CalOptima
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PROVIDER UPDATE

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CalOptima Ending Faxed Monthly Provider Updates

CalOptima is ending its faxed Provider Alerts and monthly Provider Update and transitioning to emailed alerts and updates. This will be the final faxed Provider Update.

CalOptima will continue to share important health care news, regulatory updates and meeting announcements through the improved email Provider Update. In addition to an updated design, the new format also allows for direct access to links, websites and other files.

To continue receiving the monthly updates, providers need to send an administrative email address, per site location, to providerservicesinbox@caloptima.org. Providers can contact their Provider Relations representative or call **714-246-8600** with any questions**.**

Michael Hunn Appointed Permanent CalOptima CEO

The CalOptima Board of Directors appointed interim CEO Michael Hunn as permanent CEO of the public agency, effective March 3. Hunn had been serving as interim CEO since November 2021 following the retirement of Richard Sanchez, who had served as an interim and then permanent CEO of CalOptima since April 2020.

Prior to his role at CalOptima, Hunn worked with various local organizations in the health care industry as a CEO for nearly 25 years. He was most recently president of The Hunn Group, providing advisory services to hospitals, health systems, physicians and a variety of health care-related clients. Prior to that, he served as Chief Executive for Providence Health & Services Southern California Region — the second largest health system serving one in four people in Los Angeles County.

"Each and every one of our members is counting on us to be champions for their health, to ease their way, to connect them with the right resources, at the right time, and I'm honored to be given the opportunity to serve them and be held accountable for ensuring we get it right each and every time," Hunn said. "My past experience has given me an ability to effectively identify and collaborate with providers and administrators, and we're actively coalition building in Orange County to meet the many needs of our community."

Hunn served as a governing board member of the Hospital Association of Southern California and was past chairman. He was also a board member of the California Hospital Association and a board secretary as well. He is a past board chairman of the Alliance of Catholic Health Care and the National Health Foundation. Hunn also has a biomedical ethics background, speaking frequently on end-of-life topics and providing CME (continuing medical education) programs to physicians and boards.

"The CalOptima Board is confident that Michael Hunn is the right leader to steer CalOptima through the recent Medi-Cal changes for our residents who are most in need," said Supervisor Andrew Do, Chair of the CalOptima Board of Directors. "Michael's expertise in health care policy development, strong reputation for developing and executing strategies, and proven track record of effective leadership will be instrumental in helping us implement and integrate future programs that seek to improve quality of life and the health outcomes in our community."

Hunn holds an M.A. from Kenrick-Glennon Seminary in Systematic Theology with a concentration in Morals, focused on biomedical ethics, and a B.A. from Cardinal Glennon College with a major in Philosophy and a minor in American History.

CalOptima Promotes CalFresh Enrollment to Address Food Insecurity Among Members

CalOptima has identified more than 340,000 members who may be eligible for CalFresh, which provides monthly food benefits for eligible low-income people. In a unique collaboration to increase CalFresh membership, CalOptima is working with the County of Orange Social Services Agency (SSA) to streamline the enrollment process through an improved phone line transfer between the agencies.

On March 3, CalOptima's Board of Directors approved up to $2 million for a CalFresh awareness campaign to combat rising food insecurity in its member population. The campaign will encourage enrollment through mail, phone and text message outreach; special events at grocery stores and food banks; and enrollment promotion through health networks, providers and community-based organizations. Depending on their income and expenses, an individual may receive up to $250 and a family of four up to $835 through a CalFresh debit-type card.

CalFresh (cont.)

"Eating more nutritious food brings significant health benefits, and CalOptima is committed to helping our members access CalFresh to support their overall well-being," said Richard Pitts, D.O., Ph.D., CalOptima Chief Medical Officer. "This campaign is just one example of how CalOptima is addressing the social determinants of health, which are the non-medical factors that affect members' lives. Supporting the whole person is a major focus of current efforts to transform and strengthen Medi-Cal."

"Food insecurity among our most vulnerable Orange County residents worsened during the pandemic," said Supervisor Andrew Do, Chair of the CalOptima Board of Directors. "As the single largest health insurer in Orange County, CalOptima helps members access the community resources they need to live healthier lives, including having a reliable way to purchase fresher, less processed food options."

CalOptima members and others can enroll at www.getcalfresh.org.

CalFresh Webinars Highlight Benefits for Healthier Living

Part of a healthy, active lifestyle is having access to fresh food. CalOptima is taking several steps to ensure members are aware of the CalFresh program, which provides important benefits so they can afford more nutritious food. As part of that awareness campaign, in April CalOptima is collaborating with SSA, which oversees CalFresh, to host presentations for members in multiple languages about the program and healthy living.

The presentations will be hosted on Zoom on the following dates:

- English — Tuesday, April 12, 6 –7 p.m.
- Spanish — Wednesday, April 13, 6 –7 p.m.
- Vietnamese — Thursday, April 14, 6 –7 p.m.

To access the meeting, use the following Zoom link: https://bit.ly/3rUOAlq. The webinar ID number is 983 5406 6514 and the passcode is 571309.

For any question, contact Shelly Manjarrez at shelly.manjarrez@caloptima.org or 714-450-5281.

Virtual Learn Meeting to Cover Important Provider Topics

CalOptima's Provider Relations team invites all Community Network providers to a virtual learn meeting on March 30 at noon to learn about available provider supports and important updates.

The one-hour training will cover topics such as the Annual Wellness Visit toolkit, 120-day Staying Healthy Assessment requirements and updates on the Provider Portal, CalAIM and Behavioral Health. Providers, physicians, office managers, back-office billing staff and authorization staff are all invited to attend.

To join the meeting using a computer, tablet or smartphone use the link http://meet.goto.com/378816365.

Providers can also download the GoToMeeting app at https://meet.goto.com/install. To dial into the meeting, call 1-312-757-3121 and use access code 378-816-365.

To join from a video conferencing room or system, dial or type 67.217.95.2 or inroomlink.goto.com. The meeting ID is 378 816 365. Or dial directly with 378816365@67.217.95.2 or 67.217.95.2##378816365.

Provider Advisory Committee Seeking Applications for Open Seats

CalOptima is currently seeking applications to fill six seats on its Provider Advisory Committee (PAC) for a term starting July 1, 2022, and running through June 30, 2025.

The PAC is composed of 15 seats representing diverse provider constituencies, including health plans, hospitals, physicians, nurses, allied health professionals, long-term care services and community health centers. PAC members advise the CalOptima Board of Directors and staff and are charged with:

- Providing advice and recommendations to the Board on issues concerning CalOptima programs as directed by the board

- Engaging in study, research and analysis of issues assigned by the Board or generated by the individual committees

- Serving as a liaison between interested parties and the Board

- Assisting the Board in obtaining public opinion on issues relating to CalOptima programs

- Initiating recommendations on issues for study to the Board for their approval and consideration

- Facilitating community outreach for CalOptima and the Board

The following seats are available:

- Allied Health Services representative

- Long-Term Services and Supports representative

- Non-physician medical practitioner representative

- Pharmacy representative

- Physician representative (two seats)

Service on the PAC is voluntary with no salary. All appointments to the committee will be subject to OIG/GSA verification and possible background checks.

Interested individuals with knowledge of Medi-Cal and Medicare programs should download an application from CalOptima's website at https://www.caloptima.org/~/media/Files/CalOptimaOrg/508/AboutUs/ PAC_Materials/2021-07_PACApplication-Physician_508.ashx.

Please mail, fax or email the completed application, along with a biography and two letters of reference, by March 31, 2022, to:

CalOptima

Attn: Cheryl Simmons

505 City Parkway West

Orange, CA 92868

Fax: 714-571-2479 or email: csimmons@caloptima.org

For any question, please contact Cheryl Simmons at 714-347-5785.

OneCare Connect Focuses on Kidney Disease for March

For March, OneCare Connect is focusing on kidney disease and nutrition by reminding providers to coordinate a member's Annual Wellness Visit with a face-to-face chronic disease management visits.

When holding a disease management visit, write or include in your electronic health record encounter notes glomerular filtration rates (GFRs) and other relevant lab results, with the date of service, that were used as part of your medical decision making. Please document each condition status and how the conditions are being managed.

For reference, please review the code tables below for kidney disease.

Stages of chronic kidney disease

CKD stage 1 (normal or higher) GFR > 90 mL/min	N18.1
CKD stage 2 (mild) GFR = 60-89 mL/min	N18.2
CKD stage 3 (moderate) GFR = 45-59 mL/min	N18.31
CKD stage 3b (moderate) GFR = 30-44 mL/min	N18.32
CKD stage 4 (severe) GFR = 15-29 mL/min	N18.4
CKD stage 5 GFR < 15 mL/min	N18.5
End-stage renal disease (ESRD) or CKD (stage 5) requiring chronic dialysis status	N18.6, Z99.2

Document parathyroid hormone and other relevant lab results with the DOS that was used as part of your medical decision making

Secondary hyperparathyroidism of renal origin	N25.81

Document the applicable etiology-based nutrition condition in adults. Refer to ASPEN malnutrition guidelines and Malnutrition Screening Tool or Mini-Nutritionist Assessment toolkits:

Unspecified severe protein-calorie malnutrition (PCM), acute disease and of severe degree injury-related malnutrition (e.g., major infection, burns, trauma or closed head injury)	E43
Moderate PCM, classified as second degree and is characterized by superimposed biochemical changes in electrolytes, lipids and blood plasma (chronic disease-related malnutrition)	E44.0
Mild PCM, classified as first degree and is characterized by tissue wasting in an adult (chronic disease-related malnutrition)	E44.1
Retarded development following PCM	E45
Unspecified PCM	E46
Sequelae of PCM, document the applicable late effect of the condition	E64
Cachexia, or wasting syndrome. Document the underlying etiology	R64
Morbid (severe) obesity	E66.01
Morbid (severe) obesity with alveolar hyperventilation	E66.2

Quality Improvement Postcard Shares How to Provide on Gender Affirming Care

DHCS is sharing a series of Quality Improvement (QI) postcards with information about health care concerns.

A postcard covering Gender Affirming Care for the LGBTQIA+ community was released at the beginning of March. This postcard provides training for providers on how to appropriately communicate and apply best practices when treating gender-diverse members. Also included are tips for addressing the unique challenges and barriers faced by racial and ethnic minority groups within the LGBTQIA+ community.

To view the Gender Care QI postcard, please visit https://www.chgsd.com/docs/default-source/providers/covid-postcards/cultural-competency-postcard-final.pdf?sfvrsn=fe0455a5_0.

APLs: Community Supports, COVID-19 Vaccine Incentive

- On March 3, 2022, DHCS released a revised version of All Plan Letter (APL) 21-017: Community Supports Requirements, which gives guidance regarding provisions of Community Supports Read the full APL at https://www.dhcs.ca.gov/.

- On March 9, 2022, DHCS released Revised APL 21-010: Medi-Cal COVID-19 Vaccination Incentive Program, which outlines new details on the program structure. Read the full APL at: https://www.dhcs.ca.gov/Documents/COVID-19/APL-21-010-Vaccine-Incentive.pdf.

Provider Code Updates

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

- New COVID-19 Monoclonal Antibody Codes
- Correction: 2022 HCPCS Annual Update Code Removals
- CTRC Full Gene Sequence Added as a Medi-Cal Benefit
- Every Woman Counts Approved CPT Codes and Appropriate ICD-10-CM Codes Update
- Additional Provider Type for ALW Nursing Facility Transition Rate Increase
- Modifying Acceptance and Processing of Approved LOA Documents
- Postpartum Care Expansion
- Updates to the List of Contracted Tracheostomy Supplies
- Hearing Aid Batteries are a Covered HACCP Benefit Under Aid Code A1
- DUR Resources Transitioning to Medi-Cal Rx
- Age Restrictions Removed from Aid Code 8E
- Home Health Agency Providers May Be Reimbursement for COVID-19 Vaccine
- Pharmacy Providers to Bill Medi-Cal Rx for COVID-19 Vaccine Administration

For detailed information regarding these changes, please refer to February General Medicine Bulletin 572, https://files.medi-cal.ca.gov/pubsdoco/bulletins/artfull/gm202202.aspx, February Durable Medical Equipment and Medical Supplies Bulletin 557, https://files.medi-cal.ca.gov/pubsdoco/bulletins/artfull/dme202202.aspx, and Medi-Cal Newsflashes, https://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom_30795_02.aspx, https://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom_30931_22.aspx, https://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom_31500_01.aspx, https://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom_31132_48.aspx and https://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom_31132_53.aspx.

For CalOptima's prior authorization required list, visit www.caloptima.org.

Policies and Procedures Monthly Update

The following list outlines changes made to CalOptima policies and procedures during **February 2022**. The full description of the policies below is available on CalOptima's website at www.caloptima.org.

Policy Number	Policy Title, Purpose, Revision, and Program	Policy Review and/or Revision Date
CalOptima Administrative		
AA.1100	Finance Glossary of Terms	02/01/22
Medi-Cal		
AA.1219a	Member Advisory Committee	02/01/22
DD.2002	Cultural and Linguistic Services	02/03/21
DD.2008	Health Network and CalOptima Community Network Selection Process	01/01/22
FF.1002	CalOptima Medi-Cal Fee Schedule	02/01/22
FF.2005	Conlan, Member Reimbursement	02/01/22
GG.1116	Pediatric Preventive Services	12/01/21
GG.1325	Continuity of Care for Members Transitioning into CalOptima Services	06/03/21
GG.1643	Initial Health Assessment	12/01/21
Multiple Programs		
EE.1101Δ	Additions, Changes and Terminations to CalOptima Provider Information, CalOptima Provider Directory and Web-based Directory	02/03/22
EE.1114 Retired!	Health Notifications of Change in Name, Management Company, Key Personnel or Operation System(s)	02/03/22
EE.1116Δ New!	Contracted Provider Notification to CalOptima of Changes Affecting the Legal Status of the Contract	02/03/22
EE.1119 New!	Health Network Notification of Administrative and Operational Changes	02/03/22
GG.1506	Guidelines for Advance Directives for CalOptima Members	02/01/22
OneCare		
MA.1004	Low Income Cost-Sharing Subsidy Based on Best Available Evidence	01/01/22
MA.4003	Member Enrollment	01/01/22
OneCare Connect		
CMC.2001	Primary Care Engagement and Clinical Documentation Integrity Program for CalOptima Community Network (CCN) Contracted Providers	01/01/22
PACE		
PA.2002	Care Planning	02/01/22

Health Education: Trainings and Meetings

March/April Webinars	
From Hardship to Hope: Strategies to Foster Financial Wellness **Wednesday, March 30, 2022, 2 p.m.**	https://www.magellanhealthcare.com/event/from-hardship-to-hope-strategies-to-foster-financial-wellness-ce-eligible/
Accelerating Learning Education Program: Early Cancer Detection (Cervical, Breast, and Colorectral Cancer Screening) **Tuesday, April 12, 2022, 12 p.m.**	https://bit.ly/3KKoQ1u
Interpretation of Lab Results for Behavioral Health Professionals **Thursday, April 21, 2022, 1 p.m.**	https://pcdc.zoom.us/webinar/register/7316436390770/WN_TZzy5GisSM6kQ1xmf5xkqg
Monthly Webinars	
The Resources for Integrated Care – Webinar Recordings	https://www.resourcesforintegratedcare.com/
Asthma Management Academy (AsMA)	https://www.cdph.ca.gov/Programs/CCDPHP/DEODC/EHIB/CPE/Pages/AsMA.aspx
Every Tuesday and Thursday	
Chlamydia Screening for Adolescent Patients E-learning Collaborative (CT eLC)	https://californiaptc.com/national-quality-improvement-center/chlamydia-screening-for-adolescent-patients-elearning-collaborative/?utm_source=eLearning+Collaborative+Announcement+-+CT+Screening&utm_campaign=eLC_Recruitment&utm_medium=email
Medi-Cal Learning Portal	https://learn.medi-cal.ca.gov/
Ongoing/On-Demand Webinars	
Training for Health Care Professionals – CDC	https://www.cdc.gov/coronavirus/2019-ncov/hcp/training.html
Screening, Brief Intervention, and Referral to Treatment (SBIRT) Training	https://healtheknowledge.org/course/index.php?categoryid=50
Smoking Cessation Leadership Center	https://smokingcessationleadership.ucsf.edu/webinars

Health Education: Trainings and Meetings (cont.)

Ongoing/On-Demand Webinars	
National Diabetes Education Program	https://www.cdc.gov/diabetes/professional-info/training.html?CDC_AA_refVal=https://www.cdc.gov/diabetes/ndep/training-tech-assistance/index.html
Free Continuing Education (CME) from MMWR and Medscape	https://login.medscape.com/login/sso/getlogin?urlCache=aHR0cDovL3d3dy5tZWRzY2FwZS5jmcvdmlld2FydGljbGUvODg4ODIx&ac=401
LifeScan Institute LLC Webinars	https://www.lifescandiabetesinstitute.com/
Medicare Learning Network	https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/WebBasedTraining

Important Meetings

Meeting	Date and Time
CalOptima Board of Directors	**April 7, 2 p.m.**
CalOptima Provider Advisory Committee	**April 14, 8 a.m.**

Unless otherwise specified, all meetings are held virtually at this time due to COVID-19. To select the virtual meeting you would like to attend, visit the CalOptima website at www.caloptima.org/en/About/BoardAndCommitteeMeetings.aspx.

Follow CalOptima on Social Media

CalOptima regularly posts on social media to engage members with heath tips, community resources, event dates, program updates and other pertinent information.

Follow the agency on **Facebook**, **Instagram**, **Twitter** and **LinkedIn**.

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