



CalOptima Health Community Network (CHCN) Annual Education

Roger Guzman/Provider Relations Representative, Provider Relations

Our Mission

To serve member health with excellence and dignity, respecting the value and needs of each person.

Our Vision

By 2027, remove barriers to health care access for our members, implement same-day treatment authorizations and real-time claims payments for our providers, and annually assess members' social determinants of health.

Presentation Overview

- CalOptima Health's Delivery Model
- Health Network Contact List
- Fraud, Waste and Abuse and Compliance Training
- Seniors and Persons with Disabilities Training and Resources
- Access Standards
- CalOptima Health Direct and CalOptima Health Community Network
- CalOptima Health Provider Portal
- Eligibility

Presentation Overview (cont.)

- Initial Health Appointment
- Customer Service and Cultural Competency Training
- Member Rights and Responsibilities
- Member Billing Restrictions
- Medical Management and Authorization Requirements
- Claims Administration
- Resource and Website Training

CalOptima Health Delivery Model

CalOptima Health Programs



CalOptima Health Direct (Fee-for-Service)

- CalOptima Health Direct (COD)
- CalOptima Health Community Network (CCN)
- Behavioral Health
- Vision Service Plan (VSP)

Health Networks (Shared Risk)

- AltaMed Health Services (PMG)
- Noble Mid-Orange County (PMG)
- United Care Medical Group (PMG)

Health Networks (Full Risk)

- AMVI Care Health Network (PHC)
- CHOC Health Alliance (PHC)
- Family Choice Health Services (HMO)
- HPN-Regal (HMO)
- Optum (HMO)
- Prospect Medical Group (HMO)

CalOptima Health Direct
(Fee-for-Service)

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On-Site All-Inclusive Interdisciplinary Team

- Primary care
- Specialist care
- Prescription drugs/lab tests
- Dental, vision, podiatry and hearing services
- Physical, occupational and speech therapies
- Registered dietitian
- Social work
- Recreation
- Home care
- Pharmacy
- Hospital care and emergency services

Health Network Contact List

Health Networks Contact List

Health Network	Phone Number	First Press	Second Press
AltaMed Health Services	866-880-7805	1 (English)	2 (Provider)
AMVI Care Health Network	888-747-2684	1 (Provider)	
CalOptima Health Community Network	714-246-8500	1 (English)	2 (Provider)
CHOC Health Alliance	800-387-1103	1 (Claims) 2 (Referrals/Authorizations) 3 (Other)	
Family Choice Health Network	800-611-0111	1 (English)	2 (Provider)
HPN-Regal Medical Group	800-747-2362	1 (English)	2 (Provider)

Health Networks Contact List

Health Network	Phone Number	First Press	Second Press
Kaiser Permanente	800-464-4000	1 (English)	1 (Appointments) 2 (Claims) 3 (Coverage) 4 (Locations) 5 (More options)
Noble Mid-Orange County	888-880-8811	1 (English)	2 (Provider)
Optum Care Network - Arta	310-354-4200	3 (Provider)	
Optum Care Network – Monarch	888-656-7523	1 (English)	
Optum Care Network – Talbert	310-354-4200	3 (Provider)	
Prospect Medical Group	800-708-3230	1 (Provider)	
United Care Medical Group	877-225-6784	1 (Provider)	

Fraud, Waste and Abuse and Compliance Training

Fraud, Waste, and Abuse (FWA)

- Federal and state regulations require CalOptima Health to work with its providers to identify and report potential cases of health care FWA to law enforcement agencies
- Examples of health care FWA include, but are not limited to, a provider submitting claims for duplicate services, submitting claims for unbundled services, upcoding services, billing for a deceased member or billing for services not rendered

Fraud, Waste, and Abuse (FWA) (cont.)

- Potential FWA cases can be referred to CalOptima Health's Special Investigations Unit (SIU) by:
 - Emailing the Suspected Fraud or Abuse Referral form to fraud@caloptima.org
 - Calling the anonymous Compliance and Ethics Hotline at 877-507-1805
 - Anonymously mailing:
CalOptima Health SIU
505 City Parkway West, Orange, CA 92868
- CalOptima Health will report, as appropriate, to all local, state and federal entities

Compliance Training

- CalOptima Health requires Board members, employees, and first tier, downstream and related entities (FDRs), regardless of role or position with CalOptima Health, to complete mandatory compliance training courses
- Mandatory compliance trainings include:
 - The fundamentals of the compliance program
 - FWA training
 - Health Insurance Portability and Accountability Act (HIPAA) privacy and security requirements
 - Ethics
 - High-level overview of the Medicare and Medi-Cal programs

Seniors and Persons With Disabilities (SPD) Training and Resources

SPD

- The Americans with Disabilities ACT (ADA) prohibits discrimination against persons with disabilities in the areas of employment, public accommodations, state and local government services, and telecommunications. Both public and private hospitals and health care facilities must provide their services to people with disabilities in a nondiscriminatory manner
- CalOptima Health requires all newly contracted providers to review and understand all training materials within our SPD module
- Locate all training materials at www.caloptima.org

SPD (cont.)

- SPD training module includes:
 - Accommodation Checklist
 - Americans With Disabilities Act Questions and Answers
 - CalOptima Health's Cultural and Linguistics Services Minimum Requirements
 - Deaf and Disabled Telecommunications Program
 - Definitions
 - Disability Etiquette
 - How to Access Interpreter Services
 - Non-Emergency Medical Transportation Authorization Form
 - 10 Skills for Empathetic Listening

Access Standards

Access Standards

- CalOptima Health adheres to patient care access and availability standards as required by the Department of Health Care Services (DHCS) and the Department of Managed Health Care (DMHC). DHCS and DMHC implemented these standards to ensure that Medi-Cal beneficiaries can get an appointment for care on a timely basis, reach the provider over the phone and access interpreter services, as needed
- Contracted providers are expected to comply with these appointment, telephone access, practitioner availability and linguistic service standards
- For additional information regarding access standards, please visit www.caloptima.org

Access to Medical Care Example

Type of Care	Wait Time or Availability
Emergency services	Immediately. 24/7
Urgent care services	Within 24 hours of request
Urgent appointment – No prior authorization	Required within 48 hours of request
Urgent appointments – Prior authorization	Required within 96 hours of request
Non-urgent acute care	Within three working days after date of request
Primary care	Within 10 working days after date of request
Routine physical exams and wellness visits	Within 30 calendar days after the date of request

Access to Medical Care Example (cont.)

Type of Care	Wait Time or Availability
Non-urgent specialty care	Within 15 working days of request for appointment
Non-urgent ancillary services for diagnosis or treatment	Within 15 working days of request for appointment
In-office wait time for appointments	Less than 45 minutes before being seen by a provider
Rescheduling appointments	Appointments will be rescheduled in a manner appropriate for the member's health care needs and ensures continuity of care is consistent with good professional practice

Access to Medical Care Example (cont.)

TELEPHONE ACCESS SERVICES	
After-hours access	A primary care provider (PCP) or designee shall be available 24/7 to respond to after-hours member calls or a hospital emergency room practitioner
After-hours phone message	After-hours phone message instructing members to dial 911 or go to nearest emergency room (in emergency situations)

CalOptima Health Direct (COD) and CalOptima Health Community Network (CCN)

COD/CCN Network Structure

- CalOptima Health Direct (COD/CCN)
- COD is a program CalOptima Health administers for CalOptima Health beneficiaries

CalOptima Health Direct Administrative

Members do not have an assigned
primary care provider (PCP)

Members have 45 days to choose a
Health network and PCP

CalOptima Health Community Network

Members have an assigned PCP

Medi-Cal CCN

CalOptima Health Provider Portal

CalOptima Health Provider Portal Registration

- CalOptima Health's Provider Portal has resources and tools to help you:
 - Obtain member eligibility information
 - Submit referrals online
 - View authorization status
 - View claims status
 - Remittance advice
 - And more
- An approved agreement is needed to register for the Provider Portal
- Register at: <https://providers.caloptima.org/#/login>

CalOptima Health Provider Portal Registration (cont.)

- To ensure HIPAA compliance and allow providers the ability to manage their users, CalOptima Health's Provider Portal requires provider offices and groups to designate a site administrator
- The site administrator has the ability to:
 - View list of users with access
 - Edit user access roles
 - Deactivate users

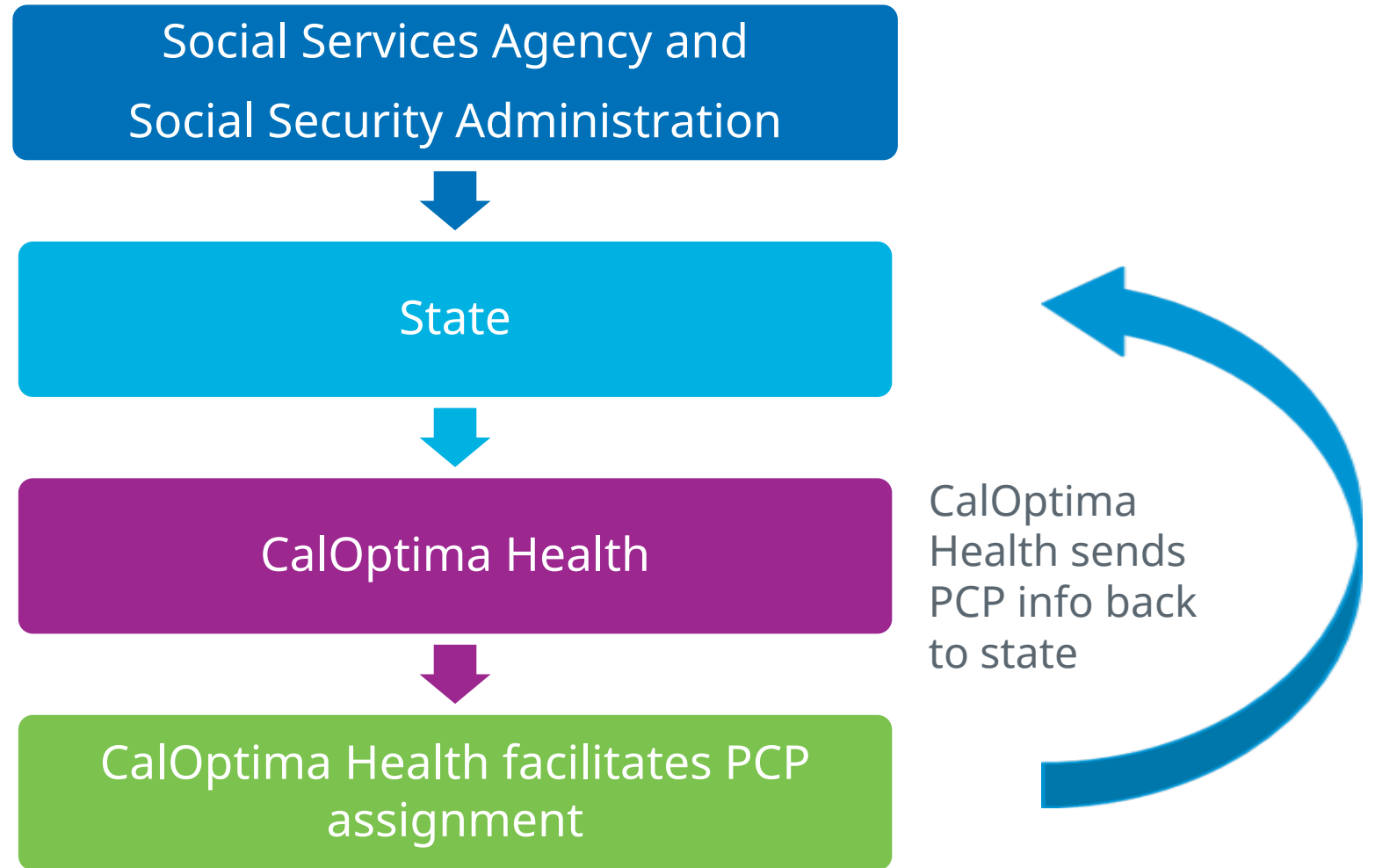
CalOptima Health Provider Portal Registration (cont.)

- Change in site administrator
 - Notify Provider Relations when a site administrator is no longer employed by the current provider office or group
 - The provider or authorized representative must designate a new site administrator as soon as possible

NO SHARING PASSWORDS

Eligibility

Member Eligibility

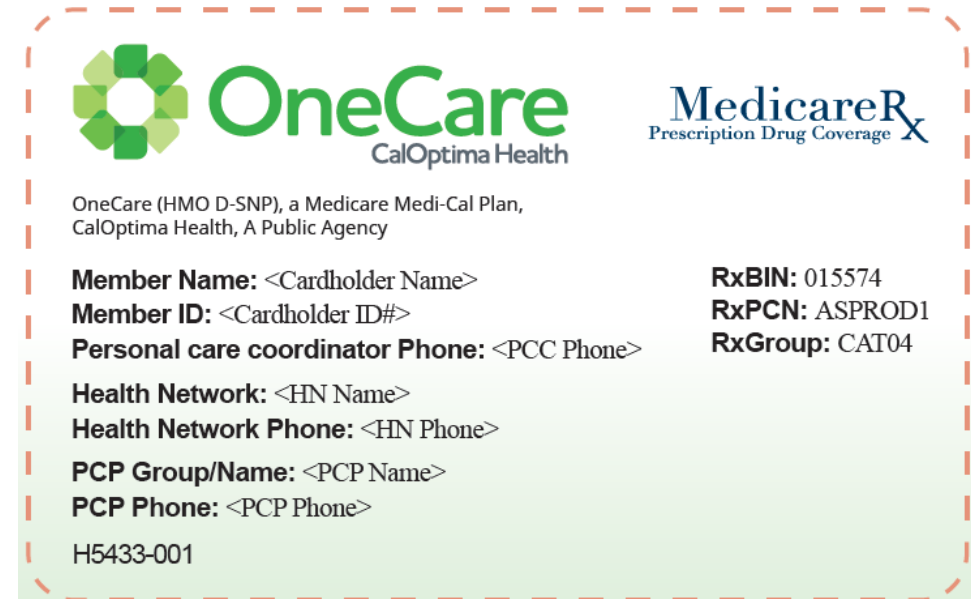
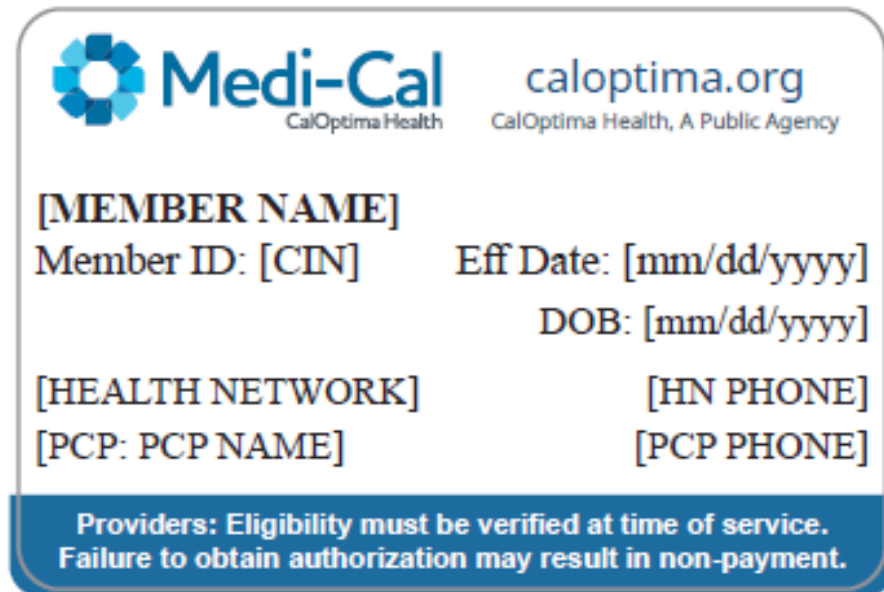


Member Eligibility Verification System

- Providers should always verify eligibility prior to rendering service
- State Eligibility Verification System
 - Medi-Cal website: Providers may verify Medi-Cal eligibility on the Medi-Cal portal at www.medi-cal.ca.gov
 - Automated Eligibility Verification System (AEVS): Call DHCS at 800-456-2387
- CalOptima Health's Eligibility Verification Systems
 - Through [Provider Portal](#)
 - CalOptima Health's Interactive Voice Response (IVR) system: Call **800-463-0935** or **714-246-8540**

Identification Card

- CalOptima Health member ID cards are used to help identify members and are **NOT proof of member eligibility**



CCN Member PCP Change Requests

- A member may request to change their PCP monthly by contacting CalOptima Health's Customer Service
 - If the member requests a PCP change prior to the 16th of the month **before** seeing his or her assigned PCP, CalOptima Health shall make the change effective the first calendar day of the current month
 - If the member requests a PCP change **after** the 16th of the month or after seeing his or her assigned PCP, CalOptima Health shall make the change effective the first calendar day of the following month
- Please contact the CalOptima Health Customer Service Line at **888-587-8088** or **TTY 800-735-2929**

Initial Health Appointment

IHA Overview

- Comprehensive assessment for **newly enrolled Medi-Cal members**
 - Provided in a way that is culturally and linguistically appropriate for the member
- Completed by a **primary care provider (PCP)** within **120 days** of member enrollment into CalOptima Health
 - May not be completed by specialists

IHA Overview

- IHA documentation includes, but is not limited to:
 - A physical exam
 - Member's office visit date, physical and mental health history
 - Identification of health risks
 - Preventive screenings or services
 - Diagnosis and a plan for treatment for any diseases
 - Health education
 - All efforts to complete IHA, including a minimum of three attempts to contact member, member refusal and missed appointments

DHCS All Plan Letter (APL) 22-030: Initial Health Appointment

- **Effective January 1, 2023:**

- Staying Healthy Assessment (SHA) tools are no longer required
- The standard screening requirements for each age group are still in effect
 - **All ages:** Assessment of need for preventive screenings or services as recommended by the United States Preventive Services Task Force (USPSTF)*
 - **Age 21 and under:** Early and Periodic Screening, Diagnostic and Treatment (EPSDT) screenings per American Academy of Pediatrics/Bright Futures periodicity schedule.** When requested, an appointment must be made for members under age 21 within 10 working days of the request***

- Department of Health Care Services (DHCS) will:

- Measure primary care visits as a proxy for IHA completion
- Leverage Healthcare Effectiveness Data and Information Set (HEDIS) measures specific to infant and child/adolescent well-being visits, as well as adult preventive visits

* [USPSTF Guidelines](#) **As referenced in [APL 19-010](#) *** CalOptima Health DHCS 2024 Contract, Exhibit A: Page 367, bullet 2

Resources

Direct link	Access Path from www.caloptima.org
IHA Reference Guide for PCPs	Providers → Resources → Health Education → View IHA Reference Guide
Health and Wellness page	Members → Health and Wellness → Self-Care Guides
Health and Wellness Referral Form	Providers → Resources → Common Forms → Find under “H”
Wellness Programs and Services page	Members → Wellness Programs
Member Health Rewards Program	Members → Wellness Programs → Member Health Rewards
Blood Lead Refusal Form (English)	Providers → Resources → Common Forms → Anticipatory Guidance (multiple languages available)
Initial Health Appointment CME/CE — Recording	N/A

Resources (cont.)

- Questions or Comments on the Initial Health Appointment, Please Contact CalOptima Health Population Health Management
 - iha@caloptima.org

Questions or Comments?

Contact IHA@caloptima.org

Customer Service and Cultural Competency Training

Customer Service Department

- **Members** can reach Customer Service by calling the Member Line at **888-587-8088** for Medi-Cal and **877-412-2734** for OneCare
- **Providers** can reach the CalOptima Health Provider Relations department by calling **714-246-8600** Monday–Friday, 8 a.m.–5 p.m., or by emailing providerservicesinbox@caloptima.org

Support Services

- CalOptima Health's Member Liaison Program
 - Dedicated to helping seniors, members with disabilities or chronic conditions, and members without housing get needed health care services
- A member liaison can help with:
 - Scheduling visits with a doctor
 - Obtaining non-emergency medical transportation
 - Resolving medication access issues
 - Obtaining Durable Medical Equipment, including wheelchairs, crutches and other disposable supplies
- Providers can call CalOptima Health Customer Service at **714-246-8500**, toll-free **888-587-8088** (TTY **711**), and ask for the Member Liaison Program

Cultural Competency

- Cultural and Linguistics (C&L)
 - CalOptima Health offers free interpreter services all limited English proficient members
 - Using a family member or friend to interpret should be discouraged
 - Documenting refusal of interpreter services in the member record not only protects the provider; it also ensures consistency when medical records are monitored through site reviews or audits

Cultural Competency (cont.)

- CalOptima Health's C&L services cover two areas:
 - Interpreter services (telephonic and face-to-face interpretation)
 - Translation services (materials available in threshold languages)
- Providers can call CalOptima Health Customer Service at **888-587-8088** and ask for the Interpreter Service Program, or email questions directly to culturallinguistic@caloptima.org

Cultural Competency (cont.)

- Important Terminology

- Race: Any of the different varieties or populations of human beings distinguished by physical traits such as hair color and texture, eye color, skin color or body shape
- Ethnic: A group having a common cultural heritage or nationality as distinguished by customs, language, common history, etc.
- Culture: The ideas, customs, skills, arts, etc. of a people or group, that are transferred, communicated or passed along in or to succeeding generations

Cultural Competency (cont.)

Three Pillars of Cultural Competence

Language Access Services

Culturally Competent Care

Organizational Support

- The three pillars are designed to:
 - Develop attitudes that value and respect diversity
 - Enhance knowledge and awareness of beliefs, behaviors and preventive health practices
 - Develop communication skills for members with diverse language needs, including sign language interpreter services
 - Develop the ability to address the health needs of CalOptima Health's diverse population

Culturally Competent Care

- Due diligence on member's background
 - Race, religion, preferred language support network, major pre- and post-immigration trauma, etc.
 - Inquire about alternative/folk treatments
- Use culturally appropriate course of inquiry
 - "What have you done so far to treat your ailment (e.g., acupuncture, herbs, acupressure, etc.)?"

Culturally Competent Care (cont.)

- Be aware of body language (e.g. verbal/nonverbal cues) while meeting with members
 - This helps to reduce the members' bias/apprehension towards the doctor
- Embrace the significant role played by family members in the health of the individual
- Do not discount culturally specific treatments if they do no harm

Culturally Competent Care (cont.)

- Provide simple questionnaires for members to fill in at the time of the doctor's visit
 - Include questions describing physical symptoms versus actual ailments to elicit more open communications
 - Fosters dialogue and encourages members to ask more questions

Member Rights and Responsibilities

Member Rights and Responsibilities

- CalOptima Health is required to inform its members of their rights and responsibilities and ensure that members rights are respected and observed. CalOptima Health provides this information to members in the Member Handbook upon enrollment, annually in the member newsletters, on CalOptima Health's website and upon request
- Providers are required to post the members' right and responsibilities in the waiting room of the facility where services are rendered

Member Rights and Responsibilities (cont.)

- CalOptima Health members have the right to:
 - Be treated with respect and dignity by all CalOptima Health and provider staff
 - Privacy and to have medical information kept confidential
 - Get information about CalOptima Health, our providers, provider services and their member rights and responsibilities
 - Choose a doctor within CalOptima Health's network
 - Talk openly with health care providers about medically necessary treatment options, regardless of cost benefits
 - Help make decisions about their health care, including the right to say "no" to medical treatment
 - Voice complaints or appeals, either verbally or in writing, about CalOptima Health or the care we provide

Member Rights and Responsibilities (cont.)

- CalOptima Health members have the right to:
 - Get oral interpretation services in a language that they understand
 - Make an advance directive
 - Access family planning services, Federally Qualified Health Centers, Indian Health Services facilities, sexually transmitted disease services and emergency services outside of CalOptima Health's network
 - Ask for a state hearing, including information on the conditions under which a state hearing can be expedited
 - Have access to their medical record and, where legally appropriate, get copies of, update or correct their medical record
 - Access minor consent services

Member Rights and Responsibilities (cont.)

- CalOptima Health members have the right to:
 - Get written member information in large-size print and other formats upon request and in a timely manner for the format being requested
 - Be free from any form of control or limitation used as a means of pressure, punishment, convenience or revenge
 - Get information about their medical condition and treatment plan options in a way that is easy to understand
 - Make suggestions to CalOptima Health about their member rights and responsibilities
 - Freely use these rights without negatively affecting how they are treated by CalOptima Health, providers or the state

Member Billing Restrictions

Member Billing Restrictions

- DHCS and CalOptima Health have specific guidelines restricting the billing of CalOptima Health members by providers. DHCS prohibits providers from charging members for Medi-Cal-covered services
- Providers contracted with CalOptima Health cannot bill members for covered services
- Refer to the Provider Manual, section H14: Member Billing Restrictions on www.caloptima.org for additional information

Medical Management and Authorization Requirements

Case Management

- Case management is the coordination of care and services for members who have experienced a critical event or diagnosis, or are high-risk members
- Who qualifies for case management?
 - Complex/catastrophic diagnoses
 - Frequent acute hospitalizations
 - Members typically requiring extensive use of resources and need assistance in navigating the health care delivery system
- How to refer?
 - Call the triage nurse at **714-347-3226** or email cmtriage@caloptima.org

CCN/COD Member Authorization Requirements

Physician Type	Regular Visits	Urgent Referrals
PCP	No prior authorization is required for: <ul style="list-style-type: none">• Assigned PCP• Affiliated group physician	Urgent referrals are only to be submitted if the normal time frame for authorization will: <ul style="list-style-type: none">• Be detrimental to the patient's life or health• Jeopardize patients' ability to regain maximum function• Result in loss of life, limb or other major bodily function
Specialty Care (SCP)	All initial requests for specialty consults require a prior authorization from: <ul style="list-style-type: none">• Assigned PCP• Contracted SCP The initial prior authorization will include: <ul style="list-style-type: none">• One specialty consult• As many routine follow-ups as necessary (excluding office code 99215, which requires a new prior authorization)	All referrals not meeting urgent criteria will be downgraded to a routine referral request and follow routine turnaround times

Steps to Obtain Prior Authorization

- Online authorization submissions via the Provider Portal
 - Outpatient services
 - Routine services
- Hard copy submission via Authorization Request Form (ARF)
 - Urgent authorization requests (see urgent definitions on ARF)
 - Inpatient authorizations
 - A copy of the ARF is available on CalOptima Health's website, www.caloptima.org, in the Common Forms sections

Prior Authorization Tips

- Check eligibility prior to providing services using one of the eligibility verification systems
- Check Prior Authorization Required Code List
 - If the code is not on the list, do **NOT** submit an authorization request
- Verify Current Procedural Terminology (CPT) code on the Medi-Cal fee schedule before rendering services
- Attach supporting notes
- Authorization status can be viewed in Provider Portal
- For questions or status, call CalOptima Health Utilization Management at **714-246-8686**

Services That Do Not Require Authorization

- Emergency services
- Family planning services for network or out-of-plan providers
- Sensitive services (which include family planning)
- Sexually transmitted disease services
- Human immunodeficiency virus (HIV) testing
- Basic prenatal care services

Services That Do Not Require Authorization (cont.)

- Routine obstetric services
- Pediatric preventive services
- Minor consent services
- Primary and preventive care services
- For questions or status, call CalOptima Health Utilization Management at **714-246-8686**

Claims Administration

Claims Submission Methods

- Electronic claims submission
 - CalOptima Health is contracted with two data clearinghouses that receive and transmit Electronic Data Interchange (EDI) claims to CalOptima Health. To register and submit claims electronically, contact one of the vendors below:
 - **Office Ally** for electronic submission of Professional CMS1500 claims: 360-975-7000 or www.officeally.com. Payor ID: CALOP
 - **Emdeon** for electronic submission of facility and long-term care claims: 877-271-0054 or www.emdeon.com. Emdeon Office Product User Payor ID: CALOP, Emdeon Claim Master Product User: 99250
- CalOptima Health has timely filing guidelines that allow providers one year from the date of service to submit a claim

Hard Copy Claims Submission

CalOptima Health Direct and CalOptima Health Community Network

Medi-Cal:
PO Box 11037
Orange, CA 92856

OneCare:
PO Box 11070
Orange, CA 92856

- For claim status, contact Claims Customer Service at **714-246-8600** Monday–Friday, 8 a.m. to 5 p.m.

Claims Denials/Complaint Process

- A Provider Dispute Resolution (PDR) is a request to review a contested claim
 - Visit CalOptima Health's website to access information on:
 - [Provider Complaint Process](#)
 - [Provider Dispute Resolution \(PDR\) form](#)
 - Refer to [Provider Manual](#), section H8, for common claims denial reasons

Claims Denials/Complaint Process (cont.)

- Key points:
 - Provider disputes should be sent within one year (365 calendar days) from the last determination for timely filing consideration
 - CalOptima Health requires providers to submit a dispute regardless of the party at fault
 - Follow the PDR submission instructions on the PDR form
 - Ensure all necessary supporting documents are attached, such as high-cost invoices, authorizations, medical records, etc.
 - Note: CalOptima Health has 45 working days to render a decision
 - To avoid delays in processing your PDR, please complete the form with all required fields marked with an asterisk (*)

Claims Denials/Complaint Process (cont.)

- PDR Contact information

- Mail completed form to:

Medi-Cal	OneCare
CalOptima Health Attention: Claims Provider Dispute P.O. Box 57015 Irvine, CA 92619	CalOptima Health OneCare (HMO D-SNP) Claims Provider Dispute P.O. Box 11065 Orange, CA 92868

- Call CalOptima Health Claims Provider Line at **714-246-8600** for PDR status update

InstaMed: Electronic Fund Transfer

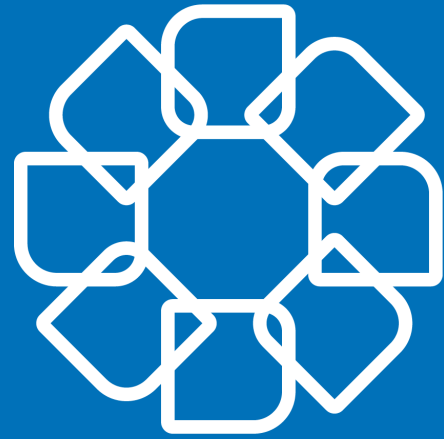
- Register for your InstaMed Healthcare Payments Account and get paid! InstaMed for payer payments are directly deposited into your existing bank account at no cost to you
 - Refer to the following link for information and registration:
<https://register.instamed.com/eraeft>
 - For provider questions about enrollment, contact the InstaMed enrollment team by calling 877-855-7160 or email connect@instamed.com
 - For provider questions about an existing account, contact the InstaMed support team by calling 877-833-6821 or email support@instamed.com

Resources and Website Tools

Website Tools

- CalOptima Health website: www.caloptima.org
 - Provider search tool and directories
 - Authorization Required Code List
 - Important forms
 - Provider communications
 - Provider Manual
 - Pediatric Preventive Services (PPS) Resource Guide
 - IHA
 - Provider Portal
 - Training links
 - Provider training topics
 - Personal Care Coordinator trainings

Thank you for your time!



CalOptima Health

Stay Connected With Us

www.caloptima.org

   @CalOptima