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2017: Less Paper, Faster Payment, More Value

By Pat Curran, HPSM Deputy CEO

HPSM has several initiatives in 2017 aimed at reducing the amount of time you spend on administrative tasks so that you can focus your energy on patient care.

1 Want Faster Payment? We simplified the form to sign up for Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) and posted it on our website. EFT sends claims payments directly to your bank account so you get paid faster. ERA makes it easier to access and reconcile payment information. We expect to have every provider on EFT/ERA by year's end!

2 Want Easy Access? We will update and enhance our provider portal later this year to have a single sign-on for many services, including:

- Member Eligibility Status
- Remittance Advice Files
- Claims Status
- Authorization Entry
- Authorization Status
- Pay-for-Performance (P4P) Reports
- PCP Member Rosters

3 Want to Easily Find Other Providers? Online Provider Search will make it easy for you, your staff and your patients to find HPSM network providers. Expect this feature on the HPSM website by mid-year.

Look for more updates in upcoming issues of *HealthMatters MD*.



Pat Curran has been the Deputy Chief Executive Officer of HPSM since July 2016. Before that, he was the CEO of CareOregon, a nonprofit community-based health plan in Portland.



From the desk of
Maya Altman,
HPSM CEO

Dear HPSM Providers,

HPSM is proud to celebrate our 30th anniversary in 2017. Through the years, our community and providers have demonstrated a commitment to expanding access to care through programs such as the Access and Care for Everyone (ACE) Program, Healthy Kids, California Children’s Services (CCS) and the Coordinated Care Initiative (CCI). We know that we can only attain our vision of a healthy community for everyone through the work of our dedicated providers.

As we enter our 30th year, the country has a new President and there is much discussion about potential changes to the Affordable Care Act. We will continue to advocate for our members and our community, and address the future with the same spirit of collaboration that is so unique to this community. As we hear of potential changes that may affect access to care and coverage for our members, we will keep you informed.

Thank you for the critical contributions you make each day to the health of our members and our community.

Sincerely,

Maya Altman,
Chief Executive Officer, HPSM

HPSM Members Rank our Medicare-Medicaid Plan Third Best Nationwide on CMS Survey

In 2016, the Centers for Medicare & Medicaid Services (CMS) ranked HPSM’s Medicare-Medicaid Plan among the top three in the nation out of 40 plans. The ratings are based on the annual Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey, which asks respondents to evaluate the quality of their healthcare experiences. The survey covers access to care, providers’ communication skills and other measures that are important to healthcare consumers. HPSM scored a total of 88 out of 100 points, and shared the third place spot with three other health plans.

We couldn’t have realized this achievement without our network providers’ professionalism and commitment to quality care, so we thank and congratulate you.

CareAdvantage CMC

RANKED

★ **THIRD BEST** ★

NATIONWIDE

on a 2016 survey by

Centers for Medicare & Medicaid Services

Ratings based on consumer feedback about their healthcare experiences.

Meet HPSM's Provider Services Representatives

As an HPSM provider, you've probably interacted with our Provider Services Representatives (PSRs) during a field visit to your office or over the phone. As liaisons between HPSM and our network, PSRs help providers better serve our members by addressing issues ranging from claims and authorizations to grievances and HPSM procedural changes. They also answer providers' questions about HPSM and welcome their feedback so we can make working with us easier.

HPSM's Provider Representative Team includes:



Gary

Clarissa

Rhonda

Shania

Indy

Rhonda Bibbins—Provider Services Manager

"I enjoy working with a community of providers who genuinely care about their patients."

Years with HPSM: 2

Rhonda oversees the department's day-to-day operations while ensuring that HPSM maintains and develops a high-quality network that meets our members' needs. She mentors the PSRs by helping them resolve a variety of issues, from routine to complex.

Rhonda.Bibbins@hpsm.org

650-616-2100

Shania Dupanga

"Providing service and assistance to providers inspires me."

Years with HPSM: 17

Territory: Central San Mateo County

shania.dupanga@hpsm.org

650-616-2104

Clarissa Rivera

"I take great pride in knowing that I'm part of a department that assists our providers."

Years with HPSM: 7

Territory: North San Mateo County

Clarissa.Rivera@hpsm.org

650-616-2105

Gary Spitz

"I enjoy solving providers' problems so they can better serve our members."

Years with HPSM: 1½

Territory: Onsite at HPSM, specializing in support for member billing and the provider portal

gary.spitz@hpsm.org

650-616-2889

Yndira (Indy) Lopez-Siordia

"I've met many great providers, and it's satisfying to know our members are well taken care of."

Years with HPSM: 12 (six months in PS)

Territory: South San Mateo County and San Francisco

Yndira.Lopez-Siordia@hpsm.org

650-616-2103

HomeAdvantage

Our new name for HPSM's Landmark program

HPSM recently renamed our Landmark program **HomeAdvantage** to more directly reflect the program's purpose. While the name has changed, the program hasn't. Members who choose to engage in the program still receive regularly scheduled home visits, urgent on-call treatment, 24/7 phone access to providers and the same level of care coordination. This integrated high-touch approach reduces hospitalizations and long-term care stays by helping members live at home—where they most want to be.



Why HomeAdvantage?

In sports, the “home advantage” is when a team competes on their home field or court, where they play most often and their fans cheer them on. This improves the team's chances of winning—just like our HomeAdvantage care teams help members win the healthy fight where they live.

✉ *For more information about HomeAdvantage and eligibility criteria for the program, see the cover story about Landmark in the Fall 2016 issue of HealthMatters MD or contact HPSM Provider Services at 650-616-2106.*

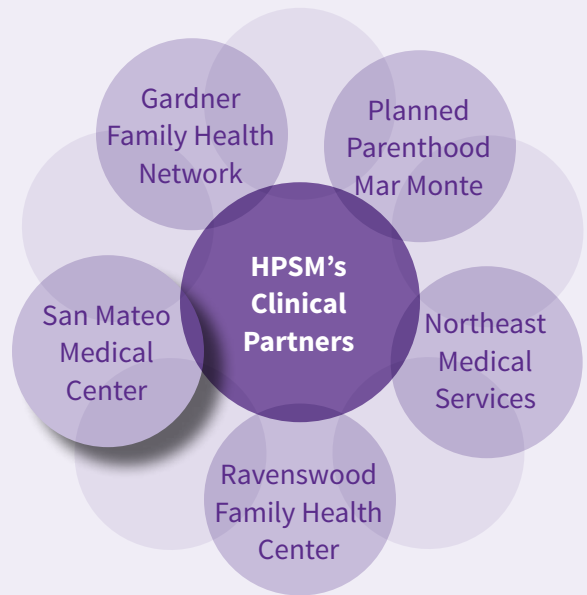
Clinical Partnership Program

Collaborating across organizations to improve care models

In October 2016, HPSM took a giant step toward improving our members' healthcare by teaming up with five primary care organizations on an innovative Clinical Partnership program. The strategic goal of this collaborative project is to share knowledge, learn from each other and ultimately develop care models that better serve our members. To do this, we meet periodically and attend regional and national forums on primary care best practices. This collaboration will help us design better care models for HPSM members and provider payment methods that strengthen our network.

All of these innovative organizations are already leaders in the development of primary care medical homes within their communities. They also participate in statewide initiatives to expand healthcare access to those who need it most.

The Clinical Partnership program will continue through early 2018, and we hope to bring on additional primary care partners over the next six months.



“This collaboration will help us design better care models for HPSM members and provider payment methods that strengthen our network.”

*– Pat Curran,
HPSM Deputy CEO*

Simplifying Medical Record Retrieval

HPSM and our vendor partners routinely ask our providers for patient medical records throughout the year. We request these medical records out of necessity and for various reasons: most commonly, to comply with state and federal reporting requirements, investigate potential quality incidents and perform claim trend analyses. But the number of medical record requests can end up seeming excessive to some providers.

We know this can be frustrating—because many of you have told us so. We hear you, and are working to improve our system. We will update you on our progress in future issues of the newsletter, and ask that you be patient with us while we improve our internal processes.



Overcoming Language Barriers

#2 in Our “QI Toolkit Spotlight” Series

In the Fall issue of *HealthMatters MD*, we introduced HPSM’s Provider Quality Improvement (QI) Toolkit and said we’d spotlight specific Toolkit items in subsequent newsletters. In this issue, we cover our **Tips for Communicating Across Language Barriers** from the Language Services module, which is designed to help our providers communicate with Limited English Proficient (LEP) members.

LEP members may have difficulty understanding both spoken and written English (such as educational materials, prescription bottles, appointment cards and consent forms). The Tips for Communicating Across Language Barriers are designed to help you and your staff compensate for these communication challenges. They include:



- Tips to Help You Identify a Member’s Preferred Language:** You can request a free poster from HPSM that lists common languages in their native alphabets. Hang it on your office wall so you can ask LEP members to point out their preferred language.
- Tips to Document Patient Language Needs:** Document LEP members’ preferred languages in all paper and electronic records. Use color-coded stickers corresponding to different languages (e.g., orange for Spanish, green for Russian) to indicate when a member requires an interpreter.
- Tips to Overcome Language Barriers:** Use simple words, avoid jargon, speak slowly and repeat important information. Ask the member to explain their understanding of what you said, and provide educational materials in the member’s preferred language.
- Tips for Working with Interpreters:** Choose the same interpreter for multiple appointments to build rapport and make the patient feel more comfortable disclosing private health details. Invite the interpreter to ask questions so they can understand and accurately convey what you say to the member.

The Language Services module of HPSM’s Provider QI Toolkit contains more information about how to communicate across language barriers. The Toolkit is posted on the Provider portal of hpsm.org under the Provider Resources section. For questions about the Toolkit, please call **650-616-2165**.

Up to **20** Free Weight Watchers® Classes for HPSM Members

HPSM wants to help you help your patients lose weight by offering up to 20 free Weight Watchers® meetings. These supportive and fun group meetings help people lose weight with:

- Encouraging, experienced leaders who've succeeded with the Weight Watchers® system
- Weekly discussion topics that motivate people to reach their goals
- Confidential weekly weigh-ins that track participants' progress

Weight Watchers® does not require participants to eat any particular foods. Participants can eat real meals and snacks that they like and still lose weight. Numerous medical studies* have shown that Weight Watchers® effectively helps participants lose unwanted pounds and maintain a healthy weight.

To qualify, members must:

- Be enrolled in HPSM's Medi-Cal, CareAdvantage or HealthWorx program
- Be at least 18 years old
- Have a BMI >25
- Commit to attending weekly meetings and making healthy changes in eating and exercise habits

* health.usnews.com/best-diet/weight-watchers-diet



✉ Tell interested patients to call our Health Education Line at **650-616-2165**. An HPSM staff member will tell them if they qualify, answer their questions about the program and find Weight Watchers® meetings near their home.

HealthPlan OF SAN MATEO

Claim No. 12345

Did you know?

HPSM processes thousands of claims per day

HPSM strives to pay claims as quickly as possible so our providers can focus on delivering high-quality healthcare to our members. Here are some stats that show how we're doing:

7,000
Average number of claims processed per day

11 days
Average claims payment turnaround time

98%
Claims paid within 45 days

APPROVED

7000
CLAIMS PROCESSED

11 DAYS

98%
CLAIMS PAID

HPSM's Fluoride Varnish Program

An Easy Way for You to Combat Childhood Tooth Decay

Tooth decay is the single most common chronic childhood disease. It affects more than half of kindergarten-age children and nearly two-thirds of third graders in California, and is especially common among disadvantaged youth. Without intervention, childhood tooth decay can result in prolonged pain, infection, impaired speech, inability to concentrate, missed school, hospitalization and primary tooth loss.



Fluoride varnish is a simple and effective way to prevent childhood tooth decay. It can be applied by physicians, nurses and supervised medical assistants with minimal training in less than three minutes, and no special dental equipment is required. It is safe for babies and toddlers, and is most effective if applied right after the first teeth appear.

HPSM covers fluoride varnish as a Medi-Cal benefit for children under six years of age. The average child sees nine medical doctors before their first dental appointment. That means you and your staff are particularly well-positioned to protect young patients' dental health—and prevent the chronic problems caused by tooth decay.


Ordering and billing information

The Dental Health Foundation sells fluoride varnish as prepackaged single-doses. HPSM providers receive a special discount. To order fluoride varnish, visit dentalhealthfoundation.org/fluoridevarnish and write "Sales Code: HPSM" on your order form.

Procedure	Billing Code	Rate
Fluoride Varnish Application	D1206	\$18 per application (maximum three times per 12 months per member)

Order free brochures for your office

HPSM's brochure, "A Caregiver's Guide to Fluoride Varnish," explains the benefits of fluoride varnish in simple, straightforward language that parents and other child caregivers can easily understand. To order copies at no charge for your office, contact HPSM's Health Educator at **650-616-2893** or Karen.Licavoli@hpsm.org.

 **For more information:** Take the Child Health and Disability Training Dental Training at dhcs.ca.gov/services/chdp/Pages/FluorideVarnish.aspx

Sending mail to HPSM?

Be sure to use the right address

In December 2015, HPSM moved our offices from 701 Gateway Boulevard to **801** Gateway Boulevard. That means our year-long official postal service mail forwarding service ended recently, so mail that is sent to our old address could take considerably longer to reach us. To ensure that we receive your mail without delay, please address all HPSM correspondence to:



Health *matters* MD



Winter 2017

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And much more inside...