Memorandum

To:	Gold Coast Health Plan Primary Care Providers
From:	Kim Timmerman MHA, CPHQ, Director of Quality Improvement Nancy Wharfield, M.D., Chief Medical Officer
Re:	**Initial Health Assessment (IHA) and Staying Healthy Assessment (SHA)**
Date:	October 11, 2018

Initial Health Assessment (IHA)

The state Department of Health Care Services (DHCS) requires that each primary care provider (PCP) complete a comprehensive Initial Health Assessment (IHA) for all newly-eligible Gold Coast Health Plan (GCHP) members within 120 days of being enrolled in the Plan, unless the PCP has determined that a member's medical record is sufficiently current to enable an assessment of the individual's health status.

The IHA, at a minimum, shall include:

- A physical and mental health history.
- Identification of high-risk behaviors.
- An assessment of the need for preventive screenings or services and health education.
- A diagnosis and plan for treatment of any diseases.
- An age-appropriate Staying Healthy Assessment (SHA).

GCHP sends a list of newly-enrolled members to each PCP office that is accepting new members, based on assignment, every month. Providers are responsible for reaching out to members to schedule an IHA appointment. Providers must document at least three attempts to contact the member (outreach attempts must include a phone call and a mail notification).

On a monthly basis, GCHP conducts medical record reviews on a random sample of members based on claims and encounter data indicating the member has had a visit with their PCP. Table 1 below shows GCHP's current performance status of IHA compliance for members during the first and second quarters.

Table 1: 2018 GCHP IHA Performance Q1 & Q2

	Number of Medical Records Scored 100%
Q1	163 (31%)
Q2	139 (29%)

The primary reasons for not achieving 100% on medical record audits are:
- Incomplete, unsigned, or no SHA in the medical record.

- Age-appropriate preventive health screenings were missing documentation in the medical record.

The IHA is an essential part of quality of care and allows providers to better assist GCHP members with their health care needs. GCHP is mandated to conduct medical record reviews in order to validate that IHA outreach is being conducted and IHAs are being documented within the member's medical record accordingly. Failure to conduct IHA outreach may result in a low score during a medical record review or the issuance of a corrective action plan, all of which must be reported to DHCS.

Staying Healthy Assessment (SHA)

GCHP's contracted PCPs must provide members with an age-appropriate SHA during the time of their IHA appointment and future visits in accordance with the SHA Periodicity Table.

The SHA is a tool that allows PCPs to better understand the health care needs of their patients based on a series of age-specific questions. The SHA can be issued during any visit and must be kept in the member's medical record. If a member refuses to complete the SHA, providers must document the refusal on the SHA form as well as the member's medical record and sign the form. SHA forms are available in multiple languages and, if necessary, providers must offer translation, interpretation, and accommodations for any disabled patients. Monitoring of the issuance and medical record documentation of the SHA is conducted by the nursing staff from GCHP's Quality Improvement Department. Failure to provide the assessment can result in the issuance of a corrective action plan, which must be reported to DHCS.

Table 2 shows the questionnaire age groups and when and how the SHA should be administered to a patient.

Table 2: SHA Periodicity Table

	Administer	Administer/Re-Administer		Review
Questionnaire Age Groups	Within 120 Days of Enrollment	First Scheduled Exam *(after entering new age group)*	Every 3 - 5 Years	Annually *(Intervening Years)*
0 - 6 Months	X			
7 - 12 Months	X	X		
1 - 2 Years	X	X		X
3 - 4 Years	X	X		X
5 - 8 Years	X	X		X
9 - 11 Years	X	X		X
12 -1 7 Years	X	X		X
Adult (18+)	X		X	X
Senior (56+)	X		X	X

If you have any questions about IHA or SHA, please contact GCHP's Quality Improvement Department at hedis@goldchp.org.