



# progress notes

A Newsletter for Our Physician Partners

WINTER 2015 | VOLUME 10 | ISSUE 1



**L.A. Care**  
HEALTH PLAN®

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## L.A. Care Expands Network to Meet Membership Growth

In 2014 L.A. Care's membership growth was matched by significant changes to its network and improvements in the care provided to members. One major expansion was the addition of HealthCare Partners Medical Group, one of the largest physician medical groups in the region, to the L.A. Care Covered network. L.A. Care is the only health plan in the Covered California exchange that includes this highly successful medical group in its network.

Cedars-Sinai Medical Center in West Los Angeles was also added to L.A. Care's network of hospitals. Cedars is a world-renowned hospital with 886 licensed beds, 550 research fellows and 2,000 physicians covering every medical specialty. Additionally, L.A. Care added a substantial number of ancillary services such as skilled nursing facilities, hospices and home health care providers. L.A. Care Covered has 193 of these facilities in its network.

### Covered California Brings Health Care to 3.4 Million Consumers Statewide

In 2014, Covered California, the statewide health care initiative, enrolled 3.4 million previously uninsured residents and cut the uninsured rate from 22 percent to 11 percent. In 2015, the program will offer new benefits and is expected



to insure several hundred thousand more people. The 10 health plans participating in Covered California in 2014 will continue to do so in 2015. They include L.A. Care, Health Net, Kaiser Permanente, Anthem Blue Cross and Blue Shield of California.

Some 90 percent of consumers currently enrolled in health insurance plans through Covered California are receiving federal subsidies to help reduce their overall costs. L.A. Care Health Plan, the nation's largest publicly operated health plan, covered more than 1.6 million people at year-end 2014. L.A. Care is expected to add an additional 270,000 members in 2015.

A report by the Kaiser Family Foundation found that many uninsured Californians who are eligible for subsidies have

been without coverage for years; 56 percent have been uninsured for more than two years, and 15 percent have never been insured.

Peter V. Lee, executive director of Covered California, stated "The growth of the Covered California health exchange and the state's Medi-Cal program has improved the overall health of our state and made a real difference in the lives of thousands of residents. California has begun moving from a culture of coping to a culture of coverage."

One recent study found that adults newly insured under Medicaid were 55 percent more likely to have a regular doctor than adults who did not gain coverage. Medicaid coverage also increased the use of preventive care such as mammograms (by 60 percent) and cholesterol checks (by 20 percent).

*Continued on page nine.*



## Gertrude “Trudi” Carter, M.D.

Chief Medical Officer

### L.A. Care Integrates Behavioral Health For Whole Person Care

L.A. Care launched its Behavioral Health Department in 2014 as a result of the new Cal MediConnect Plan and the expanded Medi-Cal behavioral health benefit. The Behavioral Health staff actively participates in Case Management meetings, and facilitates care coordination with the Los Angeles County Department of Mental Health (DMH) and the Department of Public Health (DPH). It also provides care management for members with behavioral health needs.

I am pleased to report that over the past year, the Behavioral Health Department has:

- Conducted physician trainings on topics such as the Screening, Brief Intervention, and Referral to Treatment (SBIRT), L.A. County Behavioral Health System of Care, and Applied Behavior Analysis.
- Launched a monthly behavioral health stakeholder meeting with DMH, DPH, Beacon Health (L.A. Care’s Behavioral Health vendor), primary care and behavioral health providers, and community partners.
- Received accreditation to provide continuing education credits for psychologists, Licensed Clinical Social Workers, licensed Marriage & Family Therapists, licensed Educational Psychologists, and Licensed Professional Clinical Counselors.
- Established processes that allow for expedited behavioral health referrals.
- Participated in the countywide Health Neighborhood Project.

Much of the department’s success can be attributed to the new collaboration with Los Angeles County. L.A. Care can proudly say that our Behavioral Health Department has been used as the model for collaboration between a health plan and county agencies. Additionally, with the inclusion of behavioral health treatment for individuals with Autistic Spectrum Disorders, the Behavioral Health Department has fostered an even stronger relationship with all seven regional centers within Los Angeles County. These relationships have led to an effective coordinated system of care for our mutual members.

### A Look Ahead

L.A. Care is preparing to launch a Behavioral Health eManagement project, a first in the nation, in partnership with HITEC-LA, leveraging the existing eConsult platform. This project aims to utilize behavioral health specialist reviewers to support primary care physicians in making clinical decisions in real time as they relate to behavioral health symptoms and issues. The physician and reviewer will be able to exchange patient symptomatology and conditions over a secure site and optimize appropriate targeted treatment goals. This approach will also serve as an experiential platform for physicians to learn how to manage patients with mild to moderate behavioral health issues. This supports reinforcing the member-provider relationship so important in the management of members with behavioral health conditions.

As we continue to focus on the triple aim of health care in 2015, we will strive to ensure behavioral health is an integral part of whole person care for all of our members, and provide support in this area to our contracted physicians.

# Coping as a Caregiver

**Y**ou took care of each other, they took care of you, or for whatever reason you are now in the role of “the caregiver.” Caregivers have many faces - they can be a spouse, a friend since high school or from church, the neighbor you grew up with, a loyal homemaker worker or the oldest child who now wants to give back to their parent. Bathing, dressing, meal preparation, medication management and medical appointments, transportation, cleaning, writing bills and laundry are some of the many tasks caregivers manage on a daily basis.

At times members become attached to their caregivers, who in many circumstances are the only family or friend they have. Caregivers take on different roles, too, and can be identified as the protector, the guardian or the guide for the member who needs extra care in the home. Due to the many hats they wear, caregivers can become exhausted, overwhelmed and feel invalidated over time. As a result they find themselves raising their voice, becoming impatient and intolerant, fatigued by the constant assistance that they provide and may even ignore their loved one’s needs. But what does this mean? Does this make them a bad caregiver? No. It means that caregivers, some who are managing a fulltime work schedule or a family while caring for others, can become burned out and experience stress.



Emotional support is important as caregivers provide care. Joining a support group can be a tremendous help. It gives caregivers the opportunity to relate with others who are experiencing similar situations and learn techniques to assist them in maintaining their wellbeing. Support groups can be gender, culture, language, and location specific to better serve caregiver’s needs.

If your patient is a caregiver, could benefit from a support group and would like to find one in their area, please encourage them to reach out to one of these agencies:



1. **USC Family Caregiver Resource Center (FCSC)** – Assists in locating support groups for those caring for seniors 60 and older - **1-855-872-6060**
2. **City of Los Angeles Department of Aging Family Caregiver Support Programs** – Assists in locating support groups for those caring for seniors 60 and older - **1-800-510-2020**
3. **Alzheimer’s Association** – Support groups for caregivers caring for a loved one with memory problems - **1-800-272-3900**

For more information about support groups or any other service related to elder care, please contact the Managed Long Term Services and Supports Department at 1-855-427-1223 or email the L.A. Care MLTSS Dept. at [mltss@lacare.org](mailto:mltss@lacare.org) with your questions or concerns.

## Billing for Patients Enrolled in Cal MediConnect or in a Medi-Cal Health Plan



In California two major changes are underway to state-delivered health care. As you are likely aware, the first change transitions most patients from Medi-Cal fee-for-service into a Medi-Cal health plan, through which they will receive all Medi-Cal benefits, including managed long-term services and supports (MLTSS).

Second, Cal MediConnect provides the option for older, low-income residents who qualify for both Medicare and Medi-Cal (dual-eligible patients) to receive their benefits from one single, coordinated health plan. Five different health plans in Los Angeles County are available for your patients to choose from: L.A. Care Health Plan, Health Net, Care1st Health Plan, CareMore and Molina.

Your dual-eligible patients can either continue in fee-for-service Medicare and enroll in a Medi-Cal health plan (required) or choose to enroll in Cal MediConnect and have the range of medical, pharmacy, long-term care (home and community-based), and behavioral health services coordinated by a single health plan.

### Capitated Payment Model and Crossover Claims

Cal MediConnect health plans use a capitated model of payment, providing a per member per month (PMPM) fee for each patient participating in the program. This model offers both greater financial stability and simpler administration for physicians with one phone number to call for assistance.

Physicians should bill Medicare services exactly as you have done in the past for care provided to dual eligible patients in fee-for-service Medicare who are enrolled in a Medi-Cal health plan. You do not need to be part of the Medi-Cal health plan's network to be reimbursed.

Medicare will pay 80 percent of the Medicare fee schedule. The 20 percent copayment cannot be billed to dual-eligible patients. Instead, these "crossover claims" are submitted to the patient's Medi-Cal plan. The Medi-Cal health plan will pay the same amount that the physician would have been paid by fee-for-service Medi-Cal. Consult the health plan's Medi-Cal Automated Eligibility Verification System (AEVS) to determine where to send claims.

To find out more about the program and how to participate, please visit [calduals.org](http://calduals.org). You can also visit [calmediconnectla.org](http://calmediconnectla.org) or call 1-888-522-1298 for more information.

## Robert E. Tranquada, M.D., Safety Net Infrastructure V-HEDIS Initiative (Tranquada V)

Tranquada V is a two-year initiative funded through the Community Health Investment Fund that focuses on assisting safety net clinics to improve HEDIS scores for select populations. Seven safety net clinics were awarded the grant:



- Arroyo Vista Family Health Center
- Venice Family Clinic
- Valley Community Clinic
- Northeast Valley Health Corporation
- John Wesley Community Health Institute, Inc.
- St. John Well Child and Family Center
- Eisner Pediatric and Family Medical Center

The seven clinics are working to improve performance with a goal of increasing baseline HEDIS rates a minimum of 4 percent over two years. Each clinic has selected at least two of the four priority populations and a total of four HEDIS measures targeted for improvement:

- **Child health** - well-child visits and immunizations for children
- **Women's health** - breast and cervical cancer screening
- **Maternal health** - prenatal and post-partum visits
- **Adults with chronic disease** - hemoglobin A1c testing

The initiative includes:

- Data/process flow analysis, review and reporting
- Data validation
- Resources to improve HEDIS data flow and develop initiatives to engage the population

L.A. Care has engaged a technology consultant vendor who will work with the clinics regarding the data component of the initiative. Additionally, a Quality Improvement nurse will assist with HEDIS interventions at the clinic level and a Project Manager will ensure that we are operating within scope, time and budget. An evaluator will be involved throughout the initiative to determine the effectiveness of the program.

For questions about this initiative, please contact Esther Bae at [ebae@lacare.org](mailto:ebae@lacare.org).

## Your Patients Can Get Help in Their Language

Is your patient's primary language something other than English? Are there times when you have trouble talking with your patient because of language barriers? L.A. Care offers free interpreters to help you and your patients communicate more effectively. Your patient can request an interpreter for office visits by calling L.A. Care's Member Services Department at 1-888-839-9909 (TTY/TDD 1-866-522-2731).

Patients have the right to obtain help in their preferred language. L.A. Care is here to help your patients understand their health care options and get the care they need. L.A. Care offers patients who speak Cantonese, Khmer, Korean, Mandarin, Tagalog, Thai or Vietnamese, a DVD called "**Know Your Rights: What You Need to Know About Interpreting Services.**" This DVD shows patients how easy it is to get assistance to communicate with their doctor in their language.

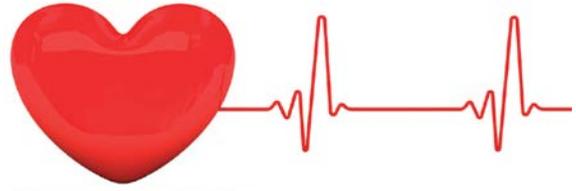


Your patients can request a copy of the DVD from the L.A. Care Member Services Department at 1-888-839-9909.

## L.A. Cares About Your Heart™: Educating and Supporting Your Patients

### *The Silent Heart Attack*

A heart attack occurs when the flow of oxygen-rich blood to a section of the heart muscle suddenly becomes blocked. While there are often signs, many people don't experience any symptoms (chest pain, shortness of breath, etc.). Having a silent heart attack puts your patients at greater risk of having another heart attack, which could be fatal. Risk factors for having a silent heart attack include smoking, high cholesterol, diabetes, lack of exercise, being overweight, and having a family history. Heart attacks are also more common in adults over 65. Discuss with your patients any lifestyle changes they may need to implement.



L.A. Cares About Your Heart™ is a program that can provide your patients with ongoing education and support. If you have a patient that could benefit from the program, please contact us at:

**Phone:** 1-855-707-7852    **Email:** [heartdm@lacare.org](mailto:heartdm@lacare.org)    **Fax:** 1-213-438-4860

## Access L.A. Care's Clinical Practice & Preventive Health Guidelines



L.A. Care works to improve the delivery of primary care services to meet the needs of members for clinical prevention and chronic disease care. L.A. Care's Clinical Practice and Preventive Health Guidelines are posted on our website at [lacare.org/providers/provider-resources/clinical-practice-guidelines](http://lacare.org/providers/provider-resources/clinical-practice-guidelines) with links to new and updated guidelines.

Recent updates to Preventive Health Guidelines:

- Behavioral counseling interventions to prevent sexually transmitted infections: The U.S. Preventive Services Task Force (USPSTF) recommends intense behavioral counseling for all sexually active adolescents and adults at increased risk for sexually transmitted infections (B recommendation).
- Screenings for chlamydia and gonorrhea: The USPSTF recommends chlamydia and gonorrhea screening in sexually active females aged 24 years or younger and in older women at increased risk for infection (B recommendation).
- Low-dose aspirin use for the prevention of morbidity and mortality from preeclampsia: The USPSTF recommends low-dose aspirin (81 mg/d) as preventive medication after 12 weeks of gestation in women at high risk for preeclampsia (B recommendation).
- Behavioral counseling among adults with cardiovascular risk factors: The USPSTF recommends offering/referring overweight or obese adults that have additional cardiovascular disease (CVD) risk factors to intensive behavioral counseling interventions to promote a healthful diet and physical activity for CVD prevention (B recommendation).

You may also call us at 1-213-694-1250, ext. 4027 to request a hard copy.



## Information at Your Fingertips: Valuable Information Available to Providers on L.A. Care's Website

L.A. Care's website has information about many different topics that might be helpful to you. It provides a useful way to get information about L.A. Care and its processes. Please visit our website at [lacare.org](http://lacare.org) and click on "For Providers" for the following information:

- Quality Improvement Program, including goals, processes and outcomes related to care and services
- Policy encouraging practitioners to freely communicate with patients about their treatment, including medication treatment options, regardless of benefit coverage limitations
- Requirement that practitioners, providers and facilities cooperate with quality improvement activities; provide access to their medical records, to the extent permitted by state and federal law; maintain confidentiality of member information and records, to the extent permitted by state and federal law; maintain confidentiality of member information and records; and allow L.A. Care to use performance data for activities such as quality improvement activities and public reporting to consumers
- Policy on notification of specialist termination
- Access standards
- Case management services and how to refer patients
- Disease Management Program information and how to refer patients
- Health education services and how to refer patients
- Coordination of Medicare and Medicaid benefits
- Care services to members with special needs
- Clinical Practice Guidelines, including ADHD and depression
- Preventive Health Guidelines
- Medical record documentation standards; policies regarding confidentiality of medical records; policies for an organized medical recordkeeping system; standards for the availability of medical records at the practice site and performance goals
- Utilization Management Medical Necessity Criteria, including how to obtain or view a copy
- Policy prohibiting financial incentives for Utilization Management decision makers
- Instructions on how to contact staff if you have questions about Utilization Management processes and the toll-free number to call
- Instructions for triaging inbound calls specific to Utilization Management cases/issues
- Availability of, and the process for, contacting a peer reviewer to discuss Utilization Management decisions
- Policy on denial notices
- Policy regarding the appeals notification process
- Pharmaceutical management procedures and lists of pharmaceuticals included in the benefit plan
- Policy regarding your rights during the credentialing/recredentialing process, including how to review information and correct erroneous information submitted to support your credentialing application, as well as how to obtain information about the status of your application and how to exercise these rights
- Members' Rights and Responsibilities
- Web-based provider and hospital directory

If you would like hard copies of any of the information available on the website, please contact our Provider Relations team at 1-213-694-1250, ext. 4719. 1-866-LA-CARE6 (1-866-522-2736).



## Stay Updated on Pharmacy Programs and Formularies

L.A. Care has an active Pharmacy Therapeutics and Technology Committee (PT&T) that updates our formularies on a monthly basis. As your partner in health care, L.A. Care wants you, our network physicians and pharmacists, to have access to all the necessary information regarding our pharmacy programs and approved formulary drugs. We also encourage and welcome your suggestions and comments for additions and changes.

Stay up-to-date with the pharmacy and formulary listings and procedures, as well as other management methods to which your prescribing decisions are subject, by referring to L.A. Care's formulary information on our website, [lacare.org/providers/pharmacy](http://lacare.org/providers/pharmacy).

# Write Good Health Prescriptions With L.A. Care Rx Referral Pads Available at L.A. Care's Family Resource Centers

Prescribing exercise and nutrition regimens for a patient may be easier than you think with L.A. Care's Rx Referral Pads available through L.A. Care's Family Resource Centers (FRCs).

L.A. Care's FRCs offer a full array of free Zumba, Pilates and other exercise classes, nutrition education, and healthy cooking, health education, and disease management assistance to members and the community. The centers are located in Boyle Heights (at The Wellness Center at the old General Hospital), Inglewood and Lynwood. A new FRC recently opened in Pacoima, which is L.A. Care's first in the San Fernando Valley.

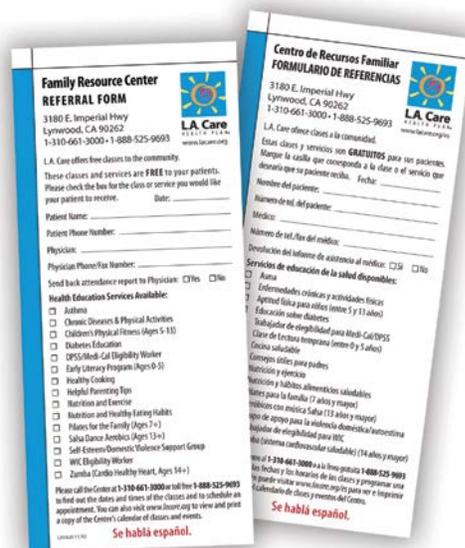
"Rx Referral Pads" list the classes and services in English and Spanish. Simply check off the classes you would like your patients to attend and give the "prescription" to your patients. When they bring the prescription to their nearest FRC, they will be enrolled in the classes prescribed. A report will be sent back to the originating physician for follow-up.

Services are available at most FRCs from Monday through Saturday. Free child care is provided for children ages four and up while a parent attends class.

Physicians are welcome to refer any patient, even if he or she is not an L.A. Care member. In fact, more than 4,500 referred patients attended classes at the FRCs between October 2013 and November 2014!

To order Rx Referral Pads, call **1-213-294-2833** (Boyle Heights), **1-310-330-3130** (Inglewood), **1-310-661-3000** (Lynwood) or **1-213-438-5497** (Pacoima). A community representative also visits providers' offices and community-based organizations on a regular basis to restock the Rx Referral Pads.

Learn more about L.A. Care's FRCs at [lacare.org/health-resources/community-health/family-resource-centers](http://lacare.org/health-resources/community-health/family-resource-centers).



## Now Open...

Pacoima Family Resource Center

L.A. Care's First FRC in the San Fernando Valley!

# Keeping Members on Track With Medications During the New Year

The new year presents an opportunity for members to make positive changes in their medication management. Keeping members on track with their medications can help reduce the risk of complications associated with their medical conditions. Here are tips to discuss with your patients:



1. Refill medications before they run out. Patients can call the pharmacy for a refill when they have seven days of medication left of a 30-day supply.
2. Patients should check their prescription bottles when picking up their prescriptions to see if the doctor has prescribed refills.
3. For maintenance medications, patients can ask their doctor for a 90-day supply prescription.
4. Patients should keep a list of their current over-the-counter and prescription medications to bring to their doctor's appointment. Patients can use the Blue Button feature at [lacare.org](http://lacare.org) to obtain an updated list of their prescription drugs.
5. Patients should take their medications as prescribed and if they experience a side effect, contact their doctor as soon as possible.
6. Do not share medications with others. Medications are only to be taken by the person for whom they were prescribed.
7. Patients should take their medications at the same time (before or after meals, at bedtime, etc.) each day to increase adherence.
8. Do not use expired medications.

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*Continued from page one.*

## **L.A. Care Expands Network to Meet Membership Growth**

L.A. Care has implemented a number of new programs to improve the care members receive. For example, the Provider Network Operations Department created a new system to improve the care of members in skilled nursing facilities. The department completed a campaign to offer additional education, training and support to all 214 skilled nursing facilities in the network. This included in-person training as well as monthly webinars.

New capabilities were added to the provider web portal. The site now has the ability to display real-time provider rosters and authorize certain services. There is also a self-service resource that allows medical groups to add, change or delete a provider from the network.

L.A. Care's eConsult system is one of the largest such programs in the public health and safety net sector. The eConsult initiative was boosted by a \$200,000 grant from the Blue Shield of California Foundation.

# L.A. Care's eConsult Program Performs More Than 150,000 Electronic Consultations

## Health IT Program Improves Care Coordination in L.A. County's Safety Net

More than 150,000 electronic consultations between primary care physicians (PCPs) and specialists have been initiated through L.A. Care's eConsult program since it started in 2011. eConsult is a web-based care coordination platform that enables PCPs and specialists to securely share health information and discuss patient care to make a diagnosis, with the goal of providing the right treatment at the best place in the shortest time.

eConsult aims to enhance patient experience and outcomes with faster access to specialty care, improved patient quality of care through better collaboration between PCPs and specialists, and reduced costs by eliminating unnecessary referrals and unneeded visits to specialists.

The program is the largest rollout of its type in the nation. It consists of the second largest public health care delivery system in the nation, Los Angeles County Department of Health Services, and one of the largest safety net clinic associations in the state, Health Care L.A. Independent Physicians Association. Also playing central leadership roles are MedPOINT Management and Community Clinic Association of Los Angeles County.



L.A. Care provides major funding and management.

The eConsult platform is used by 2,500 PCPs in 195 community clinic/health center sites across L.A. County that collectively serve 500,000 low income individuals and families. More than 30 different types of specialist physicians are available to review electronic consultation requests from PCPs.

For more information on eConsult, visit [econsultla.com](http://econsultla.com).

## Nurse Advice Line: Extra Help From L.A. Care



The Nurse Advice Line can help alleviate your office wait times and give you an extra hand during the cold and flu season. It is a free service for L.A. Care members\* available 24 hours a day, 7 days a week and holidays. Trained, experienced nurses triage calls and provide similar advice a patient may receive at an office visit, by following algorithm-based, physician-developed clinical assessment tools. Nurses can provide self-care tips, potentially relieve your and your staff's workload and prevent the need for an in-person patient visit. The service may also reduce the need to manage runny noses during the night.

L.A. Care encourages you to take advantage of this resource. Our experienced California Registered Nurses (RNs) can:

- advise patients on health issues and concerns
- guide patients to get the appropriate level of medical care, alleviating unnecessary emergency room or office visits;
- provide RN counseling for patients who are diagnosed with a new condition or facing major health issues; and
- help patients interpret their health information

For resources that could benefit your patients, check out the Alliance Working for Antibiotic Resistance Education (AWARE) which has best practice guidelines for when to treat and when not to treat with antibiotics ([thecmafoundation.org/Programs/AWARE](http://thecmafoundation.org/Programs/AWARE)); and L.A. Care's website for additional medical and mental health toolkits ([lacare.org/providers/provider-resources/provider-tool-kits](http://lacare.org/providers/provider-resources/provider-tool-kits)).

\*L.A. Care Medi-Cal, Healthy Families, Healthy Kids, L.A. Care Health Plan, and Cal-MediConnect:  
**1-800-249-3619 (TTY/TDD 711)**

Kaiser: **1-888-576-6225**

Care1st: **1-800-609-4166 (TTY/TDD 1-800-735-2929)**

Anthem Blue Cross: **1-800-224-0336 (TTY/TDD 1-800-368-4424)**

# Whistleblower Protection Under the California False Claims Act

The False Claims Acts (California and federal) are often viewed as the government's number one tool in fighting fraud and abuse. In recent years, millions of dollars have been recovered under these acts. A great deal of the reported cases and settlements involved whistleblowers. This article summarizes the rewards and protections available to whistleblowers in California. It does not constitute legal advice. For full details you should review the California Government Code sections 12650 – 12654 or consult your attorney.

## Who can be a whistleblower?

The False Claims Act allows persons or entities who have evidence of fraud committed against government programs or contracts to sue the wrongdoer on behalf of the government. This person is usually called a whistleblower.

## What is the whistleblower's reward?

Depending on whether the government intervenes and the extent of the whistleblower's contribution to the prosecution of the action, a whistleblower could receive 15 percent to 33 percent of the proceeds of the action or settlement.

## How is the whistleblower protected from retaliation?

Preventing retaliation against whistleblowers is an important part of the False Claims Act. Any employee, contractor, or agent who is discharged, demoted, suspended,

threatened, harassed, or in any other manner discriminated against in the terms and conditions of employment in bringing a false claims action or in an effort to stop violations of the False Claims Act, is entitled to all relief that will make him or her whole.

Such relief may include the following:

- Reinstatement with the same seniority status
- Twice the amount of back pay (plus interest)
- Compensation for any special damages including litigation costs and reasonable attorney's fees, and punitive damages, if appropriate.

Providers should review their policies and practices on non-retaliation to make sure they comply with these provisions.

## Code of Conduct

This Code of Conduct ("Code") is intended to provide general ethical conduct standards to follow and to assist L.A. Care Health Plan ("L.A. Care") in meeting its compliance goals. Compliance with the Code of Conduct is a condition of employment at L.A. Care. The Code is intended to complement, but not replace, existing policies and procedures. If no existing policy exists on a particular subject matter, this Code shall become the applicable policy. Any questions regarding the Code should be directed to the Compliance Officer.

## Compliance Program

L.A. Care Health Plan ("L.A. Care") is committed to establishing and maintaining its business operations in compliance with ethical standards, contractual obligations, and all applicable statutes, regulations, and rules, including those pertaining to the State of California requirements and the Medicare program. As part of our commitment, L.A. Care has formalized its compliance activities by developing a comprehensive Compliance Program that incorporates the fundamental elements identified by the government and L.A. Care.

To access the entire Code of Conduct and Compliance information, please visit the provider portal at [lacare.org/providers/provider-resources/provider-faqs](http://lacare.org/providers/provider-resources/provider-faqs)



Accreditation of Medi-Cal, Healthy Kids and Healthy Families Program

**PROGRESS notes** is a publication of L.A. Care Health Plan for our Medi-Cal and Medicare Advantage (HMO SNP) provider networks.

If you have any questions or comments about topics in this issue, please write to us at [editor@lacare.org](mailto:editor@lacare.org) or call us at 1-866-LA-CARE6 (1-866-522-2736).

## IMPORTANT CONTACT NUMBERS

- **L.A. Care Compliance Helpline:** (800) 400-4889, 24 hours a day, 7 days a week
- **Provider Services:** (866) LA-CARE6, (866) 522-2736 (Eligibility & Claims questions only)
- **Provider Relations:** (213) 694-1250 x4719
- **Utilization Management:** phone (877) 431-2273, fax (213) 438-5777 for authorization requests
- **LTSS Department:** (855) 427-1223 for Long Term Services and Supports
- **HCC Outreach Specialist, Betty Garcia:** (213) 694-1250 x4935, fax (213) 438-4874 for Annual Wellness Exam (AWE) Forms
- **Health Education:** (855) 856-6943 for forms and programs
- **Nurse Advice Line:** L.A. Care—(800) 249-3619, Kaiser—(888) 576-6255, Care1st—(800) 609-4166, Anthem Blue Cross—(800) 224-0336
- **Beacon Health Strategies:** (877) 344-2858 (TTY/TDD 800-735-2929) for mental health care 24 hours a day, 7 days a week
- **L.A. Care Covered:** (855) 270-2327 (Providers: Option "2")



L.A. Care Health Plan  
1055 West 7th Street, 10th Floor  
Los Angeles, CA 90017  
[lacare.org](http://lacare.org)

**L.A. Care**  
HEALTH PLAN®  
For a Healthy Life

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## news alert

Keeping Members on Track With Medications During the New Year

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## Get the Latest from thePULSE



Sign up today for thePULSE, L.A. Care’s newsletter created by L.A. Care’s Provider Network Operations and Marketing departments and e-mailed exclusively to network providers. Get important updates on incentives, initiatives, HIT and relevant L.A. Care news. Progress Notes is also available electronically. Visit [lacare.org](http://lacare.org), click on “Provider Newsletters” section to e-subscribe today!

# PROGRESS notes

A NEWSLETTER FOR OUR PHYSICIAN PARTNERS



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