.

NEW.....IEHP Adds PM160 Reimbursable Immunization Codes

TdaP (Tetanus Diphteria Acellular Pertussis) is now added to the **PM160 Reimbursable Immunization Codes for P4P**. The reimbursement is retro effective for dates of service August 1, 2005. The PM160 code is fifty-eight (58) for IEHP Members 7-18 years of age. The number of series is two (2) for an administration fee of \$7. In addition, IEHP will directly reimburse practitioners for the cost of serum associated in the administration of TdaP provided to IEHP Members not enrolled in the VFC Program. Submit a CMS 1500 using CPT code 90715.

For a complete list of **Reimbursable PM 160 Immunization Codes Schedule** and **Vaccine Reimbursement Schedule**, log on to www.iehp.org. Just click "Providers", then "P4P Program Schedules", then "Reimbursable PM160 Immunization Codes" or "Vaccine Reimbursement Schedule".

For further information on these new and updated elements of IEHP's P4P Program, please call Provider Services at (909) 890-2054.



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 really takes care of the patients and respects their needs?

Please Let Us Know!

We'll feature their story and photo in *Scrub Talk* and we'll honor them with special recognition.

Here's How.....

- Tell us briefly 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
Provider Relations
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!

"We are what we repeatedly do. Excellence, then, is not an act but a habit". - Aristotle



#1 SCRUB

Did You Know?

You Need to Wash Your Hands for 15 Seconds...

With the flu and cold season here, it's important to wash your hands often. And it's especially important to wash your hands between patients. So lather up, and lather continuously for 15 seconds, the length of time it takes you to sing "Happy Birthday."

Name That Carol Clue List

1. Ride and sing
2. Bushels of fun
3. No place to go
4. You would even say
5. Snow is glistening

Answers:

1. Jingle Bells
2. Jingle Bell Rock
3. Let It Snow
4. Rudolph, the Red-Nosed Reindeer
5. Winter Wonderland

No-Cook Peanut Butter Balls

Easy & Yummy Holiday Party Recipe

From the IEHP What to Cook for My Family Cookbook online at www.iehp.org.

Make this party treat the night before and serve them on a holiday platter

Makes 60 tablespoon size balls

½ cup honey
¾ cup crunchy old-fashioned peanut butter
1 teaspoon vanilla
½ cup nonfat dry milk
2 cups grapenuts type cereal
1 cup raisins

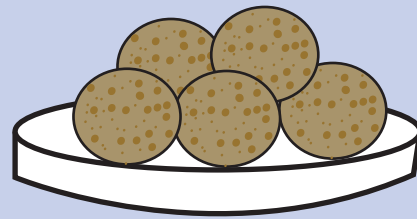
1. Mix the honey, peanut butter and vanilla, thinning with water if you need to. Stir the dry milk, cereal, and raisins together.
2. Combine the two using your hands if necessary. Roll into tablespoon size balls and store in an airtight container in the refrigerator.

Per Serving: 50 calories; 2 g fat; 30% calories from fat; 0 g saturated fat; 0% calories from saturated fat; 8 g carbohydrates; 42 mg sodium; 1 g dietary fiber

Cost per recipe: \$4.05

Cost per serving: \$.07 each

Time, hands on: 15 minutes



**Suggestions,
Recommendations,
Questions?**

Call us!

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



A Public Entity

INLAND EMPIRE HEALTH PLAN
PO Box 19026
San Bernardino, CA 92423-9026

PRSR STD
U.S. POSTAGE
PAID
INLAND EMPIRE
HEALTH PLAN

Staff Newsletter

©2005 IEHP All Rights Reserved. PS 0130-1205-0