

HEALTH *matters* MD

A periodic newsletter for Health Plan of San Mateo (HPSM) network providers
HPSM is a non-profit community health plan that manages the health care of over 135,000 members, including all Medi-Cal eligible residents in San Mateo County

Volume 1 | 2022

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MEET HPSM'S NEW CHIEF EXECUTIVE OFFICER (CEO) — PATRICK CURRAN

Hello HPSM providers! It is my honor to lead HPSM as its CEO. I strongly believe in our mission to make sure that “Healthy is for everyone” and would like to share with you a few of the goals we have to make sure that remains true.



1. **Continue working closely with San Mateo County Health.** Right now, HPSM is working with the County to make sure all members have access to COVID-19 vaccines and testing. This year, we will also be strengthening our efforts with the County to provide extra support to our most at-risk members, such as those experiencing homelessness or who are often in the hospital, as part of the State's new CalAIM initiative. We will work to connect these members with services to help them find and keep a safe home environment, get nutritious meals and more.
2. **Improve access to dental care through the new HPSM Dental program.** Combining dental care with medical and behavioral health care can help make sure our members are able to achieve better overall health. To learn how oral, physical and mental health support one another, visit www.hpsm.org/dental-integration.
3. **Focus on the needs of HPSM providers to ensure that you have the tools and support to serve our members.** We will continue to engage providers in joint learning collaboratives, streamline administrative processes, deliver timely and useful information, and with your partnership, reduce health disparities in our community.

I am committed to working closely with my HPSM colleagues every day to stay true to these goals. I am also dedicated to ensuring that you, our providers, have the support you need from HPSM to keep our members healthy.

Pat Curran

INTRODUCING HPSM'S NEW DIRECTOR OF PROVIDER SERVICES, LUARNIE BERMUDO

HPSM is delighted to introduce our new Director of Provider Services, Luarnie Bermudo, MPH, MS. As Director of Provider Services, Luarnie leads the department's efforts to ensure a strong provider network that offers quality care to our members.

Luarnie's previous leadership and expertise as our Provider Contracting and Oversight Manager set her up well for success in this new role. During her past two years with the Provider Services team, she took on increasing levels of responsibility and made significant improvements to HPSM's credentialing, contracting and regulatory processes. She is passionate about serving our San Mateo Provider Community, and has extensive experience working with community-based partners. Her past roles include managing several HPSM strategic initiatives that focused on Social Determinants of Health (SDoH).

Prior to HPSM, Luarnie served as the Director of Transitional Care Services for Homebridge (2016-2018), and the Director of HIV/AIDS Services and Health Homes for Dominican Sisters Family Health Services in the Bronx, NY (2008-2015). She holds a Master of Public Health (MPH) degree in Epidemiology from Eastern Virginia Medical School, a Master of Science (MS) degree in Interdisciplinary Sciences from the New York Touro College of Osteopathic Medicine and a Bachelor of Science (BS) degree in Biology (Psychology Minor) from Old Dominion University. Luarnie lives in San Mateo with her son Gabriel and husband Marcus.



WELCOME NEW CALAIM PROVIDERS!

The transformative California Advancing and Innovating Medi-Cal program (or CalAIM) launched on January 1, 2022 across the state of California. HPSM is excited to welcome several new providers to our network as part of this launch. CalAIM supports those with the most complex needs by offering a “no wrong door” approach to members in need. As part of the first phase of the program, HPSM has contracted with providers to offer new services to Medi-Cal beneficiaries that were not previously covered by insurance. These services fall into two categories:

Enhanced Care Management (ECM) is a new Medi-Cal benefit offering comprehensive care management services for our highest needs members. ECM is a high-touch model of care including in-person services. The program assigns a lead care manager to each eligible member and addresses both medical and social needs.

Community Supports are optional services that HPSM has elected to offer, designed to improve health outcomes and quality of life for eligible Medi-Cal and CareAdvantage members. We are currently offering seven of these services — including things like housing navigation and medically tailored meals — which help members receive care in community settings instead of higher acuity settings like long-term care.

HOW CAN I LEARN MORE?

Read more about these services and the fantastic new providers who have joined our network to provide them at: www.hpsm.org/provider/calaim-at-hpsm.

Want to find out if your patients are eligible for one of these new services, and refer them?

1. Check out the “Eligibility Details” section under both Enhanced Care Management and Community Supports, to see if your patient is eligible.
2. If they are, you can submit a prior authorization for services to HPSM — see this link for instructions: www.hpsm.org/docs/default-source/provider-services/calaim/ecm-and-cs-provider-list-and-authorization-tips.pdf?Status=Temp&sfvrsn=f58808b3_2.

WHAT COMES NEXT?

A series of initiatives under the CalAIM umbrella will be rolling out over the coming years.

To learn more about CalAIM, please visit www.dhcs.ca.gov/CalAIM/Pages/calaim.aspx.

You can also read more in *HEALTHmattersMD* Volume 4, 2021, available here: <https://tinyurl.com/2p8tcrc3>.

HPSM's NEW DENTAL DIRECTOR: MICHAEL OKUJI, DDS



Michael Okuji, DDS, MPH, MBA has joined HPSM in the newly created Dental Director position. Dr. Okuji spearheads HPSM's dental integration program, which is designed to increase access for members, support providers and develop medical-dental integration programs that will improve the health of San Mateo County's Medicaid population.

Dr. Okuji is an experienced practitioner, educator and healthcare leader. He comes to HPSM from the University of California, San Francisco School of Dentistry, where he was the Director of Community Based Clinical Education. He served as Group Practice Director at the UC Los Angeles School of Dentistry, Dental Director at Delta Dental of Colorado and Managing Dental Consultant at Delta Dental of California.

He maintained a private practice in downtown San Francisco for many decades. He is the editor of two books: “Dental Practice: Get in the Game” and “Dental Benefits & Practice Management”. His third book, “Dental Careers in the 21st Century”, is set to be published in 2022.

Dr. Okuji earned his Doctor of Dental Surgery (DDS) degree at the Arthur A. Dugoni School of Dentistry, his Master of Public Health (MPH) degree from UC Berkeley and his Master of Business Administration (MBA) degree at UCLA. He is a member of the San Mateo County Dental Society and the National Dental Association.

“We are pleased Dr. Okuji has joined the team,” says Patrick Curran, HPSM's Chief Executive Officer. “He is uniquely qualified to understand the challenges dentists face in providing quality dental care.”

PROVIDER RESOURCES

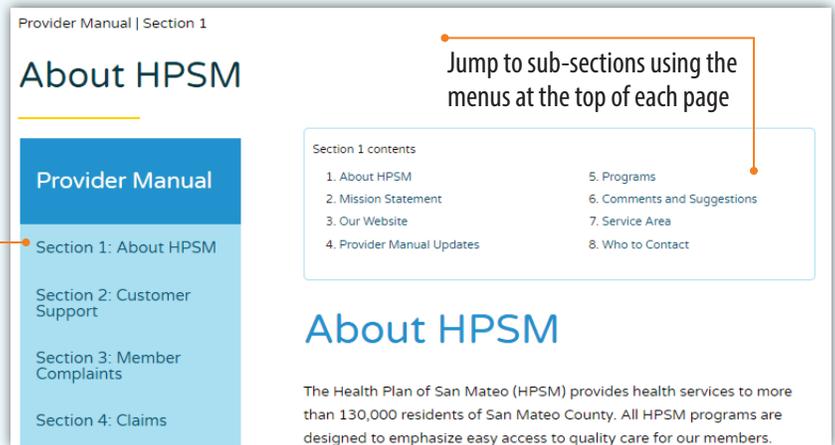
NEW SEARCHABLE, DIGITAL PROVIDER MANUAL

One of HPSM's primary goals is to support our providers with the resources they need, when they need them. Our Provider Manual is one of our main tools for providing you with important information about health plan policies and procedures, contact information and more.

That's why we're excited to announce that we've completely redone our 2022 Provider Manual, updating it from a downloadable PDF to a searchable online resource. You'll find the new and improved Provider Manual at www.hpsm.org/provider-manual. We've given it a new look and some new features:



Quickly get to any section with a single click



You can also find information by typing keywords into HPSM's website search bar, which will give you results that include Provider Manual pages. Or you can download a printable PDF of the entire Provider Manual.

What else is new? Make sure to review the new 2022 Provider Manual for important updates relevant to:

Medi-Cal Rx Carve Out

On January 1, 2022, outpatient pharmacy benefits for Medi-Cal members transitioned from HPSM to fee-for-service (FFS) Medi-Cal. Learn more about how the Medi-Cal Rx Carve Out affects your office and members in *Section 6: Ancillary Services* under "Pharmacy Benefits." www.hpsm.org/provider-manual/ancillary-services

HPSM Dental

Have you heard? HPSM now covers dental benefits for our Medi-Cal and CareAdvantage members. See *Section 1: About HPSM* under "Programs" for important information — including how to refer members or find in-network dental providers. www.hpsm.org/provider-manual/about-hpsm

CaAIM

Our network welcomes new types of providers through California's CaAIM initiative. Learn more about CaAIM on page 3 of this newsletter, and see *Section 6: Ancillary Services* under "Enhanced Care Management" and "Community Supports" for more details. www.hpsm.org/provider-manual/ancillary-services

CHECK OUT HPSM'S UPDATED ONLINE HEALTH TIPS

HPSM has a vision that *Healthy is for everyone*. To help bring that vision to life, we have updated our Health Tips webpages with new information and a new look. Each Health Tips page is an easy-to-use guide that covers a topic and links to more online resources. The Health Tips webpages cover many topics, including:



Chronic health issues
such as diabetes, asthma,
breast cancer and more



Preventive care basics
like the value of health
visits and vaccines



Healthy living advice
on exercise, nutrition and
weight management



Information for
children, teens, older
adults and pregnancy

► Refer your patients to HPSM's online Health Tips for information on a wide variety of health concerns! They can be found at www.hpsm.org/health-tips.

NEW HEALTH LITERACY AND CULTURAL COMPETENCY WEBPAGES FOR HPSM PROVIDERS

HPSM is committed to supporting our network providers with tools to ensure culturally appropriate services. At the individual level, cultural awareness will ensure that HPSM members — your patients — feel heard, understood and supported in their healthcare experience. At the community level, culturally informed care can help reduce racial and ethnic disparities in health care.

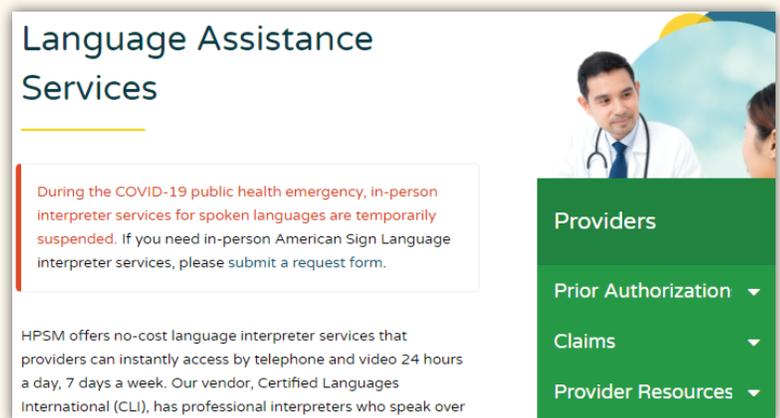
We have recently updated our website with new resources so our providers can learn more about cultural competency, cultural humility, and how to help empower members to understand diagnoses and treatments. Some of these new resources include:

LANGUAGE ASSISTANCE SERVICES

www.hpsm.org/provider/language-services

As an HPSM provider, you have access to interpreter services and other tools to help you serve a population with diverse language preferences. We've revamped our language assistance services pages with new information and tools — be sure to check them out!

In addition to these new resources, HPSM has begun hosting a series of cultural awareness webinars focused on different member subpopulations. We'll post these to HPSM's Provider Learning Lab. The first webinar in this series is about Black History Month: watch it at www.hpsm.org/provider/learning-lab#jump-bhm.



HEALTH LITERACY

www.hpsm.org/provider/health-literacy

Communicating health information clearly and in terms that members can understand is critical to health outcomes. Find some practical tips and tools for doing so here.

CULTURAL HUMILITY AND CULTURAL COMPETENCY

www.hpsm.org/provider/cultural-competency

Increasing cultural awareness and humility has been proven to reduce racial and ethnic disparities in health care. Review our cultural humility and competency resources and learn how to use them in your practice today.

GET PAID FOR ACEs SCREENING

Medi-Cal contracted primary care and behavioral health providers can get \$35.67 per patient they screen for Adverse Childhood Experiences (ACEs) through **ACEs Aware**. This Proposition 56 funded initiative from the Department of Health Care Services (DHCS) and University of California aims to identify and treat trauma-induced toxic stress in children and adults. Early detection and intervention are critical to improving health outcomes and practicing trauma-informed health care.

To become eligible for payments, complete the free online training at www.acesaware.org, where you can also learn more about the clinical benefits of ACEs screening and payment

For more support, visit First 5 San Mateo County's website at www.first5sanmateo.org/adverse-childhood-experiences, which includes resources to help with onboarding, incorporating ACEs screening into your practice and networking with local providers. You can also watch providers' video testimonials about how being "ACEs aware" benefits their patients and practice.

THE IMPACT OF ACEs

- More than 60 percent of Californians have had at least one ACE
- Over 16 percent of Californians have experienced four or more ACEs
- ACEs are associated with dramatically increased risk for nine out of the ten leading causes of death in the U.S.

OVER 95% OF SNF RESIDENTS ARE FULLY VACCINATED

Since the start of the COVID-19 pandemic, residents of skilled nursing facilities (SNFs) have been one of the highest-risk populations. During much of the pandemic, over half of San Mateo County's COVID-19 deaths have occurred in congregate care facilities, reflecting a nationwide trend. SNF residents are especially vulnerable to COVID-19 because they are often older with chronic health problems that make them both more susceptible to viral infection and severe health reactions.

The good news is that over 95% of residents and staff in San Mateo County's SNFs are now fully vaccinated and boosted. In some facilities, 100% of residents and staff are fully vaccinated. Thank you and congratulations to our hardworking local health care partners for your inspirational dedication to protecting HPSM's members and the community! Our heartfelt appreciation goes out to these SNFs:

	Atherton Park Post Acute	Brookside Skilled Nursing	Burlingame Skilled Nursing	Carlmont Gardens	Linda Mar Rehabilitation
	Millbrae Care Center	Pacifica Nursing & Rehab Center	Peninsula Post-Acute	San Bruno Skilled Nursing	AHMC Seton Coastside SNF

Since the emergence of COVID-19, HPSM has focused on supporting SNFs so they can effectively protect HPSM's most at-risk members. Our efforts include:

- **Launching a virtual Nursing Facility Learning Collaborative** to share best practices on infection control, create a forum for peer learning and identify specific needs
- **Supporting "cohorting" patients within and between congregate care settings** so that residents can be safely grouped at designated buildings, or within an area of a building, based on whether they are COVID-19 negative, positive or unknown
- **Designating multiple SNFs as Centers of Excellence (COE)** for specializing in post-acute care for COVID-19 patients

CALL TO EXPAND HIV AND SYPHILIS TESTING FOR PREGNANT WOMEN

San Mateo County Health and the California Department of Public Health (CDPH) request your assistance in responding to alarming increases in congenital syphilis and perinatal HIV transmissions in California. San Mateo County has already seen one case of congenital syphilis in 2022, saw three cases in 2021, and one each in 2020 and 2019. Prior to 2019, the most recent case of congenital syphilis in San Mateo County was in 2015. San Mateo County is now considered one of California's many high-morbidity congenital syphilis counties.

Perinatal HIV transmission and congenital syphilis can be prevented with timely testing and treatment. However, a common risk factor is receiving late or no prenatal care. Expanding HIV and syphilis testing and treatment beyond prenatal care clinics to other settings serving women at elevated risk for HIV and syphilis will reduce transmission rates.

Please implement CDPH's recommended screening, treatment and prevention recommendations for congenital syphilis and perinatal HIV: <https://tinyurl.com/yphpy65a>. Of particular importance to preventing congenital syphilis are the 28-32 week gestation syphilis serology and Emergency Department-based syphilis screening of pregnant women. For more information, see California's guidelines at <https://tinyurl.com/4uthpscz>.

REMINDER: MAINTAIN DOCUMENTATION OF MEMBER SCREENINGS

Behavioral health screenings are a critical component of primary care. To proactively manage members' health, primary care providers (PCPs) contracted with HPSM are required to maintain documentation of behavioral and mental health screenings.

Please ensure you maintain medical record documentation of behavioral health, mental health and other related screenings, along with any follow-up steps that may have been taken. This includes behavioral health counseling interventions for alcohol misuse for members 18 years and older that are required by the State of California.

For more information, please visit the following websites:

- Agency for Healthcare Research and Quality: <https://tinyurl.com/mryj9kpf>
- Department of Health Care Services: <https://tinyurl.com/muzfxdvh>
- United States Preventive Services Taskforce: <https://tinyurl.com/48bnzkf7>

PCP HIGHLIGHT: SAN BRUNO PEDIATRICS

It's been three years since HPSM launched the Medi-Cal Primary Care Benchmark Pay-for-Performance (P4P) Program. To celebrate, we're highlighting San Bruno Pediatrics, a provider that has excelled at nearly every quality measure in the program. As a result, they will receive more than double their base capitation payments in quality and access bonuses. Led by Dr. Maria Abunto, San Bruno Pediatrics is one of our highest-performing pediatric practices in the following measures:

AMR: Asthma Medication Ratio	CIS-10: Childhood Immunizations	CDF: Depression Screening
FLU: Seasonal Flu Vaccine	IHA: Initial Health Assessment	IMA-2: Adolescent Immunizations
	SBIRT: Substance Abuse Screening	

HERE IS WHAT DR. ABUNTO HAD TO SAY ABOUT HOW SAN BRUNO PEDIATRICS ACHIEVED SUCH STELLAR RESULTS:

Q What key strategies do you think led to your clinic's success in the Benchmark P4P program? Can you talk about specific steps taken to drive the outcomes of your quality scores?

Our office's key strategy is first understanding the purpose of the HPSM Benchmark Program, which is about ensuring the health and wellness of a patient population — in this case our assigned patient panel.

eReports is one key tool in our success, since it provides us with the patient lists that became an integral part of our day-to-day activities. Office staff download, filter and distribute the lists amongst themselves on a monthly basis to prioritize patients who need services and reach out to them accordingly to schedule/reschedule appointments.

Another strategy we live by is to adopt the mindset of offering patients all the services they need (and are due for) if possible, at each encounter, keeping in mind that a person's circumstances may change at any time and they may not be able to access care in a timely manner in the future.

But again, first and foremost, I want to congratulate and acknowledge my office staff, as this endeavor would be impossible without their understanding and hard work.

Q What internal changes or workflows were required to operationalize this approach?

Keeping our answer to the first question in mind, staff are allotted time to pore over the lists each day and schedule or reschedule patients accordingly. A significant amount of time is devoted to ensuring that patients are up to date with their preventive care needs.

San Bruno Pediatrics successfully transitioned to Epic's Electronic Medical Record (EMR) system on January 25, 2021. Although the process was tough and the learning curve steep, we are now reaping the benefits of the transition to Epic, a fully integrated EMR. Epic affords us bidirectional exchange with the California Immunization Registry (CAIR), access to screening tools and metric tracking tools in its huge database, and the ability to create and print reports of our progress.

Q Did you find that efforts to improve quality in one measure led to quality improvements in other measures as well?

Absolutely. The measures are linked and each one has a bearing on the other, as the P4P program is for health and wellness in general.



► Learn about HPSM's Primary Care Value-Based Payment Program at www.hpsm.org/PCP-P4P

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 facebook.com/healthplanofsanmateo

 [@healthplanofsanmateo](https://instagram.com/healthplanofsanmateo)

GET ANSWERS ABOUT MEDICARE/MEDI-CAL FROM HPSM'S EXPERTS!



Are any of your patients eligible for both Medicare and Medi-Cal? Do you and your staff have questions about these programs? Get answers by scheduling an informative video call with one of HPSM's CareAdvantage Medicare Specialists! These licensed health care professionals can answer questions about:



The benefits that Medicare provides



The ways Medicare and Medi-Cal work together



How HPSM care coordination helps providers and patients

Call **650-616-1500**
for more information
or to schedule a virtual
meeting or presentation



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