

# Progress Notes

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## Initial Health and Staying Healthy Assessments: They Go Together

Some things are just better together, like peanut butter and jelly or spaghetti and meatballs. The same is true for the Initial Health Assessment (IHA) and the Staying Healthy Assessment (SHA). The IHA is a comprehensive assessment that must be completed within 120 calendar days of enrollment for new members. It enables the primary care physician to assess and manage the member's acute, chronic, and preventive health needs. The following are **required components** of the IHA:

- Comprehensive history
- Preventive services
- Comprehensive physical and mental health status exam
- Diagnoses and plan of care
- **Individual health education behavioral assessment (IHEBA)**

The SHA is the IHEBA developed and recommended by the Department of Health Care Services (DHCS). It assists providers in easily identifying behaviors that put patients at risk for preventable chronic conditions. The

SHA is available in nine age categories and 11 Los Angeles County threshold languages. It also helps providers prioritize member needs and initiates discussion and follow-up.

It is not enough to administer the SHA solely during an IHA. The SHA must be **reviewed and updated annually** by the provider during well visits and subsequently re-administered as the patient enters a new age category. The SHA for adults and seniors must be re-administered a minimum of every 3 to 5 years. Providers are highly encouraged to administer the adolescent and senior SHA annually because behavioral risk factors change frequently during these years.

L.A. Care offers the SHA as writable PDFs for easy insertion into electronic medical records. SHA questions may also be manually entered or scanned and inserted into the EMR. Please complete and submit the Electronic SHA Notification Form if you plan to use the SHA electronically.



If you have not already done so, please watch the required SHA training video posted on L.A. Care's website. Upon completion, send a notification email to [healtheducation@lacare.org](mailto:healtheducation@lacare.org) so that we can keep track of your compliance. Include the names of individuals who viewed the training, provider office, address, phone number and date.

Visit L.A. Care's website for all your SHA needs at [www.lacare.org/providers/provider-resources/staying-healthy-forms](http://www.lacare.org/providers/provider-resources/staying-healthy-forms).

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**L.A. Care**  
HEALTH PLAN®















# Member's Rights and Responsibilities

## Members have a right to...

### Respectful and courteous treatment.

- Members have the right to be treated with respect and courtesy by their health plan's providers and staff.
- Members have the right to be free from consequences of any kind when making decisions about their care.

### Privacy and confidentiality.

- Members have the right to have a private relationship with their provider and to have their medical record kept confidential.
- Members also have the right to receive a copy of and request corrections to their medical record.
- If the member is a minor, they have the right to certain services that do not need their parents' approval.

### Choice and involvement in their care.

- Members have the right to receive information about their health plan, its services, its doctors and other providers.
- Members also have the right to get appointments within a reasonable amount of time.
- Members have the right to talk with their doctor about all treatment options for their condition, regardless of the cost, and participate in making decisions about their care.
- Members have the right to say "no" to treatment, and the right to a second opinion.
- Members have the right to decide how they want to be cared for in case of a life-threatening illness or injury.

### Receive timely customer service.

- Members have the right to wait no more than 10 minutes to speak to a customer service representative during L.A. Care's normal business hours.

### Voice their concerns.

- Members have the right to complain about L.A. Care, the health plans and providers we work with, or the care they get without fear of losing their benefits.
- L.A. Care will help members with the process. If members don't agree with a decision, members have the right to appeal, which is to ask for a review of the decision.
- Members have the right to disenroll from their health plan whenever they want.
- Medi-Cal members have the right to request a State Fair Hearing.

### Service outside of their health plan's provider network.

- Members have the right to receive emergency or urgent services, as well as family planning and sexually transmitted disease services outside of their health plan's network.
- Members have the right to receive emergency treatment as follows:
  - **Medi-Cal and CalMediConnect members:** Emergency care services are covered at all times anywhere in the United States, Mexico and Canada. For Medicare-covered services, emergency is NOT covered outside of the United States and its territories. For Medicare-covered emergency care provided outside of the United States and its territories that are not covered by Medi-Cal, the member may receive a bill from the provider.
  - **PASC-SEIU and members:** Emergency care services are covered 24 hours a day, 7 days a week, anywhere.



### Service and information in their language.

Members have the right to request an interpreter at no charge. Members have the right to get all member information in their language or in another format (such as audio or large print).

### Know their rights.

- Members have the right to receive information about their rights and responsibilities.
- Members have the right to make recommendations about these rights and responsibilities.



## Members of L.A. Care have the responsibility to...

### Act courteously and respectfully.

- Members are responsible for treating their doctor, all providers and staff with courtesy and respect.
- Members are responsible for being on time for their visits or calling the doctor's office at least 24 hours before the visit to cancel or reschedule.

### Give up-to-date, accurate and complete information.

- Members are responsible for giving correct information to all providers and to L.A. Care.
- Members are responsible for getting regular checkups and telling the doctor about health problems before they become serious.

### Follow their doctor's advice and take part in their care.

- Members are responsible for talking over their health care needs with their doctor, developing and following the treatment plans they and their doctor agree on.

### Use the Emergency Room only in an emergency.

- Members are responsible for using the emergency room in cases of an emergency or as directed by their doctor.

### Report wrongdoing.

- Members are responsible for reporting health care fraud or wrongdoing to L.A. Care.
- Members can do this without giving their name by calling the L.A. Care Compliance Helpline toll free at 1.800.400.4889, going to [www.lacare.ethicspoint.com](http://www.lacare.ethicspoint.com), or calling the California Department of Health Care Services (DHCS) Medi-Cal Fraud and Abuse Hotline toll-free at 1.800.822.6222.

# Best Practices for Providing Quality Care to a Diverse Patient Population

Bilingual physicians, practitioners and staff serve an invaluable role in providing meaningful health care services to patients with limited English proficiency. It is important to identify the language proficiency of bilingual staff prior to them assisting patients with interpretation. To make this process easier, physicians can download an Employee Language Self-Assessment tool from L.A. Care's website, at [lacare.org/providers/provider-resources/provider-tool-kits](http://lacare.org/providers/provider-resources/provider-tool-kits).

Here are some additional best practices for providing culturally appropriate care to members from diverse communities:

- Identify members' preferred language and record it in their medical record.
- Document request or refusal of interpreting services.
- Avoid using family members as interpreters, especially minors, except in emergency situations. L.A. Care provides no-cost in-person and telephonic interpreting services for L.A. Care members. To request interpreting services, please call Member Services at 1.888.839.9909 (TTY 711).

No-cost interpreting services are only one way L.A. Care helps you provide the best care to your patients. We also offer free educational training sessions on topics such as cultural competency, regulations about language assistance services, and the importance of using qualified interpreters.

Please contact [CLStrainings@lacare.org](mailto:CLStrainings@lacare.org) to schedule a training, for more information or to request any of the following helpful materials:

- **Telephonic interpreting card:** Provides instructions on how your L.A. Care patients can access telephonic interpreting services
- **Language poster:** Contains instructions on how to access free interpreting services for L.A. Care patients
- **Provider toolkit:** Includes ICE Employee Language Skills Self-Assessment Tool

Community services are also available. Please visit [healthycity.org](http://healthycity.org) for up-to-date information on local community resources.



# Preventing Medical Fraud and Identity Theft

If your patient reports their ID has been lost or stolen, here are some ways that you can help them protect their health and avoid health care fraud or abuse.

1. Check medical records to make sure they match the patient's condition. Give them a copy of the records if needed.
2. Run a CURES report on the patient to check for controlled substances that you may not have prescribed. Go to <https://cures.doj.ca.gov>.
3. Recommend that patients place a fraud alert with one of the three (3) credit bureaus.
  - a. Equifax – Call 1.888.766.0008
  - b. Experian – Call 1.888.397.3742
  - c. TransUnion – Call 1.800.680.7289



- The service is free and will help protect them against future abuse. When calling, the patient should ask for a copy of their credit report and check it closely.
4. Advise your patients to file a complaint with the Federal Trade Commission (FTC). They can do this online by completing the form at [identitytheft.gov](http://identitytheft.gov). The patient will be given an FTC Identity Theft Affidavit which they should print out and save. Patients can also call 1.877.438.4338.
  5. Advise your patients to file a report with their local police department.
  6. To learn more about how to protect your patients and yourself from identity theft, and what actions victims of identity theft should take, please visit [identitytheft.gov](http://identitytheft.gov).

**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 Services:** 1.866.LA.CARE6, 1.866.522.2736 (Eligibility & Claims questions only)
- **Provider Relations:** 1.213.694.1250 x4719
- **Utilization Management:** phone 1.877.431.2273, fax 1.213.438.5777 for authorization requests
- **LTSS Department:** 1.855.427.1223 for Long-Term Services and Supports
- **HCC Outreach Specialist, Betty Garcia:** 1.213.694.1250 x4935, fax 1.213.438.4874 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 – 1.888.576.6255, 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")



## Nurse Advice Line Service

L.A. Care Health Plan offers its members a Nurse Advice Line (NAL) service 24 hours a day, 7 days a week. A team of registered nurses are available to answer any health-related questions. Members can access this service by phone at 1.800.249.3619 (TTY 711) or chat live with a nurse using their L.A. Care Connect online member account.

As a complement to your service, please encourage your L.A. Care patients to call the NAL for free health advice. The NAL is located on the back of the member's health plan ID card and can also be found on the L.A. Care websites: [lacare.org](http://lacare.org), [lacarecovered.org](http://lacarecovered.org), and [calmediconnect.org](http://calmediconnect.org).

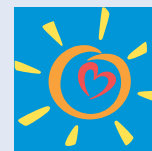
The phone number for your patient's health plan Nurse Advice Line is on the back of their member I.D. card. Here are the numbers:

**Anthem Blue Cross:**  
1.800.224.0336  
TTY 1.800.368.4424

**Care1st Health Plan:**  
1.800.609.4166  
TTY 1.800.735.2929

**Kaiser Permanente:**  
1.888.576.6225

**L.A. Care Health Plan:**  
1.800.249.3619 TTY 711



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For a Healthy Life

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# Progress Notes

A NEWSLETTER FOR OUR PHYSICIAN PARTNERS

# Progress Notes

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## News Alert



## Best Practices in Quality Care in Diverse Populations

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