



# Provider 51 Operations Bulletin

**NOVEMBER 2021** 

# Table of Contents

SECTION 1:	Access and Availability	. 3
SECTION 2:	CORE CHANNEL – CAQH Core System	. 4
SECTION 3:	Medi-Cal Rx Transition Update	. 5
SECTION 4:	Enhanced Care Management and Community Supports	. 6
SECTION 5:	Resumption of Facility Site Reviews (FSR) and Initial Health Assessments (IHA)	. 7
SECTION 6:	Blood Pressure Cuffs: A Gold Coast Health Plan (GCHP) Covered Benefit	. 8
SECTION 7:	November 2021: Great American Smokeout	. 9
SECTION 8:	Gold Coast Health Plan and AmericasHealth Plan Partner on	
	Three-Year Medi-Cal Pilot Program	10
SECTION 9:	New Member Incentive Program Flyer	11
SECTION 10:	Health Education	12
SECTION 11:	Cultural and Linguistic Services	15



The Provider Operations Bulletin is published quarterly by Gold Coast Health Plan's Communications Department as a service for the provider community.

Information comes from GCHP and its partners. If you have any concerns or questions related to specific content, please contact the Network Operations Department at <u>ProviderRelations@goldchp.org</u> or call the GCHP customer service line 1-888-301-1228 and request to speak to your Provider Relations representative.

**Director of Network Operations:** Vicki Wrightster

Chief Medical Officer: Nancy R. Wharfield, MD

Editor-in-Chief: Susana Enriquez-Euyoque

Editor: Calley Cederlof

## **SECTION 1:**

# Access and Availability Requirements

The state Department of Health Care Services (DHCS) has access and availability standards that are required for all Medi-Cal providers. Below are some of the standards that DHCS requires Gold Coast Health Plan (GCHP) providers to meet.

# Primary Care Physicians:

Routine appointments – Routine, non-emergency appointments should be available within 10 business days of a member's request for an appointment. This requirement is for new and established patients. Follow-up care for established patients should be accommodated as medically appropriate.

**Physical examination appointments** – These appointments should be made available within **six weeks** of a member's request. When possible, special consideration should be given to members who require physical examinations as part of their employment.

# Specialty Care Physicians:

Timeframes for access to routine specialty care should be dependent upon diagnosis and the urgency of the condition. However, appointments should be available within **15 business days** of a member's request for an appointment.

### First Prenatal Visit:

The first prenatal visit must be scheduled within **two weeks** of a member's request.

# **Urgent Care Appointments:**

Medically-indicated urgent appointments should be made the **same day or within 24 hours** of a member's request for an appointment. The request for services should be evaluated and the urgency assessed to determine what the medical problem is and if there is need for urgent treatment. Depending upon the nature of the medical problem, the member should be triaged to the most appropriate care site.

### After-Hours Calls:

When members call provider offices after hours, they should be advised by a recorded outgoing message that if the situation is a true medical emergency, the member should hang up and dial 911 or go to the nearest hospital. This advice should be recorded in at least English and Spanish and possibly other languages if the provider has a large amount of routinely cared for members who speak some other language.



# **SECTION 2:**

# CORE CHANNEL - CAQH Core System

Gold Coast Health Plan (GCHP) will soon offer providers the ability to submit EDI requests for 271, 277, and 835 responses using the CAQH Core System. This system will allow for real time responses on individual encounters or as batches. These three EDI files will contain the patients Eligibility (271), Claim Status (277), and Electronic Remittance Advice (ERA 835). Please stay tuned for more information.



# **SECTION 3:**

# Medi-Cal Rx Transition Update

The Medi-Cal Rx transition will occur on Jan. 1, 2022. Gold Coast Health Plan (GCHP) will continue to share information as it becomes available to providers. On the GHCP website, there is a Medi-Cal Rx webpage that provides links to the state Department of Health Care Services (DHCS) Medi-Cal Rx website and other important information.

GCHP encourages providers to review the website periodically for updated information.

- Medi-Cal Rx Dedicated Website (best viewed using a Chrome browser)
- GCHP's Medi-Cal Rx Webpage

All providers must complete the following steps to be prepared for the transition on Jan. 1, 2022:

- Register for and access the Medi-Cal Rx secure provider portal.
- Complete any necessary training and education modules to know how to help members access their pharmacy benefits including how to submit a prior authorization or appeal.
- 3. Educate office staff on new phones numbers, web portal, etc.



## **SECTION 4:**

# Enhanced Care Management and Community Supports

The Medi-Cal program is poised to undergo a significant transformation starting on Jan. 1, 2022. The initiative, known as California Advancing and Innovating Medi-Cal (CalAIM), will change how the state delivers services to Medi-Cal beneficiaries over the next five years. The first benefits that will be added to the Medi-Cal program under CalAIM are Enhanced Care Management (ECM) and Community Supports (CS), which are designed to coordinate the physical, behavioral, and social needs of Gold Coast Health Plan (GCHP) members who have the most complex conditions and require additional care. CalAIM builds upon Ventura County's experience with the Whole Person Care (WPC) pilot program, which uses a high-touch and in-person care approach to address impediments to health care due to social determinants of health (SDOH).

On Jan. 1, 2022, GCHP will launch its ECM benefit and CS options for members.

# Enhanced Care Management (ECM)

ECM is intensive care management composed of a multidisciplinary team that addresses the clinical and non-clinical needs of GCHP members. The ECM benefit will be administered and overseen by GCHP but delivered by the Ventura County Health Care Agency (HCA). HCA will be responsible for conducting outreach and coordinating and managing care for members. Thus, ECM is a community-based, high-touch, on-the-ground, and primarily a face-to-face approach for members. HCA will also be responsible for several CS.

# Community Supports (CS)

CS, formerly known as In Lieu of Services or ILOS, are cost-effective supportive services that may be substituted for existing Medi-Cal-covered benefits when appropriate and requested by the patient. The goal with CS is to reduce hospitalizations costs and address underlying drivers that result in poorer health outcomes. GCHP will offer a suite of housing services (deposits, transitional services, navigation, and tenancy and sustaining services), short-term post-hospitalization housing, recuperative care (medical respite), and medically tailored and supportive food, as of Jan. 1, 2022.

As we prepare to implement ECM and CS, we will be holding informational webinars and providing technical support to providers interested in becoming CS-contracted providers. In addition, we are in the process of launching an ECM/CS Advisory Committee to provide input on the contracting of CS services. Detailed information will be shared in the future.

GCHP is excited to work on these new benefits and programs with our providers and members. Most of all, we look forward to shaping better outcomes for our members, creating a healthier Ventura County, and improving the social determinants of health in the communities we live in.

# Resumption of Facility Site Reviews (FSR) and Initial Health Assessments (IHA)

In 2020, Facility Site Review (FSR) and Initial Health Assessment (IHA) requirements were temporarily suspended due to the COVID-19 public health emergency.

# Facility Site Reviews

As of June 30, 2021, the flexibilities provided in EO N-55-20 were terminated. Therefore, effective July 1, 2021, Gold Coast Health Plan (GCHP) was required to resume site review activities as detailed in APL 20-006, including in-person site reviews and similar monitoring activities.

In response, GCHP's facility site nurse reviewers have reinitiated FSR visits. Visits that were postponed in 2020, as well as those coming up, will be completed. The target date to get caught up is the end of Quarter 1, 2022. (This may be subject to change depending on pandemic restrictions, among other factors.) If your facility had a site visit that was postponed from March 2020 to the present, or have any site visits that are coming up, GCHP will contact your administration to coordinate the date of the visit.

### Initial Health Assessments

Starting Oct. 1, 2021, guidance stated in the Sept. 9, 2021 revision of All Plan Letter 20-004, Emergency Guidance for Medi-Cal Managed Care Health Plans in Response to COVID-19, went into effect.

### 1. For members who became eligible Dec. 1, 2012 - Sept. 30, 2021.

Providers must begin resumption of IHA activities that were temporarily suspended during the period of Dec. 1, 2019 through Sept. 30, 2021. Members requiring outreach to schedule an IHA appointment include those who:

- Were newly enrolled since Dec. 1, 2019.
- Have not received an IHA.
- Do not meet exclusion criteria as detailed in the state Department of Health Care Services (DHCS) Policy Letter 08-003.
- Have not engaged in primary care or perinatal services since enrollment.
- Have an IHA or portions of an IHA still pending.

GCHP is awaiting further guidance from DHCS on the timeframe for completion of IHAs that were suspended due to the public health emergency.

### 2. For members who became eligible Oct. 1, 2021 and later.

For all members who are newly enrolled as of Oct. 1, 2021, providers are required to complete the IHA within the 120-day timeframe. The requirement to submit completed outreach logs to GCHP will resume on Feb. 1, 2022.

Please use the monthly IHA member lists that you receive from GCHP-Reports@goldchp.org on the 11th of each month. Complete the IHA Outreach Log by documenting actions taken for each member included on the list. Submit the completed log via email to QualityImprovement@goldchp.org, ATTN: Chandra Schlee RN, right after the 120-day period. Use email subject "IHA Outreach Log – [clinic name]."

GCHP RN reviewers will be reinitiating IHA medical record reviews to assess compliance and timeliness of IHA requirements. GCHP QI staff will be reaching out to your administration to coordinate these medical record reviews.

Thank you for your support and engagement in the resumed FSR and IHA activities. For any questions, email QualityImprovement@goldchp.org.



# **SECTION 6:**

# Blood Pressure Cuffs: A Gold Coast Health Plan (GCHP) Covered Benefit

The COVID-19 pandemic brought an unparalleled surge in the use of telehealth. Maintaining the option of telehealth visits remains critical to facilitating access to care, reducing risk for disease transmission, and easing strain on health care capacity and facilities while supporting continuity of care. This powerful method of care, however, is not without limitations. Given that vital signs, screenings, and point of care testing cannot be completed during a telehealth visit, other possible ways to capture these should be considered.

One missing element in telehealth visits is the ability to perform a blood pressure (BP) reading. This is of particular importance in patients diagnosed with hypertension. In Gold Coast Health Plan's (GCHP) measurement year (MY) 2020 Healthcare Effectiveness Data and Information Set (HEDIS®) Controlling High Blood Pressure (CBP) measure medical record review, a trend was identified in which a documented BP was often missing because the patient was only seen via telehealth visits. For MY 2020, the CBP rate scored in the 25th percentile, with only 54% of members with adequately controlled blood pressure. The National Committee for Quality Assurance (NCQA) revised the CBP measure specifications in 2020 to allow providers to report patient-collected BPs from home monitoring devices. However, medical record reviews revealed low utilization of blood pressure cuffs by members and providers.

Blood pressure monitors are a **covered benefit** for GCHP members and serve as a valuable tool for patient self-monitoring, reporting, and condition management in collaboration with their provider. The cuffs are available and may be supplied by local pharmacies or durable medical equipment (DME) suppliers with a prescription. Members may pick it up or have it delivered to their home address. The GCHP benefit covers one new home BP monitor every five years. Pharmacies and DME suppliers should submit a medical claim and use HCPCS Code A4670 (automatic blood pressure monitor).



# **SECTION 7:**

# November 2021: Great American Smokeout

# November 2021: Great American Smokeout

This year's Great American Smokeout, a day dedicated to encouraging people to quit smoking, is on Nov. 18. Learn more about the Great American Smokeout on the American Cancer Society website. Help members take an important step towards leading a healthier lifestyle and reducing their risk of cancer and other lung injuries.



## **SECTION 8:**

# Gold Coast Health Plan and AmericasHealth Plan Partner on Three-Year Medi-Cal Pilot Program

Nov. 1, 2021, was the first date of active enrollment in a three-year pilot program developed by Gold Coast Health Plan (GCHP) and Americas Health Plan (AHP). The pilot program gives up to 10,000 GCHP members the option of choosing AHP, a subsidiary of Clinicas del Camino Real, Inc. (Clinicas), as the administrator of their health care benefits. The program was approved by the state regulatory agencies that oversee Clinicas (the Department of Managed Health Care) and GCHP (the Department of Health Care Services).

Enrollees in the pilot program will have access to AHP's network of medical, dental, optical, preventive, specialty, ancillary, and institutional providers, including all of the facilities and providers within the Clinicas system. AHP will maintain access to GCHP's providers for pharmacy, transportation, and mental health services, and to its 24-hour advice nurse line. Though no additional Medi-Cal Benefits are available to enrollees, the pilot program was designed by AHP and GCHP to expand member choice and demonstrate improved health and quality outcomes from a Plan-to-Plan collaboration. GCHP is still contracted with Clinicas and the access for GCHP members not enrolled in the pilot will remain unchanged.

Full-benefit members who are interested in participating in the pilot must opt in by returning the provided AHP Selection Form (administrative and restricted members are not part of this pilot program). GCHP's Member Services team reviews, validates, and processes the opt-in forms and assigns the members to AHP. The assignment goes into effect on the first day of the month following receipt of the form. AHP will be issuing its own ID cards, Member Handbook, and Provider Directory to its assigned members. Members have the right to opt out of the pilot and return to their GCHP provider at any time by contacting GCHP's Member Services Department.

If you or your patients have any questions about the pilot program, please email ProviderRelations@goldchp.org or call Customer Service at 1-888-301-1228.

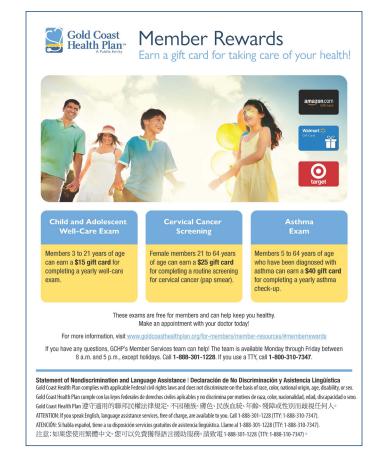
# **SECTION 9:**

# New Member Incentive Program Flyer

Gold Coast Health Plan (GCHP) recently created a flyer highlighting its three member incentive programs: Annual Well-Care Visit, Cervical Cancer Screening and Asthma Exam. This one-page flyer is a convenient promotional piece for use by provider offices as a reminder to GCHP patients of the available member incentive programs.

The flyer and member incentive forms can be found on the GCHP website under For Members > Member Resources > Member Rewards or by clicking here.

Thank you for helping GCHP members get rewarded for taking care of their health! For more information on the member incentive programs, contact the Quality Improvement Department at QualityImprovement@goldchp.org.



### **SECTION 10:**

# Health Education

# Help Gold Coast Health Plan (GCHP) Members with Asthma

Gold Coast Health Plan's (GCHP) goal is to help its providers gain compliance with their annual Managed Care Accountability Set (MCAS) scores by providing guidance and resources. The 2021 MCAS measure for Asthma Medication Ratio (AMR) assess "the percentage of members ages 5 to 64 who were identified as having persistent asthma and had a ratio of controller medications to total asthma medications of 0.50 or greater during the measurement year."

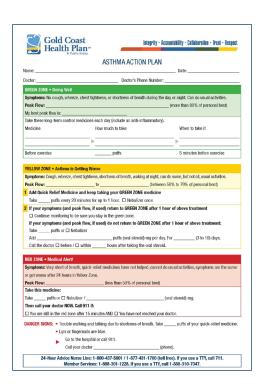
In 2021, GCHP conducted its annual Population Needs Assessment (PNA). Both quantitative and qualitative data findings were used to prepare the PNA objectives. Asthma was a measure included in the 2021 PNA, with the objective to "increase the percentage from 48.52% to 50.52% (2%) of members, 5-64 years of age with a diagnosis of persistent asthma, who had a  $\geq 0.50$  ratio of controller medications to total asthma medications during the measurement year" by Dec. 31, 2021.

GCHP has launched multiple projects to improve the health of its members with asthma through internal department collaboration and partnerships with external stakeholders. These projects include:

• Asthma Exam Member Incentive: This incentive offers members 5 to 64 years of age who have been diagnosed with persistent asthma a \$40 gift card to Target, Wal-Mart or Amazon for completing a clinic visit. This visit must include an asthma exam, a new or updated asthma action plan, and a review of asthma medication. The exam must be completed by Dec. 31, 2021. The Asthma Member Incentive Form is available on the GCHP website.



Asthma Action Plan: GCHP's Health Education
Department created a fillable asthma action plan for
members. Providers and members can download the
GCHP Asthma Action Plan in English and Spanish,
available on GCHP's Health Education webpage.



GCHP's primary care providers (PCP) will be receiving a packet in the mail with asthma action plan notepads and the asthma exam member incentive form to complete with GCHP members who have asthma.

# Talk to Youth About E-Cigarette Use

A recent Centers for Disease Control and Prevention (CDC) article took a look at the issue of youth e-cigarette use. About 1 in 5 high school students and 1 in 20 middle school students reported using e-cigarettes in 2020, according to the CDC. Now is an important time to help students and youth understand the serious health risks of using e-cigarettes.



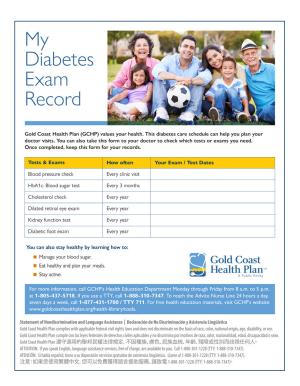
Compared with older adults, the brains of youth and young adults are more vulnerable to nicotine's harmful health effects. These include nicotine addiction and the potential reduction of impulse control, mood disorders, and poor attention and thinking skills.

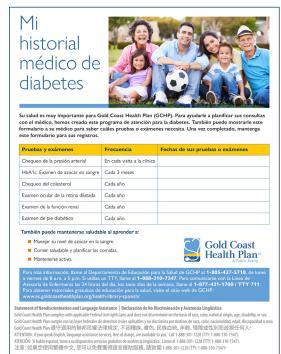
Many youth and young adults who use e-cigarettes also smoke regular cigarettes and use other tobacco products. Young people who use e-cigarettes may be more likely to smoke regular cigarettes later in life. E-cigarette use can also increase the risk for future addiction to other drugs. GCHP encourages providers to help members take an important step toward a healthier life and reduce their risk of cancer and other lung injuries. Smoking cessation resources are available in English and Spanish on the GCHP website.

Source: Centers for Disease Control and Prevention (CDC)

## November: Diabetes Awareness Month

November is Diabetes Awareness Month, and GCHP would like providers to encourage members to take an extra step in managing their diabetes. The Health Education Department will soon begin diabetes prevention outreach, which includes sending members a diabetes exam flyer.





GCHP Health Navigators can provide members with health education materials including online and community resources, diabetes education booklets, and offer telephonic or virtual classes such as the Chronic Disease Self-Management Program, available in English or Spanish.

For additional information or to request Health Education services, contact GCHP's Health Education Department at 1-805-437-5718, Monday through Friday from 8 a.m. to 5 p.m. (excluding holidays), or email HealthEducation@goldchp.org. You may download the Health Education Referral Form here.

## **SECTION 11:**

# Cultural and Linguistic Services

# 2021 Population Needs Assessment

In 2021, Gold Coast Health Plan (GCHP) conducted its annual Population Needs Assessment (PNA). Both quantitative and qualitative data findings were used to prepare the PNA objectives. An objective related to cultural competency awareness was included in the 2021 PNA report. This PNA objective states: "By Dec. 31, 2021, implement a provider cultural competency training and increase awareness by 2%."



# Cultural Competency Training in Health Care

GCHP is required to provide annual cultural competency training to staff, participating network providers and delegated entities. The training is mandated by the state Department of Health Care Services (DHCS) and the Centers for Medicare & Medicaid Services (CMS) to ensure staff, providers and delegated entities are meeting the unique and diverse needs of all members. All providers and GCHP staff must complete this training.

GCHP has launched a cultural competency online training as part of the PNA strategies. The training helps providers and staff work with vulnerable populations and increase awareness of the diverse health care needs of our members. To access the training, click here.

## Reminder!

Providers and their staff are required to complete a cultural competency training. Those who have already completed a cultural competency training will need to fill out the <u>Cultural Competency Training Acknowledgment</u> Form and submit it to GCHP's Cultural and Linguistic Services at CulturalLinguistics@goldchp.org.

# Cultural Competency Training and Resources

Gold Coast Health Plan

**Cultural Competency Training** 

U.S. Department of Health and Human Services' Think Cultural Health

A Physician Practical Guide to Culturally Competent Care

U.S. Department of Health and Human Services Office of Minority Health

The National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (The National CLAS Standards)



For additional information, trainings, and resources, visit the GCHP website or contact GCHP's Cultural and Linguistic Services Department at 1-805-437-5603, Monday through Friday from 8 a.m. to 5 p.m., (excluding holidays) or email CulturalLinguistics@goldchp.org.





# Provider Operations Bulletin

**NOVEMBER 2021** 

For additional information, contact Customer Service at 1-888-301-1228. Gold Coast Health Plan

711 East Daily Drive, Suite 106, Camarillo, CA 93010

www.goldcoasthealthplan.org