



## Screening Patients At Risk for Food Insecurity

A study by the Second Harvest Food Bank indicates that approximately 1 in 4 individuals in San Mateo and Santa Clara counties is at risk of experiencing hunger. In low-income communities, food insecurity is rampant, which has significant health implications. A study

published in the *Journal of Health Affairs*, 2012, showed that when use of public food assistance decreases, hospital admissions among low-income individuals increases by 27 percent. Medical providers are on the front lines of interacting with patients who may be experiencing hunger. Clinic visits

can provide opportunities to screen and connect at-risk families and adults to the Second Harvest Food Bank for assistance.

### A 'Food Prescription Pad' that connects to food resources

Second Harvest Specialists do outreach daily at many settings in the community, including health clinics. Their aim is to reach patients at risk for hunger using a food prescription pad. The prescription pad connects patients to fresh fruits and vegetables, groceries, and the CalFresh program (food stamps). Specialists are available to offer in-service trainings for medical providers on how to screen patients and use the food prescription pad for referrals to a Second Harvest Specialist or the Food Connection Hotline. Specialists can provide on-site application assistance for CalFresh benefits and connect patients to programs such as Produce Mobile, Family Harvest

## Doctors and nurses are the best source of child-rearing advice for low-income parents.

[more on page 2](#) ➔

### In this issue:

**3** Cal MediConnect:  
Coordinated health care

**4** HPSM billing  
reminders

**6** Medi-Cal adult dental  
benefits now available

# Screening Patients At Risk for Food Insecurity

► continued from cover

(for families with kids 18 and under) and Brown Bag (for seniors who are disabled or are 55 and older).

## Two key questions

Doctors and nurses are the best source of child-rearing advice for low-income parents, according to the Silicon Valley Community Foundation, Parent Story Project, 2014. During a clinic visit, these two validated screening questions can be used to identify families who screen positive for food insecurity:

- Within the past 12 months, have you worried about whether food would run out before you got money to buy more?
- Within the past 12 months, did the food you bought not last and you didn't have money to get more?

For more information on how to receive food prescription pads and on in-service trainings, email Anna Dyer at [adyer@shfb.org](mailto:adyer@shfb.org). They look forward to partnering with you to advance your patients' health. Second Harvest serves over 250,000 people per month. The food bank provides free food distributions in San Mateo and Santa Clara counties, totaling 63 million pounds of food in the last fiscal year, of which 50 percent is produce.



**NUTRITION Rx** for: \_\_\_\_\_



Call Second Harvest Food Bank  
Llame al Banco de Comida Second Harvest

**1-800-984-3663**

**Second Harvest Food Bank is your local resource for people who need food and do not know where to start.**

Trained caring professionals will help you find nutritious food.

- Fruits and Vegetables
- Groceries
- Hot Meals

**CALL 1-800-984-3663  
Monday-Friday / 8:00am-5:00pm.**

It's easy, convenient, confidential and free.

**El Banco de Comida Second Harvest es su recurso local para personas que necesitan comida y no saben por dónde empezar.**

Profesionales entrenados y amables le ayudarán a encontrar comida saludable.

- Frutas y verduras
- Alimentos
- Comidas preparadas

**LLAME AL 1-800-984-3663  
Lunes-Viernes / 8:00am-5:00pm.**

Es fácil, conveniente, confidencial y gratuito.

Additional Comments / Comentarios Adicionales:

# Cal MediConnect Expands

The state Medi-Cal program and the federal Medicare program are partnering to promote coordinated health care delivery to seniors and people with disabilities who are eligible for both health insurance programs. This program for dual-eligible beneficiaries is called Cal MediConnect. It provides coordinated medical, mental health and long-term care benefits, in addition to home- and community-based services, through a single organized system.

Health Plan of San Mateo CareAdvantage Cal MediConnect (CA-CMC) includes nearly all Medicare and Medi-Cal benefits plus vision and nonemergency transportation benefits. CA-CMC members can call Health Plan of San Mateo (HPSM) for help with all of their health care needs.

Effective Jan. 1, 2015, about 7,200 HPSM CareAdvantage Dual Special Need Plan (D-SNP) members will passively

transition to the CA-CMC program. D-SNP members who are eligible to transition to CA-CMC received a 90-day letter prior to Oct. 1, 2014, notifying them of the transition that will occur on Jan. 1, 2015. In the following months, members received a 60-day letter with an opt-out form before Nov. 1, 2014, and a 30-day letter before Dec. 1, 2014.

Approximately 900 D-SNP members are not eligible for the transition to CA-CMC. These members have aid codes that are not part of the Cal MediConnect program, such as developmentally disabled members.

The benefits for both programs remain the same except for some differences in the vision and taxi rides benefits.



## Compliance

# Medi-Cal and CareAdvantage Prohibit Balance Billing

As a reminder to our providers, the CareAdvantage and Medi-Cal programs prohibit seeking compensation for covered services from members. This applies even when Health Plan of San Mateo (HPSM) does not provide payment

or if HPSM were to become insolvent, be dissolved or declare bankruptcy. Debts owed by the health plan for covered services may not be billed to a member.

Providers may offer services that are not covered by the health plan and

may bill and collect for such services. In doing so, however, providers must give members notice—prior to treatment—that the service is not covered by the health plan and inform them of their financial responsibility for the service.

# HPSM Billing Reminders



## Valid NDC required in Claims for Physician-Administered Drugs

Health Plan of San Mateo (HPSM) providers are required to include a valid national drug code (NDC) in claims submitted for physician-administered drugs (PADs). This HPSM requirement became effective April 15, 2014. Claims submitted without a valid NDC will be denied for missing this required data element.

## Direct Reimbursement for Vaccines for HPSM CareAdvantage Members

Most vaccines for Medicare beneficiaries are covered under the Medicare Part D benefit. The Centers for Medicare & Medicaid Services (CMS) categorizes vaccines such as Zostavax, Vaqta and Menactra under Part D. HPSM covers many vaccines without any restrictions, including Zostavax. Providers can find the list of covered vaccines in the CareAdvantage formulary. HPSM urges

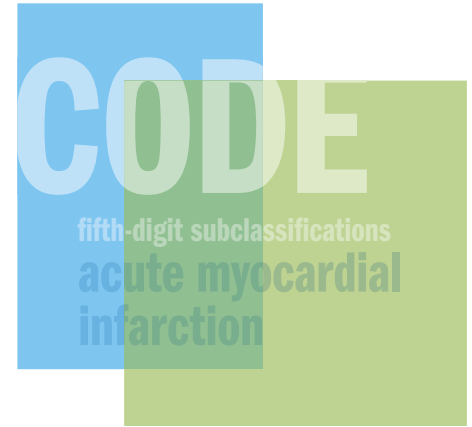
physicians to provide vaccines in their offices to eliminate any safety concerns.

HPSM recently re-established the billing mechanism to allow direct reimbursement for Part D vaccines administered to CareAdvantage members. Direct reimbursement prevents the need to bill members more than their co-pay. HPSM will reimburse physician offices for the drug cost and the administration fee.

To request reimbursement for covered vaccines:

1. Call Provider Services at **650-616-2106** to determine the appropriate co-payment amount for Part D vaccines.
2. Fill out a HCFA 1500 Claim Form. Include the NDC number of the vaccine and Code 90471 for the administration procedure.
3. Fax the completed claim form to HPSM's Pharmacy Services at **650-829-2045**.

Reimbursement will be received from HPSM. Please allow approximately two weeks for claims processing.



## ICD-9-CM Code Requirement

As outlined by the Centers for Medicare and Medicaid Services (CMS), HPSM requires providers to use ICD-9-CM diagnosis codes with the highest number of digits available (highest level of specificity). To follow this requirement, a three-digit code is to be used only if it is not further subdivided. Where fourth-digit subcategories and/or fifth-digit subclassifications are provided, they must be assigned. A code is invalid if it has not been coded to the full number of digits required for that code. For example, acute myocardial infarction, code 410, has fourth digits that describe the location of the infarction (e.g., 410.2, of inferolateral wall) and fifth digits that identify the episode of care. It would be incorrect to report a code in category 410 without a fourth and fifth digit. Failure to comply with this requirement may result in claim denials.

# HPSM's New Telephonic Interpreter Services Update

We are pleased to announce the start of a new telephonic interpreter vendor through Certified Language International. Starting in September, Health Plan of San Mateo (HPSM) transitioned from Pacific Interpreters to Certified Language International for all of HPSM telephonic interpretation. For patients with limited English proficiency, HPSM offers three types of interpreter services to help you communicate effectively with your patients. These services are free and meant to improve the quality of care provided to HPSM members.

## 1 Telephonic Interpreters

You and your office staff can access a telephonic interpreter through Certified Language International, 24 hours a day, 7 days a week, by conducting the following:

- I. Call Certified Languages International at **1-800-225-5254**.
- II. The customer service associate (CSA) will prompt you for the following:
  - a. Access code: 841502
  - b. Language needed
  - c. Office name
  - d. Member name and date of birth
- III. You will be placed on hold briefly,



and connected to an interpreter in less than 30 seconds.

## 2 In-Person Interpreters with Prior Authorization

In-person interpreters are available to HPSM members for appointments that address certain complex medical needs. Prior authorization is required to determine if an in-person interpreter is necessary given the nature of a medical visit. Some examples of appointments that would be approved for an in-person interpreter are:

- I. End-of-life issues
- II. Sexual assault/abuse issues or other sensitive issues
- III. Complex diagnoses, treatments, and procedures (cancer, chemotherapy, transplants, etc.)
- IV. Other conditions by exception as determined by the Medical Director

Request an in-person interpreter at least one week in advance prior to an appointment for guaranteed service.

An in-person interpreter request form must be completed and emailed to **HealthEducationRequest@hpsm.org** or faxed to HPSM's Health Education at **650-616-8235**.

## 3 Sign Language Interpreters

If an HPSM member needs a sign language interpreter, please contact HPSM's Member Services Department at **1-800-750-4776**. A Member Services representative will ask you for information about the member's appointment and schedule a sign language interpreter to be present for the appointment date/time. You need to call Member Services at least three days in advance of an appointment.

Family and friends are not recommended to act as interpreters. We advise against relying on their skills to convey medical information accurately. Only professionally trained interpreters should be used for patient-provider interpersonal communication. If you have questions about interpreter services, call Health Education at **650-616-2165**.

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## Quick Reference Guide



HPSM Provider Services  
650-616-2106

HPSM website  
[www.hpsm.org](http://www.hpsm.org)

Telephonic Interpreter Services.  
See page 5. ▶

# Medi-Cal Adult Dental Benefits Re-established May 1, 2014

Nearly five years after the California Department of Health Care Services eliminated dental benefits for adults in the Medi-Cal program, some benefits were restored on May 1, 2014.

Denti-Cal is the dental insurance program for Medi-Cal members. Health Plan of San Mateo (HPSM) Medi-Cal members can go to any dentist who accepts Denti-Cal. To find Denti-Cal

dentists in their local area, members can call the Denti-Cal toll-free line at **1-800-322-6384** or go online to the Denti-Cal website at [www.denti-cal.ca.gov](http://www.denti-cal.ca.gov).

Adult dental benefits cover the following services:

- Exams and x-rays
- Cleanings
- Fluoride treatments
- Fillings

- Root canals for front teeth
- Prefabricated crowns
- Full dentures
- Other medically necessary dental services

### For adults without dental insurance

For providers interested in maintaining information on dental resources in San Mateo County for patients without any type of dental coverage, the following clinics offer services on a sliding fee scale or for free depending on the clinic:

### Resources in San Mateo and San Francisco counties

Sonrisas Community Dental Center, for residents in Coastside region only

**650-726-2144**

Dental Hygiene Clinic at Foothill College, Los Altos

**650-949-7335**

Dental Clinic at University of California, San Francisco

**415-476-3276**

San Mateo County Dental Society, for referrals to dentists that might accept adults without insurance

**650-637-1121**

