

# Progress Notes

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## L.A. Care Health Plan Hosts Third Annual Provider Recognition Awards Ceremony

On February 25, the third annual Provider Recognition Awards Ceremony was held virtually hosted by CEO John Baackes and KTLA 5 Anchor, Lynnette Romero. It honored L.A. Care providers who have continued to strengthen the safety net in Los Angeles County during this incredibly challenging and unprecedented year.

The honorees' dedicated commitment is crucial to the safety net in Los Angeles County in a normal year, but in a year dominated by the COVID-19 pandemic, their determination to provide high-quality patient care under immeasurable challenges was especially critical.



*“COVID-19 put a spotlight on frontline health care workers and their diligence despite the crushing health crisis,”* said John Baackes, L.A. Care CEO. *“We are happy to acknowledge the commitment of our top providers. We are truly grateful for the excellent care they provide our members, many of whom are among the hardest hit by the pandemic and the subsequent recession.”*

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**ELEVATING  
HEALTHCARE**  
IN LOS ANGELES COUNTY  
SINCE 1997

## L.A. Care Advocates Using a Site-Based Approach to Vaccinate People Experiencing Homelessness, Regardless of Age

As a health plan that serves marginalized and under-resourced communities, L.A. Care has been advocating for health equity throughout the COVID-19 pandemic. The disproportionate impact of the virus on communities of color is well documented, and many people experiencing homelessness are members of these communities. Unfortunately, California's current COVID-19 age-based vaccine prioritization does not consider the fact that many who are experiencing homelessness are at higher risk, even if they are under 65.

L.A. Care recently joined a group of more than 50 high-profile homeless service providers, advocates and other stakeholders in signing a letter urging the state to move away from age-based prioritization for people experiencing homelessness. Instead, site-based vaccine delivery would be a much better strategy. Homeless shelters and encampments, like nursing homes, are high-risk residential settings. People living in certain settings, and those working with them, should be given priority for the COVID-19 vaccine. This strategy and approach could be customized based on the availability of a single dose vaccine.



L.A. Care supports policies that can help decrease the spread of COVID-19 in vulnerable communities, and a site-based strategy for vaccinating people experiencing homelessness and the frontline workers who serve them would do just that.

## Joining Efforts to Prevent Diversion of Prop 56 Funding Away From Medi-Cal



L.A. Care was encouraged to hear that Governor Newsom’s latest budget proposal would not divert **Proposition 56** funding away from Medi-Cal investments that support children’s health – at least not right away. However, the proposal’s one-year suspension of the diversion does not go far enough. Lawmakers must act to eliminate any future possibility that Prop 56 funds will be diverted from their originally intended programs.

The governor initially proposed diverting the Prop 56 funds due to the state budget deficit caused by the COVID-19 pandemic. In December, L.A. Care expressed opposition to that proposal. The health plan is now expressing its opposition to any future effort to divert Prop 56 funds, and has joined nearly 40 high-profile health and children’s advocacy organizations in signing a letter asking California lawmakers to pass legislation ensuring such a diversion will never happen.

Much of Prop 56 funding is designated to support Medi-Cal providers who offer well-child care, and developmental and trauma screenings in areas where utilization and screening rates have been historically low. Prop 56 funding also

created the CalHealthCares Loan Repayment Program, which strengthens the Medi-Cal pediatric provider workforce through medical school loan forgiveness. This program helps recruit and retain pediatricians who can ensure that children receiving Medi-Cal benefits will have better access to high quality physicians, and therefore, better health outcomes.

The COVID-19 pandemic cannot serve as an excuse to deny much-needed services to some of the most underserved children in California. In fact, the pandemic is likely to increase the need for services for these children, including mental health support. We have been making progress in efforts to increase utilization and screenings, and we want to ensure that the progress is not halted by shortsighted budget policy.



# Vital Signs

## New Digital Platform for Diabetes Prevention Program



The Health Education Department in partnership with Solera Health has launched a digital platform for the Diabetes Prevention Program (DPP). This CDC-recognized program will now allow patients to participate via their smart phone, tablet or laptop computer. Patients will learn to make small changes to their food choices and activity level, which can have a big and long-lasting impact on their health.

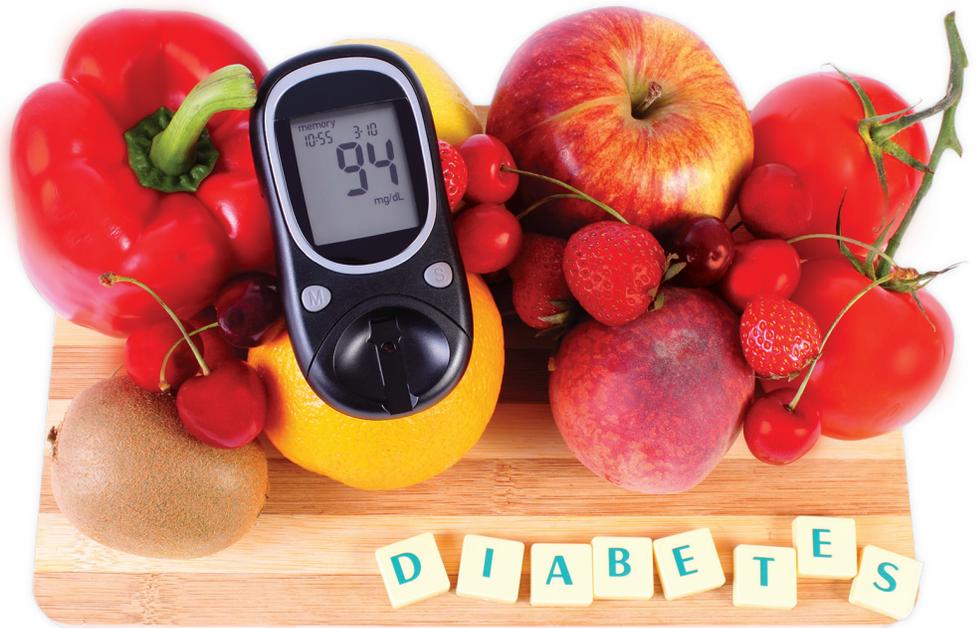
**During the first six months, patients will attend 16 weekly sessions online, followed by monthly sessions. Patients enrolled in DPP will receive:**

- A **wireless scale** at no cost to the patient
- A **Fitbit® activity tracker** (after four weeks in the program)
- **Support from a personal health coach** who will help patients enjoy healthy habits that last a lifetime

**DPP is for members 18 years and older with no previous diagnosis of diabetes and the following clinical enrollment criteria:**

- **Overweight** (body mass index  $\geq 25$ ;  $\geq 23$  if Asian) and
- **Blood test result in the prediabetes range within the past year:**
  - Hemoglobin A1C: 5.7%–6.4% or
  - Fasting plasma glucose: 100–125 mg/dL or
  - Two-hour plasma glucose (after a 75-gm glucose load): 140–199 mg/dL
- Or previously diagnosed with **gestational diabetes**

For more information on the clinical enrollment criteria or to refer patients, please call Solera at **1.866.690.6202** (TTY 711) Monday-Friday 6 a.m. to 6 p.m. PST or visit [solera4me.com/lacare.org](http://solera4me.com/lacare.org).



## Nurse Advice Line

L.A. Care offers its members a **Nurse Advice Line** (NAL) service 24 hours a day, 7 days a week. A team of registered nurses is available to answer any health-related questions. L.A. Care members can access this service by phone or chat live with a nurse using their L.A. Care *Connect* online member account.

As a complement to your service, please encourage your patients to call the NAL for free health advice. If your patient is an L.A. Care member or a Medi-Cal member with one of our Plan Partners, they can call the NAL at the numbers listed below:



### **Anthem Blue Cross:**

**1.800.224.0336 TTY 1.800.368.4424**

### **Kaiser Permanente:**

**1.888.576.6225**

### **Blue Shield of California Promise Health Plan**

**1.800.609.4166 TTY 1.800.735.2929**

### **L.A. Care Health Plan:**

**1.800.249.3619 TTY 711**



The NAL phone number is also located on the back of the patient's health plan member ID card. Additionally, the NAL phone numbers can be found on the L.A. Care websites: **[lacare.org](http://lacare.org)**, **[lacarecovered.org](http://lacarecovered.org)**, and **[calmediconnectla.org](http://calmediconnectla.org)**.

# CA Right Meds Collaborative



The L.A. Care Health Plan Pharmacy Department has partnered with the California Right Meds Collaborative (CRMC), an initiative of the University of Southern California (USC) School of Pharmacy. With support from the Centers for Disease Control and Prevention and the Los Angeles County Department of Public Health, the goal is to develop a network of pharmacies that will deliver Comprehensive Medication Management (CMM) services to address the high burden of chronic diseases in underserved areas.

The CRMC will provide optimal medication therapy for high-risk patients in their communities. Specially trained pharmacists will provide chronic disease management utilizing a whole person care approach. Every patient enrolled in the program will develop an individualized care plan with the pharmacist and have frequent follow-up appointments at no additional cost to the medical group or its providers. Patients receive education and counseling on proper medication use and self-management. They will also receive extensive monitoring for efficacy/safety and dose adjustments. Pharmacists can also alert their providers if problems arise, or the patient's health does not improve.

Dr. Steven Chen, Associate Dean for Clinical Affairs at the USC School of Pharmacy, and founder of CRMC, commented, "by leveraging community pharmacies as neighborhood-based health hubs, patients who struggle with chronic disease control have easy access to

Comprehensive Medication Management, a service that optimizes medication therapy." This program relies on the collaboration between physicians and pharmacists to evaluate all medications and make therapeutic changes. The shortage of primary care providers has made physicians busier than ever with limited time to address the medication-related needs of patients.

In addition, the L.A. Care provider incentive program, VIIP+P4P, is tied to performance metrics centered on disease states such as hypertension and diabetes. Through CRMC, incentives help improve the provider's performance metrics while putting the patient's first. This allows patients to spend more time with pharmacists to optimize medication therapy leading to increased physician availability, access, and satisfaction. Currently, the program has eight pilot pharmacies and 147 actively enrolled/pending patients, with plans for continued expansion.



# Top Performing Providers in L.A. Care's Physician P4P Program



Congratulations to the physicians and community clinics listed below for providing quality care to L.A. Care Medi-Cal members, and for outstanding performance in the 2019 Physician Pay-for-Performance (P4P) Program. Providers are selected based on the following categories\*: Pediatric Services, Adult Services and Women's Health during Measurement Year (MY) 2019.\*\*

L.A. Care is recognizing these providers and their staff for their commitment to elevating care in L.A. County, in addition to their incentive payments. We celebrate their outstanding accomplishments!

Solo & Small Group Physicians***	
Category	Physician Name
Pediatric Services	Mi-Jeong Lee
	Thecla Mgbójirikwe
	Susana Santiago-Soriano
Adult Services	Pejman Bahari-Nejad
	Henry Chang
	Huy Han
Women's Health	Julius Kpaduwa
	Harold Peart
	Julio Vasquez
Direct Network	John Cardin
	Charles Goodman
	Harold Peart

Community Clinics***	
Category	Clinic Name
Pediatric Services	Asian Pacific Health Care Venture
	White Memorial Community Health Center
	Wilmington Community Clinic
Adult Services	Chinatown Services Center
	Garfield Health Center
	Herald Christian Health Center
Women's Health	Asian Pacific Health Care Venture
	Clinica Monsenor Oscar Association
	Eisner Health

**\*Pediatric Services** include *Appropriate Testing for Children with Pharyngitis (CWP)*, *Childhood Immunization Status – Combo 10 (CIS-10)*, *Immunizations for Adolescents – Combo 2 (IMA-2)*, *Weight Assessment and Counseling for Nutrition and Physical Activity for Child/Adol - BMI (WCC)* and *Well-Child Visits in the Third, Fourth, Fifth, and Sixth Years of Life (W34)*. **Adult Services** include *HbA1c Screening (CDC-A1C)*, *HbA1c Control (< 8.0%) (CDC)*, *Eye Exam (CDC-REE)* and *Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (AAB)*. **Women's Health** includes *Breast Cancer Screening (BCS)*, *Cervical Cancer Screening (CCS)*, *Chlamydia Screening (CHL)*, *Timeliness of Prenatal Care and Postpartum Care (PPC-Post, PPC-Pre)*.

\*\*Providers must have at least 30 eligible members per measure and at least three scored measures within a category to be included for recognition. Performance is based on administrative data received by L.A. Care.

\*\*\*Providers are listed in alphabetical order by last name.



# New Online Health Education Programs for Your Patients

The L.A. Care Health Education Department is pleased to announce the launch of new online health education programs for direct-line-of-business members with asthma, diabetes, and high-risk pregnancy. The programs leverage existing resources and services available through L.A. Care's online health and wellness portal, **My Health In Motion™ (MyHIM)**.

Patients identified through CPT codes and encounter data are mailed an invitation to create a personalized account on **MyHIM**, which is accessible by clicking the “**My Health In Motion™**” tab on the L.A. Care member portal at **lacare.org**.

**My Health In Motion™** offers your patients multiple educational and support resources including:

- Health education materials and videos on hundreds of health topics
- Health Coaches who can answer general health questions through a secure message platform
- Self-paced workshops and a calendar of virtual health education group appointments

Patients who do not want to create a MyHIM account can request health education material or speak with a health educator over the phone.

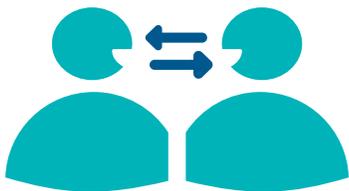


For more information, or to refer a patient, please call or email the Health Education Department at **1.855.856.6943** or **HealthEd\_Info\_Mailbox@lacare.org**.



## Interpreting Services

During these challenging times, L.A. Care wants to ensure that all our members have access to the information they need to protect themselves, their families and their communities. Please call **Member Services** at **1.888.839.9909** (TTY 711) to request no cost, face-to-face interpreting services, including American Sign Language.



Over the phone, interpreting services are also available at no cost:

**Providers:** Call **1.855.322.4034**

**IPAs:** Call **1.855.322.4022**

Please remember to document members' language preference in the medical records, as well as requests for and/or refusal of interpreting services.

# L.A. Care Health Plan Hosts Third Annual Provider Recognition Awards Ceremony

Continued from cover



Dr. Charles Goodman

This year, L.A. Care is honoring practitioners, clinics and provider groups in several categories. Each honoree was recognized with a congratulatory billboard near their workplace.

The Direct Network consists of physicians who contract directly with the health plan, rather than through a medical group. *“I was truly surprised and honored. I have to thank my office staff for all of the support they give me,”* said Goodman. *“My staff members get to know my patients, so there is a sense of belonging, with patients seeing me and staff engaged in their care.”*

## The 2020 Top Practitioner awardees are:

- ✓ Charles Goodman, M.D. – L.A. Care Direct Network
- ✓ Susana Santiago-Soriano, M.D. – Pediatric Care
- ✓ Julius Kpaduwa, M.D. – Women’s Care
- ✓ Pejman Bahari-Nejad – Adult Care

Among the clinics, honored for its work in 2020 is the Asian Pacific Health Care Venture (HCV), Inc. This is the third year L.A. Care has honored Asian Pacific HCV, Inc. This year it received the Top Performing Clinic Award for both Pediatric and Women’s Care. *“We are grateful to our hard-working staff for their dedication and mission-driven care. That sense of mission is something we try to emphasize,”* said John Hoh, M.D., Medical Director, Asian Pacific Health Care Venture, Inc. *“I appreciate L.A. Care for setting quality goals high and validating our work.”*

## The 2020 Top Performing Clinic awardees are:

- ✓ Asian Pacific Health Care Venture, Inc. for Pediatric and Women’s Care
- ✓ Herald Christian Health Center for Adult Care



Members of the Herald Christian Health Center care team

## The 2020 Top Performing Independent Physician Association (IPA) awardees are:

- ✓ PMA/Axminster Medical Group for L.A. Care’s Medi-Cal product
- ✓ Pioneer Provider Network for L.A. Care’s Cal MediConnect product
- ✓ Preferred IPA for L.A. Care’s L.A. Care Covered product



The awardees were chosen based on a L.A. Care internal performance rating system used to determine the quality of care being provided. Congratulations to all the awardees!

Progress Notes is a publication of L.A. Care Health Plan for our Medi-Cal and Cal MediConnect 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: 1.800.400.4889**

24 hours a day, 7 days a week

**Provider Solution Center: 1.866.LA.CARE6, 1.866.522.2736**

(Eligibility & Claims questions only)

**Medical Management: 1.877.431.2273**

fax **213.438.5777** for authorization requests

**LTSS Department: 1.855.427.1223** 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: 1.855.856.6943** for forms and programs

### Nurse Advice Line:

L.A. Care – **1.800.249.3619**

Kaiser – **1.888.576.6225**,

Care1st – **1.800.609.4166**

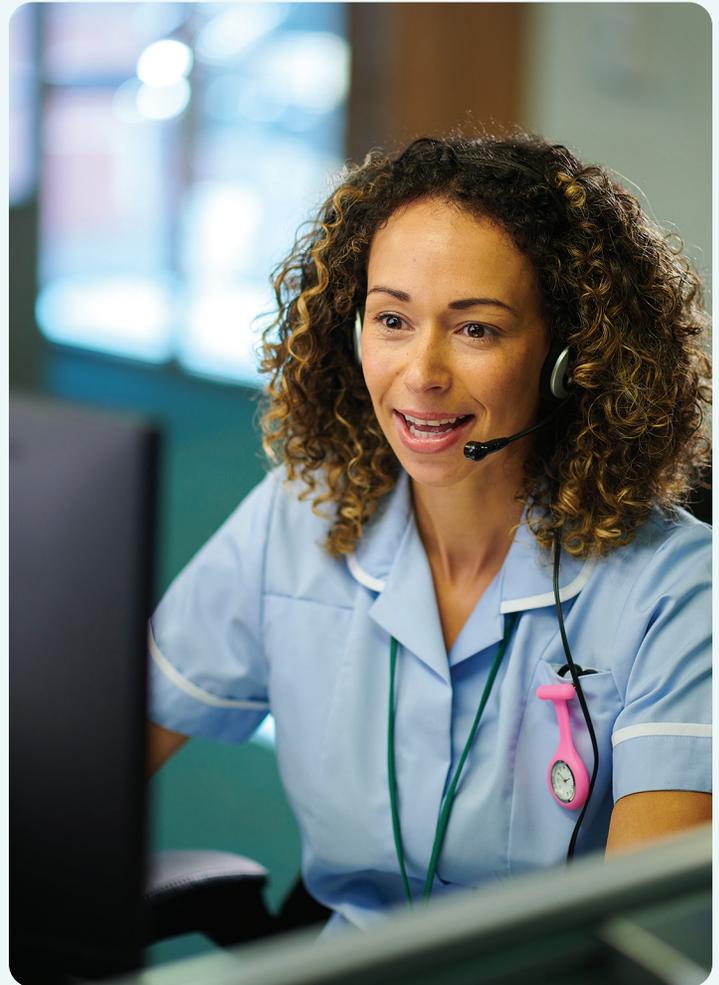
Anthem Blue Cross – **1.800.224.0336**

**Beacon Health Options: 1.877.344.2858**

(TTY **1.800.735.2929**) for behavioral health services

24 hours a day, 7 days a week

**L.A. Care Covered™: 1.855.270.2327** (Providers: Option "2")



**L.A. Care**  
HEALTH PLAN®

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**lacare.org**

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# Progress Notes

A NEWSLETTER FOR OUR PHYSICIAN PARTNERS

# Progress Notes

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Sign up today for thePULSE, L.A. Care's newsletter created by L.A. Care's Provider Network Management and Marketing departments and emailed 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) under the "For Providers" section to select the "Newsletter Sign Up" link today!

## News Alert



## Top Performing Providers in L.A. Care's Physician P4P Program

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