



# PROVIDER UPDATE

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## What should you do when you identify a CalOptima member who needs testing for Coronavirus Disease 2019 (COVID-19)?

First, be aware that this situation continues to evolve rapidly. Next, take the following steps when treating CalOptima members who may be infected with COVID-19:

- ◆ Immediately report all suspected cases of COVID-19 infection to the Orange County Health Care Agency at 714-834-8180. If reporting after hours, call 714-628-7008.
- ◆ Make sure to take a detailed travel history for any member who has a fever and acute respiratory illness.
- ◆ Take the time to assess hospitalized members with respiratory illness for a clinical course consistent with COVID-19.

CalOptima providers are encouraged to monitor the Centers for Disease Control and Prevention (CDC) website for recommendations by visiting [www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus).

**In addition**, all providers are required to submit any relevant information regarding COVID-19 to CalOptima daily. Information reported must include the following elements:

- ◆ Number of new positive COVID-19 tests among CalOptima members
- ◆ Number of cumulative positive COVID-19 tests among CalOptima members
- ◆ Number of new hospital admissions associated with COVID-19 among CalOptima members
- ◆ Number of cumulative hospital admissions associated with COVID-19 among CalOptima members
- ◆ Other general comments, issues or concerns related to COVID-19

Providers are to submit this information by calling the CalOptima Provider Relations department at **714-246-8600**.

# Program for Seniors Earns Top Satisfaction Rating

## *Participants in CalOptima PACE rate it best among the state's 11 programs*

Orange County seniors in CalOptima's Program of All-Inclusive Care for the Elderly (PACE) are highly satisfied with the comprehensive, community-based health care program, awarding it a 92% overall satisfaction rating for 2019 — the highest score among 11 PACE organizations statewide. It is the first time CalOptima PACE has earned this distinction during its six years of operation.

Coordinated by the California PACE Association (CalPACE) and conducted annually, the satisfaction survey gathers data on 10 dimensions of care, including medical care, home care, specialty care, social workers, center aides, rehab therapy and exercise, recreational therapy, meals, environment and safety, and transportation. Vital Research, an independent research firm, conducts face-to-face interviews with participants to gather the feedback.

More than 115 CalOptima PACE participants were interviewed. Their comments reveal an appreciation for the quality of PACE services. "I like the medical care because I have peace of mind that I'm taken care of," said one interviewee. Another acknowledges staff engagement: "I like the staff because it seems they work here because they like it and not because they have to."

CalOptima's 92% satisfaction score is six percentage points higher than the aggregate CalPACE statewide score of 86%. "CalOptima PACE is proud that our participants rate our program as the best in the state," said CEO Michael Schrader. "This reflects the skill and compassion of our PACE team who have dedicated their careers to serving this vulnerable population of seniors. Because of PACE, our participants can avoid living in nursing homes and instead enjoy the center's supportive environment designed to meet their health care needs."

The state satisfaction survey results come on the heels of national recognition for increasing access to PACE services. In January, the National PACE Association awarded CalOptima PACE "Supernova" and "Shooting Stars" distinctions for high rates of enrollment growth. CalOptima operates a center in Garden Grove and partners with four alternate care sites, which enables PACE to serve residents throughout Orange County.

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## HEDIS 2020 Training

CalOptima is required to report Healthcare Effectiveness Data and Information Set (HEDIS) rates to the National Committee for Quality Assurance (NCQA), Centers for Medicare & Medicaid Services (CMS) and Department of Health Care Services (DHCS).

As part of this annual reporting requirement, a medical record review is allowed for a subset of measures known as **Hybrid Measures**. As a contracted CalOptima provider, we recognize that you play a vital role in promoting good health to our members. That is why CalOptima has developed a set of online training modules, each containing annual content to help providers understand the measures' specifications and required documentation to meet compliance for each measure.

Training modules for HEDIS 2020 are located on the CalOptima website at <https://www.caloptima.org/en/Providers/ManualsPoliciesAndResources/ProviderTrainings/HEDISTrainings.aspx>.

These training modules are designed to assist you and your staff as you work with CalOptima members every day. We encourage you to review all the modules and share the information with your office staff.

If you have questions or need assistance, email CalOptima at [HEDISMailBox@CalOptima.org](mailto:HEDISMailBox@CalOptima.org).

# Proposition 56 Directed Payments for Developmental Screenings Services

The Department of Health Care Services (DHCS) recently released **All Plan Letter (APL) 19-016, Proposition 56 Directed Payments for Developmental Screenings Services.**

The purpose of this **APL 19-016** is to provide Medi-Cal managed care health plans, like CalOptima, with guidance on directed payments, funded by the California Healthcare, Research and Prevention Tobacco Tax Act of 2016 (Proposition 56), for the provision of standardized developmental screening services for children.

**Update:** Claim modifier KX is not required with submission (see chart below).

CPT Code	Description	Directed Payment
96110 without modifier KX	Developmental screening, with scoring and documentation, per standardized instrument	\$59.90

**APL 19-016** can be found on the DHCS website in its entirety by visiting <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2019/APL19-016.pdf>.

## CalOptima to Look Ahead and Plan 2020–2022 Strategic Plan Priorities

CalOptima is pleased to announce the release of our 2020–2022 Strategic Plan. As a new decade begins, this is an opportunity to look ahead and to plan. The priorities in the plan were carefully considered by a wide variety of leaders, including our Board of Directors, advisory committee members, executive staff, community stakeholders and industry consultants. Collaboration strengthens our plan and reflects our Better. Together. approach to quality health care for Orange County’s vulnerable low-income residents.

Please visit our website at the link below to find the Board-approved 2020–2022 Strategic Plan as well as the Environmental Scan, which informed the development of our priorities. You may view the complete document by visiting: <https://www.caloptima.org/en/About/PressAndMedia-PressReleases/CalOptimaPublications.aspx>

## CalOptima Seeks Candidates to Participate on PAC

The CalOptima Board of Directors welcomes input and recommendations from the community regarding issues concerning CalOptima programs. For this reason, the CalOptima Board encourages providers to become involved through Provider Advisory Committee (PAC).

Advisory Committee Members advise the CalOptima Board of Directors and staff. **Service on the PAC is voluntary and with no salary.**

Currently, CalOptima is seeking the following representatives to serve on the PAC during their annual recruitment, which runs from March 1 through March 31, 2020:

- Traditional/Safety Net Representative
- Hospital Representative
- Allied Health Representative to fulfill a remaining term through June 30, 2021
- Community Health Centers Representative
- Physician Representative

Applicants will be appointed by the CalOptima Board of Directors and will begin their term on July 1, 2020 unless otherwise noted.

Please email [csimmons@caloptima.org](mailto:csimmons@caloptima.org) or by phone at **714-347-5785** indicating your seat of interest and to request a committee application.

## Health Education: Trainings and Meetings

Title	Description	Date and Time
Smoking Cessation for Pregnancy and Beyond	Learn about smoking cessation from experts in an informative, engaging and novel interactive format	4/1/2020 Available anytime
Smoking Cessation Leadership Center	Webinars, publications, toolkits, fact sheets and guides for providers	4/1/2020 Available anytime
Managed Health Care in California Archived Webinars	Multiple 90-minute webinars	4/1/2020 Available anytime
Available CME/CEU Recorded Webinars	Available recorded webinars with available CE/CME units from the Smoking Cessation Leadership Center	4/1/2020 Available anytime
Tobacco Dependence Treatment and Behavioral Health	Provides mental health and substance use disorder professionals the knowledge to assess and treat tobacco dependence in smokers with co-occurring psychiatric and/or addictive disorders	4/1/2020 Available anytime
How to Talk With Patients About Smoking Cessation and Anxiety	Free recorded webinar with 1.0 CE credit	4/1/2020 Available anytime
Screening, Brief Intervention, and Referral to Treatment (SBIRT) Training	Virtual SBIRT learning webinar	4/1/2020 12–1 p.m.
Increasing Adolescent Immunization Coverage	Webinar intended for health professionals engaged in care of patients needing vaccinations	4/6/2020 Available anytime
“We Can” Program 90-Minute Online Training	Four Sessions: We Can! Energize Our Families: Parent Program	4/6/2020 Available anytime
Media-Smart Youth: Eat, Think and Be Active	Free 1-hour webinar for those interested in implementing youth programs	4/6/2020 Available anytime
Training Offered by Different Organizations	Various training opportunities offered by different organizations. Check specific trainings for dates and times	4/7/2020 Available anytime
How to Talk With Patients About Smoking Cessation and Anxiety	Free recorded webinar with 1.0 CE credit	4/15/2020 Available anytime
The Resources for Integrated Care – Webinar Recordings	The Resources for Integrated Care website features recordings of webinars and additional resources and tools for providers and health plans	4/24/2020 12–1 p.m.
How to Talk With Patients About Smoking Cessation and Anxiety	Free recorded webinar with 1.0 CE credit	4/29/2020 Available anytime

## Policies and Procedures Monthly Update

The following is a list outlining changes made to CalOptima policies and procedures during **February 2020**. The full description of the policies below are finalized and available on CalOptima’s website at [www.caloptima.org](http://www.caloptima.org).

Policy Number	Policy Title, Description and Revisions	Policy Last Review and/or Last Revision Date
<b>CalOptima Administrative</b>		
AA.1214	Guidelines for Endorsements by CalOptima, for Letters of Support and Use of CalOptima Name or Logo	02/01/20
AA.1223	Participation in Community Events by External Entities	02/01/20
<b>Medi-Cal</b>		
AA.1000	Glossary of Terms – Medi-Cal	01/01/20
DD.2012	Member Notification of Change in the Availability or Location of Covered Services	02/01/20
GG.1407	Nutrition Products	02/01/20

## Policies and Procedures Monthly Update (cont.)

Policy Number	Policy Title, Description and Revisions	Policy Last Review and/or Last Revision Date
<b>Multiple Programs</b>		
GG.1317	Response to Disruptive and Threatening Behavior by Members	02/01/20
GG.1604Δ	Confidentiality of Credentialing Files	02/01/20
GG.1617Δ	Infection Control Plan	02/01/20
GG.1618	Member Request for Medical Records	02/01/20
GG.1621	Community-Based Adult Services (CBAS) Quality Assurance and Site Visits	02/01/20
MA.6107	Pharmacy Claims Processing	02/01/20
MA.6108	Medication Coordination of Benefits	02/01/20
MA.6115	Medicare Part B Organization Determinations	01/01/20
<b>OneCare</b>		
MA.1001	Glossary of Terms – OneCare	01/01/20
MA.4001	Member Rights and Responsibilities	01/01/20
MA.4007	Member Disclosures	01/01/20
MA.4008	Evidence of Coverage	02/01/20
MA.4009	Member Orientation	01/01/20
MA.6009	Care Management and Coordination Process	02/01/20
MA.6021	Continuity of Care for Members Involuntarily Transitioning Between Providers or Practitioners	02/01/20
MA.6021a	Continuity of Care for New Members	02/01/20
MA.6022	Initial and Annual Health Risk Assessment	02/01/20
MA.6030	Transition of Care	02/01/20
MA.6040	First Tier, Downstream, or Related Entities (FDR) Model of Care – Roles and Responsibilities with Specific Personal Care Coordinator (PCC) Requirements	02/01/20
<b>OneCare Connect</b>		
CMC.1001	Glossary of Terms – OneCare Connect	01/01/20
CMC.4001	Member Rights and Responsibilities	01/01/20
CMC.4003	Member Enrollment (Voluntary)	02/01/20
CMC.4007	Member Disclosures	01/01/20
CMC.4008	Member Handbook	01/01/20
CMC.4009	Member Orientation	01/01/20
<b>PACE</b>		
PA.1000	Glossary of Terms – PACE	01/01/20

## Provider Code Updates

Based on the Medi-Cal bulletins, CalOptima has updated the procedure codes for the subjects listed below:

- Correction: 2020 HCPCS Policy Updates PDF Reposted with Updated Policy
- Medical Supply Billing Codes Are Not Yet Updated to DME Supply Billing Codes
- Proprietary Laboratory Analyses (PLAC) Codes Implementation in Progress
- Neurofunctional Testing Reimbursement Rate Update
- Biovance is a New Medi-Cal Benefit
- Durolane Added as a Medi-Cal Benefit
- Clarification of Billing Codes for Initial Antepartum Office Visits
- Reminder: Screening for Adverse Childhood Experiences is a Medi-Cal Benefit
- Childhood Developmental Screening Is a New Medi-Cal Benefit
- Wound Care Advanced Dressings No Longer Contracted

For detailed information regarding these changes, please refer to the February 2020 General Medicine bulletin 548 on the Medi-Cal website at <http://files.medi-cal.ca.gov/pubsdoco/bulletins/artfull/gm202002.asp> or DME and Medical Supplies bulletin 533 <http://files.medi-cal.ca.gov/pubsdoco/bulletins/artfull/gm202002.asp> .

For CalOptima's prior authorization required list, please refer to the CalOptima website: <https://www.caloptima.org/en/ForProviders/ClaimsAndEligibility/PriorAuthorizations.aspx> .

## Important Meetings

Visit the Provider Events section of the CalOptima website to view the provider activities calendar and download registration forms. CalOptima's office is located at: 505 City Parkway West, Orange, CA 92868. Unless otherwise specified, meetings are held at CalOptima.

Meeting	Date and Time
CalOptima Board of Directors	April 2, 2 p.m.
CalOptima Provider Advisory Committee	April 9, 8 a.m.
CalOptima Member Advisory Committee	April 9, 2:30 p.m.
CalOptima OneCare Connect (OCC) Member Advisory Committee	April 23, 3 p.m.
CalOptima Whole-Child Model Family Advisory Committee	April 28, 9:30 a.m.

## Visit the CalOptima Website

Visit the CalOptima website at [www.caloptima.org](http://www.caloptima.org) to view the Provider Manuals, Policies and Guides section for information regarding:

- Member Rights and Responsibilities
- QI Program and Goals
- Privacy and Confidentiality
- Pharmaceutical Management Procedures
- Cultural and Linguistic Services
- Changes to the Approved Drug List (Formulary)
- Clinical Practice Guidelines
- Complex Case Management
- Disease Management Services
- Utilization Management

Request hard copies by calling  
**714-246-8600**