PROVIDER MEMO

To: SCFHP Primary Care Providers and Delegated Providers

From: Janet Gambatese
              Director, Provider Network Management

Date: September 25, 2019

Subject: New Initial Health Assessment Codes and Resources Available to Providers

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Dear Providers,

Effective October 1, 2019, Santa Clara Family Health Plan (SCFHP) will implement new Initial Health Assessment (IHA) codes to be used to document provider's IHA outreach attempts. The new IHA codes should be submitted for all future outreach attempts and can be submitted for attempts made as far back as January 1, 2019.

The Department of Health Care Services (DHCS) requires **IHAs to be completed within 120 days of a member enrolling in SCFHP**. Providers are responsible for completing at least two attempts, one telephone attempt and one written, to schedule an IHA with a new member and documenting those attempts in the member's medical record. A combination of both the new IHA codes (G9604 and Y93.9) will allow our providers to report their completed outreach attempts and help your office stay compliant with the DHCS policy.

Attached is the *Outreach Codes for Initial Health Assessments* handout which provides the new outreach codes, instructions on using the new member roster, and an IHA checklist for your office staff. Please share this information with appropriate staff and use the handout as a resource to organize IHA efforts.
In addition, SCFHP has several resources available to support our providers with completing IHAs on new SCFHP members:

- **Member Rosters** are available in the Provider Portal.
- **IHA educational information** is available at **http://bit.ly/SCFHP_IHA** and includes:
  - General IHA information
  - Required components of IHA, including information on conducting age appropriate Staying Healthy Assessments (SHA)
  - Coding Guide to IHA, including the IHA Technical Specification which should be referenced by you or your billing services when submitting claims to SCFHP.
- **Member IHA Due Date Reminders** will soon be available to participating SCFHP members via the member portal.

If you have questions regarding this information, please contact SCFHP Quality Improvement Department at quality@scfhp.com. Thank you for your efforts in conducting IHAs and for providing quality care to SCFHP members.

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Decoding Billing
Outreach Codes for Initial Health Assessments

Santa Clara Family Health Plan™

What is an Initial Health Assessments (IHA)?

An IHA, also known as a wellness visit, is a Department of Health Care Services requirement and **must be completed and documented in the member's medical record within 120 days of a member enrolling with SCFHP.**

IHA Outreach Attempt Codes Help Providers Stay Compliant with DHCS Regulations

Code	Definition	Code System
G9604	Patient survey results not available.	HCPCS
Y93.9	Activity, unspecified.	ICD-10

The combination of both codes in the member's medical record is required to receive credit for completed outreach attempts during their quarterly audits.

How to Access Your Member Roster

1

Login to Provider Link at providerportal.scfhp.com

2

Navigate to the **Eligibility** tab found at the top of the page and select your TIN

3

Scroll down to click on **View All Patients**

Provider IHA Checklist

- ☐ Download your Member Roster monthly
- ☐ Complete two outreach attempts (telephone and written) and document the attempts with the use of the new codes in the member's medical record
- ☐ Schedule IHA appointments within 120 days of new member enrolling
- ☐ Ensure all IHA components are conducted during the visit
- ☐ Use proper coding listed in the IHA Technical Specifications when submitting claims to SCFHP

QUESTIONS?

✉ **quality@scfhp.com**

RESOURCES

🌐 For a full list if **IHA Components** and **Technical Specifications** visit **http://bit.ly/SCFHP_IHA**