

## From the Desk of the Medical Director HEDIS Now Offers Benefits for HPSM Providers

It's hard to believe that another new year is upon us, but here it is! And with the new year comes the season when Health Plan of San Mateo (HPSM) gathers HEDIS information from physician offices.

As you may recall, HEDIS stands for Healthcare Effectiveness Data and Information Set. It comprises a series of data measures by which HPSM is evaluated every year. Our contracts with Medicare, Medi-Cal, Healthy Families, Healthy Kids and now ACE all use HEDIS to see how well HPSM is doing in providing timely preventive care and high-quality chronic care to our members.

### What does HEDIS mean for you?

HEDIS represents a number of important issues for our providers.

First is logistics. We cannot report

data if we cannot collect it. We rely on our dedicated providers to help us find the charts needed for review of selected HPSM members for HEDIS samples. When the HEDIS nurses call for appointments and come to your offices to scan records, please help them as much as possible. The more data we can find, the higher our performance. This reflects well on us and on our providers.

### Individual provider scores

Second, we have a new HEDIS vendor this year, Austin Provider Solutions. As part of our contract, we have arranged to obtain individual Provider Report Cards on the HEDIS measures for our primary care physicians. This way you can see how your office performed on each of the HEDIS measures applicable to your practice.



While individual practice numbers per sample are often small, measures generally combine administrative (claims) data with chart review data. Thus, these Report Cards should give you a snapshot of your practice performance on such things as immunizations, mammograms and Pap tests.

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## Online Tools Can Help You Connect with Culturally Diverse Patients

Many of you who serve a culturally diverse patient population know that delivering culturally responsive care is an ongoing learning experience. The Health Plan of San Mateo

(HPSM) supports provider office staff interest in learning how to communicate better with patients from culturally and linguistically diverse backgrounds.



Below are free online tools that HPSM recommends for provider staff education and training.

### ***Provider's Guide to Quality and Culture***

This guide includes sections on patient-provider interaction, health disparities, clinical outcomes for different cultural groups,

and how to deliver culturally competent care. Each section contains readings, exercises, provider-perspective audio clips and links to relevant websites. Tools are included to help provider offices provide high-quality services to multi-ethnic populations.

This guide is published by Management Sciences for Health and the U.S. Department of Health and Human Services (HHS). Just go to <http://erc.msh.org> and click on "The Provider's Guide to Quality & Culture" at the top left under "Quick Links."

### ***Think Cultural Health: A Family Physician's Practical Guide to Culturally Competent Care***

This online training, sponsored by the HHS Office of Minority Health, offers an online course with continuing education credits for physicians. Go to <https://cccm.thinkculturalhealth.org>.

## HEDIS Now Offers Benefits for HPSM Providers

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### **Higher HPSM scores may lead to higher reimbursement**

This year HPSM's performance on its HEDIS measures may affect the reimbursement rates we receive in our contracts. MRMIB (Managed Risk Medical Insurance Board), the state agency that contracts with us for Healthy Families, has already

begun discussing performance-based contracting. Medi-Cal and Medicare are beginning to explore it as well.

The higher our scores for HEDIS, the likelier it is that we will be given optimal payment rates. But HPSM cannot do this without the help of our committed providers who render care to our members.

Thanks in advance for your help

with HEDIS. We are always here to answer any questions you may have. Enjoy the springtime!



A handwritten signature in black ink that reads "Mary Giammona, M.D.".

Mary Giammona, M.D.

# CareAdvantage Provides New Member Benefits in 2009

In addition to coverage for doctor visits, hospital care, prescription drugs and other services, HPSM CareAdvantage is offering several new benefits this year, including:

## A free in-home health assessment

CareAdvantage members may now receive a one-time comprehensive in-home medical assessment without cost. The assessment, which is completed by a physician or nurse practitioner, includes a thorough chart review, a history, a physical evaluation, and mini mental health and depression surveys.

If you are a CareAdvantage PCP, you may receive a copy of a completed assessment for a CareAdvantage member. You may refer a member, or members can request an assessment in the same way by which they access all of their benefits—by calling the CareAdvantage Unit at **866-880-0606** or **650-616-2174**.

## Enhanced coverage of respite care

Qualifying members can now receive respite care by request. Caregivers may call the CareAdvantage Unit to ask for this benefit. When a request is received, HPSM's Care Coordination team will



screen the member for eligibility. If the member is approved, our respite provider will contact the caregiver to arrange an initial screening and to determine a plan of respite care. Members are eligible for up to 14 days of respite care every six months.

## Comprehensive dental coverage

CareAdvantage now offers a free dental benefit that covers diagnostic, preventive and restorative

dentistry. This includes oral surgery, endodontics/periodontics, crown and bridge work, and dentures. Delta Dental administers this benefit, and services are provided by its network of dentists. For more information, call Delta Dental at **877-580-1042**.

## 50 free taxi rides to health care services

Members who need assistance traveling to routine medical appointments may request to use their free taxi ride benefit. CareAdvantage will pay for up to 50 one-way or 25 round-trip taxi rides to medical appointments. Taxi rides must be authorized by CareAdvantage one business day before the day of assisted travel.

## 10 free meals after discharge from a hospital or nursing facility

CareAdvantage members who are in a qualifying hospital or nursing facility for three or more days can request to receive up to 10 free meals after discharge. To qualify, members must contact HPSM's CareAdvantage Unit within five business days after being discharged. Once authorized, one of HPSM's contracted meal providers will deliver two meals per day to the member for up to five days.

Read about the benefits from HEDIS. See the front page.

# Questions? Just Call!

## ***Assistance with Claims, Authorizations, Provider Contracts and General Information***

The HPSM staff is available to receive calls from office staff members who need administrative assistance with providing care to our members or who simply have questions. Please call us at the following numbers:

### **Claims department, 650-616-2056**

- Submitting claims
- Claims disputes—first level of review
- Status of a claim
- Claims inquiry forms (CIF)
- Payment Inquiries

### **Provider services, 650-616-2106**

- Participation request and status
- Fee schedule
- Contracting, credentialing and recertification
- Contracts and contract terms

- Capitation questions
- Change of access and availability
- Claims disputes—second level of review

### **Health services, 650-616-2070**

- Treatment authorization requests and status (TAR)
- Utilization management
- Pharmacy review
- Referral authorization for out-of-network specialists
- Clinical practice guidelines

### **Quality programs and interpreter services**

- Medi-Cal Pay for Performance program, **650-616-2169**
- Health Education, **650-616-2165**
- Interpreter Service Assistance, **650-616-2170**



### **Visit the “Who to Call” section of our online *Provider Manual***

For additional guidance and telephone numbers, please visit the “Who to Call” section of our *Provider Manual* on our website, [www.hpsm.org](http://www.hpsm.org).