PROVIDER RESOURCE LINE
714-246-8600
providerservices@caloptima.org

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Mammogram Screening and $25 Gift Card Opportunity

October 18, 2019 is National Mammography Day. As part of this awareness, women are encouraged to have a mammogram screening throughout this month. Our goal is to have as many women as possible complete a mammogram screening when their provider recommends it.

To help, CalOptima asks that you encourage your patients to get a mammogram screening, offering a $25 gift card as an incentive. To qualify, your patient must:

• Be an eligible CalOptima member
• Be between the ages of 50-74
• Complete a mammogram screening by December 31, 2020
• Fill out the incentive form completely
• Ask the provider office to stamp the member incentive form and fax it back to CalOptima at 714-796-6613

Visit www.caloptima.org/healtheducation to view a copy of the incentive form with additional details and instructions.

For questions email CalOptima’s Population Health Management department at QI_Initiatives@caloptima.org.
Provider Code Updates

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

- 2020 ICD-10-CM/PCS Codes Annual Update
- Updated Policy for Postpartum Office Visits
- National Correct Coding Initiative Quarterly Update for October 2019
- Financial Conflict of Interest Exception for CPAP and Bi-PAP Providers
- Updated Specialized Services Billable on Outpatient Claims

For detailed information regarding these changes, please refer to the September 2019 General Medicine bulletin on the Medi-Cal website at Medi-Cal: Medi-Cal Update - General Medicine | September 2019 | Bulletin 543, the DME and Medical Supplies bulletin at Medi-Cal: Medi-Cal Update - DME and Medical Supplies | September 2019 | Bulletin 528, or the Inpatient Services bulletin on the Medi-Cal website at Medi-Cal: Medi-Cal Update - Inpatient Services | September 2019 | Bulletin 540.

For CalOptima’s prior authorization required list, please refer to the CalOptima website at www.caloptima.org.

Federal Drugs Utilization Review Requirements Designed to Reduce Opioid-Related Fraud, Misuse, and Abuse (Medi-Cal only):

The Department of Health Care Services (DHCS) recently released All Plan Letter (APL) 19-012: Federal Drugs Utilization Review Requirements Designed to Reduce Opioid-Related Fraud, Misuse and Abuse. The purpose of this APL is to inform Medi-Cal managed care health plans (MCPs) of their responsibilities related to the implementation of new federal Medicaid Drug Utilization Review (DUR) requirements outlined in section 1004 of the Substance Use-Disorder Prevention that Promotes Opioid Recovery and Treatment (SUPPORT) for Patients and Communities Act (H.R. 6, the SUPPORT Act, P.L. 115-271).

Effective October 1, 2019, MCPs, like CalOptima, must operate a DUR program that complies with the Medicaid-related DUR provisions contained in Section 1004 of the SUPPORT Act, including updated policies and procedures (P&Ps) addressing the requirements outlined in APL 19-012.

## Health Education: Trainings and Meetings

<table>
<thead>
<tr>
<th>Title</th>
<th>Description</th>
<th>Date and Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smoking Cessation for Pregnancy and Beyond</td>
<td>Learn about smoking cessation from experts in an informative, engaging and novel interactive format</td>
<td>11/1/2019 Available anytime</td>
</tr>
<tr>
<td>Smoking Cessation Leadership Center</td>
<td>Webinars, publications, toolkits, fact sheets and guides for providers</td>
<td>11/1/2019 Available anytime</td>
</tr>
<tr>
<td>Managed Health Care in California Archived Webinars</td>
<td>Multiple 90-minute webinars</td>
<td>11/1/2019 Available anytime</td>
</tr>
<tr>
<td>Available CME/CEU Recorded Webinars</td>
<td>Available recorded webinars with available CE/CME units from the Smoking Cessation Leadership Center</td>
<td>11/1/2019 Available anytime</td>
</tr>
<tr>
<td>Increasing Adolescent Immunization Coverage</td>
<td>Webinar intended for health professionals engaged in care of patients needing vaccinations</td>
<td>11/4/2019 Available anytime</td>
</tr>
<tr>
<td>Media-Smart Youth: Eat, Think and Be Active</td>
<td>Free 1-hour webinar for those interested in implementing youth programs</td>
<td>11/4/2019 Available anytime</td>
</tr>
<tr>
<td>Training Offered by Different Organizations</td>
<td>Various training opportunities offered by different organizations. Check specific trainings for dates and times</td>
<td>11/5/2019 Available anytime</td>
</tr>
<tr>
<td>Tobacco Dependence Treatment and Behavioral Health</td>
<td>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</td>
<td>11/6/2019 Available anytime</td>
</tr>
<tr>
<td>Screening, Brief Intervention, and Referral to Treatment (SBIRT) Training</td>
<td>Virtual SBIRT learning webinar</td>
<td>11/6/2019 12–1 p.m.</td>
</tr>
<tr>
<td>How to Talk With Patients About Smoking Cessation and Anxiety</td>
<td>Free recorded webinar with 1.0 CE credit</td>
<td>11/13/2019 Available anytime</td>
</tr>
<tr>
<td>How to Talk With Patients About Smoking Cessation and Anxiety</td>
<td>Free recorded webinar with 1.0 CE credit</td>
<td>11/27/2019 Available anytime</td>
</tr>
<tr>
<td>The Resources for Integrated Care – Webinar Recordings</td>
<td>The Resources for Integrated Care website features recordings of webinars and additional resources and tools for providers and health plans</td>
<td>11/29/2019 12–1 p.m.</td>
</tr>
</tbody>
</table>

For more information regarding available trainings and meetings, contact our Health Education department by fax at 714-338-3127 or by email at healthpromotions@caloptima.org.
On August 16, 2019, as part of the contract provisions referenced in Exhibit E, Attachment 2, Provision 25, the Department of Health Care Services (DHCS) requested service information for the individuals listed in a subpoena recently issued by Ernst Law Group referencing case number 17CV–0261 (Kent v. Phillip).

The information should contain all services provided to the individuals listed on the subpoena from the start service date through the end service date listed on the spreadsheet and should include the following:

<table>
<thead>
<tr>
<th>Medi-Cal ID Number</th>
<th>Provider Legal Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Birth</td>
<td>National Provider Identifier (NPI)</td>
</tr>
<tr>
<td>First Name</td>
<td>Diagnosis Code 1 (principal condition)</td>
</tr>
<tr>
<td>Last Name</td>
<td>Diagnosis Code 2 (supplementary treatment)</td>
</tr>
<tr>
<td>Plan Name/ Independent Physician Association (IPA)</td>
<td>Drug Label Name</td>
</tr>
<tr>
<td>Claim Control Number (CCN)</td>
<td>Billed Amount</td>
</tr>
<tr>
<td>Claim Line Number</td>
<td>Paid Amount</td>
</tr>
<tr>
<td>Claim Type</td>
<td>Reasonable Value</td>
</tr>
<tr>
<td>Service To Date</td>
<td>CPT Type</td>
</tr>
</tbody>
</table>

For questions regarding this request, please contact CalOptima’s Provider Relations department at 714-246-8600, Monday through Friday, from 8:00 a.m. to 5:30 p.m.

Notice: Provider Update Email Distribution Coming Soon

The CalOptima Provider Update, currently distributed monthly via fax, will soon convert to an email distribution system.

Please submit your contact email address as soon as possible to providerservices@caloptima.org.

For questions regarding this change, contact the Provider Relations department at 714-246-8600.
Health Education and Cultural and Linguistic Population Needs Assessment

On September 30, 2019, the Department of Health Care Services (DHCS) distributed All Plan Letter (APL) 19-011: Health Education and Cultural and Linguistic Population Needs Assessment, which supersedes All Plan Letter (APL) 17-002.

The purpose of this APL is to update and clarify the Health Education and Cultural and Linguistic (C&L) Population Needs Assessment (PNA) contract requirements for Medi-Cal managed care health plans, like CalOptima. CalOptima’s contract with DHCS refers to the PNA as the group needs assessment or GNA. For clarity, this APL only uses the acronym PNA.

The PNA identifies member health status and behaviors, member health education and C&L needs, health disparities, and gaps in services related to these issues. MCP contractual requirements related to the PNA are based on Title 22 of the California Code of Regulations (CCR), sections 53876(a)(4), 53876(c), 53851(b)(2), 53851(e), 53853(d), and 53910.5(a)(2), and Title 42 of the Code of Federal Regulations (CFR), sections 438.206(c)(2), 438.330(b)(4), 438.242(b)(2), 21

The goal of the PNA is to improve health outcomes for members and ensure that managed care plans are meeting the needs of all their Medi-Cal members by:

- Identifying member health needs and health disparities
- Evaluating health education, C&L, and quality improvement (QI) activities and available resources to address identified concerns
- Implementing targeted strategies for health education, C&L, and QI programs and services

CalOptima is required to conduct a PNA, which must address the special needs of seniors and persons with disabilities (SPDs), children with special health care needs (CSHCN), members with limited English proficiency (LEP), and other member subgroups from diverse cultural and ethnic backgrounds in the PNA findings. CalOptima must use the PNA findings to identify and act on opportunities for improvement. CalOptima must also use reliable data sources to conduct the needs assessment as outlined in APL 19-011.

Friday, November 15, 2019
Program begins at Noon and ends at 1:30 p.m.
CALOPTIMA
505 City Parkway West, Orange, CA 92868

Topics Include:
- OneCare Connect Behavioral Health Implementation
- Interpreter Services and Resources
- Medi-Cal Enrollment and more

Who Should Attend:
Contracted providers, physicians, office managers, back office billing and authorization staff

This event is free, but registration is recommended.
To RSVP and for more information, contact the Provider Relations department at 714-246-8600 or providerservicesinbox@caloptima.org
A CME Workshop for Physicians and Licensed Health Care Professionals on:

Transcending Principles of Street Medicine and Their Clinical Application

Guest Speakers

Brett J. Feldman, MSPAS, P.A.-C.  
Director, Street Medicine,  
Keck School of Medicine of USC

Corinne Feldman, MMS, P.A.-C.  
Physician Assistant, Street Medicine,  
Keck School of Medicine of USC

At the end of the program, attendees should be able to:
- Identify the key components of the transcending principles of street medicine.
- Differentiate the role of duty, love and charity in the street medicine model.
- Determine key concepts and components of a successful street medicine program.
- Recall the HOUSED BEdS clinical assessment tool components and how the tool can be used in clinical practice.

2 CME Credits Offered

CME Accreditation Statement: This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education through the joint providorship of the University of California, Irvine School of Medicine and CalOptima. The University of California, Irvine School of Medicine is accredited by the ACCME to provide continuing medical education for physicians.

CME Credit Designation Statement: The University of California, Irvine School of Medicine designates this live activity for a maximum of 2 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Disclosure: Full disclosure information for all those in control of content will be provided to participants in the syllabus prior to this activity.

When:
Thursday, December 12, 2019

Time:
6:30 – 8:30 p.m.

Where:
DoubleTree Hotel  
100 The City Drive  
Orange, CA 92868

Dinner Provided
No Charge, Registration Required

Space is limited! Please RSVP by December 6, 2019, through our online link below.

https://www.surveymonkey.com/r/Registration_CME_12-12-19

For questions, please call Ashley Young at 714-246-8650 or email at continuingeducation@caloptimaa.org.

California Assembly Bill 1195

This activity is in compliance with California Assembly Bill 1195, which requires continuing medical education activities with patient care components to include curriculum in the subjects of cultural and linguistic competency. For specific information regarding Bill 1195 and cultural and linguistic competency, please visit the CME website at:

http://www.meded.uci.edu/CME/
The following is a list outlining changes made to CalOptima policies and procedures during September 2019. The full description of the policies below are finalized and available on CalOptima’s website at [www.caloptima.org](http://www.caloptima.org).

<table>
<thead>
<tr>
<th>Policy #</th>
<th>Policy Title, Description and Revisions</th>
<th>Policy Last Review and/or Last Revision Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>DD.2003</td>
<td>Member Identification and Eligibility Verification</td>
<td>09/01/19</td>
</tr>
<tr>
<td>DD.2006b</td>
<td>CalOptima Community Network Member Primary Care Provider Selection/Assignment</td>
<td>09/01/19</td>
</tr>
<tr>
<td>EE.1112</td>
<td>Health Network Eligible Member Assignment to Primary Care Provider</td>
<td>09/01/19</td>
</tr>
<tr>
<td>GG.1116</td>
<td>Pediatric Preventive Services</td>
<td>01/01/19</td>
</tr>
<tr>
<td>EE.1111</td>
<td>Health Network Encounter Reporting Requirements</td>
<td>09/01/19</td>
</tr>
<tr>
<td>GG.1111</td>
<td>Vision Services</td>
<td>09/01/19</td>
</tr>
<tr>
<td>GG.1505</td>
<td>Transportation: Emergency, Non-emergency, and Non-medical</td>
<td>09/01/19</td>
</tr>
<tr>
<td>MA.3002</td>
<td>Financial Security Requirements</td>
<td>09/01/19</td>
</tr>
<tr>
<td>MA.6023</td>
<td>Notice of Medicare Non-Coverage and Notice of a Detailed Explanation of Non-Coverage</td>
<td>09/01/19</td>
</tr>
<tr>
<td>MA.3001</td>
<td>Payment Arrangements to Health Networks – Capitation Payments</td>
<td>09/01/19</td>
</tr>
<tr>
<td>CMC.3001</td>
<td>Payment Arrangements to Health Networks – Capitation Payments</td>
<td>09/01/19</td>
</tr>
<tr>
<td>CMC.4002</td>
<td>Cultural and Linguistic Services</td>
<td>09/01/19</td>
</tr>
<tr>
<td>CMC.4005</td>
<td>Election Periods and Effective Dates</td>
<td>09/01/19</td>
</tr>
<tr>
<td>CMC.4008</td>
<td>Member Handbook</td>
<td>09/01/19</td>
</tr>
<tr>
<td>CMC.4010</td>
<td>Health Network and Primary Care Provider Selection, Assignment, and Notification</td>
<td>09/01/19</td>
</tr>
<tr>
<td>CMC.4011</td>
<td>Notice of Change in Location and Availability of Covered Services</td>
<td>09/01/19</td>
</tr>
<tr>
<td>CMC.7100 RETIRED</td>
<td>Eligibility Data and Financial Reconciliation Process</td>
<td>09/01/16</td>
</tr>
<tr>
<td>PA.1007</td>
<td>Delivery of PACE Services</td>
<td>09/01/19</td>
</tr>
<tr>
<td>PA.1012</td>
<td>Alternative Care Settings</td>
<td>09/01/19</td>
</tr>
<tr>
<td>PA.1700 RETIRED</td>
<td>Nurse Practitioner Roles and Responsibilities</td>
<td>07/01/18</td>
</tr>
<tr>
<td>PA.1800 RETIRED</td>
<td>PACE Primary Care Provider (PCP) Roles &amp; Responsibilities</td>
<td>09/01/19</td>
</tr>
<tr>
<td>PA.2001</td>
<td>Interdisciplinary Team (IDT) &amp; Participant Assessments</td>
<td>09/01/19</td>
</tr>
<tr>
<td>PA.2002</td>
<td>Care Planning</td>
<td>09/01/19</td>
</tr>
<tr>
<td>PA.2020</td>
<td>Voluntary Disenrollment</td>
<td>09/01/19</td>
</tr>
<tr>
<td>PA.2021</td>
<td>Involuntary Disenrollment</td>
<td>09/01/19</td>
</tr>
<tr>
<td>PA.5052</td>
<td>Utensil Cleaning Guidelines for Nutritional Services</td>
<td>09/01/19</td>
</tr>
</tbody>
</table>
Provider Notification to CalOptima - Change in Access

If a provider has a change in the availability or access of services for CalOptima members, it is important for the provider to inform both their contracted health network and CalOptima as soon as possible. In the event of a termination or change in access, the provider is required to provide written notification to CalOptima no later than 90 days prior to the effective date.

The provider’s affiliated health network or CalOptima will inform all members under care of the termination and provide assistance in transferring care to another provider.

For questions, please contact CalOptima’s Provider Relations department at 714-246-8600.

HEDIS Medical Record Review Provider Training

Providers and office staff are invited to complete the medical record review training which includes a HEDIS overview, common chart deficiencies, and a review of the HEDIS technical specifications for all 16 hybrid measures, including:

- Well-child measures
- Weight and body mass index (BMI) assessment
- Immunization and lead screening measures
- Women’s health measures
- Adult measures

**One session offered on November 13, 2019 at 12:30 pm.** If you have any questions regarding these training please send e-mail to: HEDISMailBox@CalOptima.org or contact Irma Munoz at 714-347-5762.
Important Meetings

**CalOptima Board of Directors Meeting:**
November 7, 2 p.m.

**CalOptima Provider Advisory Committee Meeting:**
November 14, 8 a.m.

**CalOptima Board of Directors’ Quality Assurance Committee Meeting:**
November 20, 3 p.m.

**CalOptima Board of Directors’ Finance and Audit Committee Meeting:**
November 21, 2 p.m.

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.*

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**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**.