

Community Health Group Provider Update

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HOW TO REACH US

Community Services Department
Monday - Friday 8:00am - 5:00pm
(619) 498-6457

MEMBER PORTAL!

We have introduced a Member Portal on our website. This portal allows our members to conduct some business on-line.

With access to a computer and printer, members can:

- Print a new Member ID Card.
- Change primary care doctors.
- Update mailing address, phone number or email address.

Please share the below instructions with our members, as needed.

Using the Member Portal:

1. Go to www.chgsd.com.
2. Click the button "Member Login."
3. Click "Register" and fill in the fields marked with an asterisk (*).
4. Click "Submit."

Create username and password to sign in to the portal.



*Community Health Group Would Like
to Recognize the Following Provider*

Congratulations to:

Sony T. Vo, M.D.

*Achieved Primary Care Appointment Standard
10 Business Days*



Message **FROM THE CEO**

Sometimes it is hard to believe how fast time flies. This May Community Health Group is celebrating our 35th anniversary!

We would like to thank you for being such an important part of our success. Your commitment to serving our members—your patients—has allowed us to grow over the years, to evolve as the healthcare landscape has changed, and to continue to coordinate quality care for our members. Being local has allowed us to get to know many of you, your office staffs, and our CHG members personally. We believe it's that personal touch and our commitment to excellent customer service that distinguishes Community Health Group from other plans. We work in the community, we live in the community, and we are part of the community.



“Here is to another wonderful 35 years. Thank you again!”

Mil Gracias,

Norma



EMPLOYEE SPOTLIGHT
ANDREW GREGOR
 Corporate Counsel

Hello! My name is Andrew Gregor, and I am Community Health Group's (CHG's) Corporate Counsel (or corporate attorney). I have been CHG's in-house attorney for two years and was one of CHG's outside attorneys for seven years before that. As CHG's Corporate Counsel, I work with our CEO, executive management team, and the Board of Directors to ensure compliance with the many, many laws and regulations that apply to CHG and our lines of business. Among the many rewarding aspects of working for CHG, I get to be the legal advocate for a community-based non-profit organization that is dedicated to helping our members get access to quality health care. Knowing that my employer (CHG) is dedicated to such an admirable cause motivates me to show up at the office every day with a positive attitude and strive to be a helpful member of Team CHG. Thank you to all of our providers for helping CHG be one of the best health plans in California for the last 35 years. I look forward to many more years of success for CHG and its wonderful providers.



*Community Health Group Would Like
 to Recognize the Following Provider*

Congratulations to:

Matthew D. Pugh, D.O.

*Achieved Specialty Care Appointment Standard
 15 Business Days*



THE RIGHTS & RESPONSIBILITIES OF CHG PLAN MEMBERS

Member Rights

You have the right to:

- Get information about CHG, its services and its doctors and other doctors in a way that may be easily understood.
- Get information about your rights and responsibilities as a CHG member.
- Be treated with respect and dignity.
- Privacy.
- Choose a primary care doctor from within our network of contracted doctors.
- Participate with your doctor in decision-making about your health care, and to refuse treatment.
- An open and honest discussion of your treatment options in spite of cost or health plan benefits.
- Get appointments within a reasonable amount of time.
- Complain about CHG or the care you have received.
- Appeal when you don't agree with a decision CHG has made.
- Ask someone to explain or translate if you don't understand something that is said or written.
- Request an interpreter at no charge to you.
- Use interpreters who are not your family members or friends.
- File a complaint if your linguistic needs are not met.



- Prepare Advance Directives.
- Have your health records kept private.
- See your health records.
- Make recommendations about CHG's rights and responsibilities policies.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- Exercise these rights without adversely affecting how you are treated by CHG, its doctors, or the State.

Member Responsibilities

You have the responsibility to:

- Give correct information to CHG, its doctors and other doctors so that they can care for you.
- Follow the plans and care directions that you have agreed to with your doctor and others who provide care to you.
- Know your doctor's name.
- Present your member ID card(s) when getting health care. If you have other insurance, take that card too.
- Use emergency services only in cases of an emergency or as directed by your doctor.
- Remember what your doctor tells you about your health problem.
- Understand your health problems and participate in developing treatment goals.
- Ask questions if you don't understand what you are told or the documents that have been given to you.



Access
Excellence

*Community Health Group Would Like
to Recognize the Following Provider*

Congratulations to:

Pacific Health Systems

*Achieved Specialty Care Appointment Standard
15 Business Days*



- Keep follow-up visits with your doctor.
- Tell your doctor if you don't want to follow a treatment plan.
- Make and be on time for health appointments or cancel appointments at least one business day ahead of time.
- Treat all CHG personnel and health care doctors respectfully and courteously.
- Go with your children who are under age 18 (if they are enrolled in the plan) when they are getting health care. You can sign a form that allows the child to be treated without you there.
- Help CHG maintain accurate and current records by providing timely information about changes in address, family status and other health coverage.
- Notify CHG as soon as possible if you get a doctor's bill or if you have a complaint.

PROVIDER DIRECTORY CHANGES

Community Health Group (CHG) works to ensure that its Provider Directory is up to date. Please help us by reporting changes in your practice. We especially want to know when you are not accepting new patients.

If you are not accepting new patients and a CHG enrollee/potential enrollee contacts you to become a new patient, please refer the enrollee to CHG to find an available provider.

To report changes, please contact the Credentialing Department at:

CHG Credentialing Department

(619) 498-6441

credentialing@chgsd.com



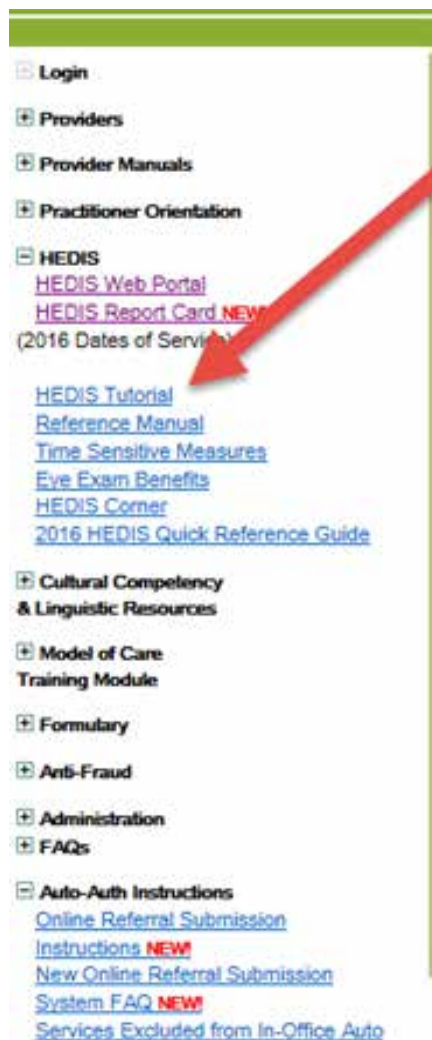
HEDIS VIDEO

We are pleased to announce the release of a new HEDIS tool. It is a HEDIS video that features instructions on how to download your HEDIS scorecards, gap reports, how to create a pivot table, and some tips for success.

Below are the steps to access the HEDIS video.

- Log into our web portal at extra.chgsd.com
- Enter your assigned login and password
- From the left navigation pane, expand (+) on HEDIS
- Click on HEDIS Tutorial
- Click the “play” icon on the video
- Please ensure your volume is not muted.

If you have trouble accessing any of this information or require on-line access, please feel free to contact our Community Service Department at (619) 498-6457. We thank our beta users for their feedback, helping this to be another resource to help improve your HEDIS rates.



Access
Excellence

Community Health Group Would Like to Recognize the Following Provider

Congratulations to:

Psychiatric Centers at San Diego

*Achieved Specialty Care Appointment Standard
15 Business Days*



QUICK REFERENCE GUIDE

Interpreter Services

This service is free to members and providers. When a Community Health Group member needs interpreter services (face-to-face or telephonic) please call:

Customer Service Department
(800) 224-7766
24 hours a day, 7 days a week

They will coordinate the needed services. Please give us three days advanced notice to schedule face-to-face interpreter services. Please remember that the provider or staff is not allowed to ask a family member or friend to interpret. However, if the member wants a family member to interpret and refuses to use our interpreter services, please document this in the medical record.

Teletypewriter (TTY)

If there is a need to coordinate TTY services for CHG members, call Customer Service at (855) 266-4584.

Health Education Member Materials

Health education materials are available in the threshold languages (Arabic, English, Spanish, Tagalog and Vietnamese). If you need additional copies of the materials previously provided to your office, please call Marcella Lopez, Preventive Services Supervisor, at (619) 498-6481.

Telephone Advice Nurse

Members may call (800) 647-6966 to obtain health advice from the Telephone Advice Nurse (TAN) 24 hours a day, 7 days a week. Our TAN nurses have access to a language line when translation services are needed.



PROVIDER ORIENTATION TRAINING

Community Health Group offers online access to provider orientation training. If you have staff which works with us and needs to understand all of the key areas please offer them our online training. The training is self-paced and provides the needed information to allow them to effectively navigate through all of the processes such as Customer Service, Online Tools, Referrals, Claims, Model of Care and much more.

The location of the training can be found with the following URL:

www.chgsd.com/providerServices.aspx



IMMUNIZATION FOR ADOLESCENT HEDIS MEASURE CHANGE

The National Committee for Quality Assurance (NCQA) Technical Specifications for Health Plans. This release reflected a measure change for Immunization for Adolescent HEDIS measure.

Human Papillomavirus (HPV) vaccine was added to Immunizations for Adolescent (IMA). At least three HPV vaccines with different dates of service on or between the member's 9th and 13th birthday are required for



Community Health Group Would Like to Recognize the Following Provider

Congratulations to:

Allergy & Immunology Medical Group

*Achieved Specialty Care Appointment Standard
15 Business Days*



compliance in addition to Meningococcal and Tdap.

The table below lists the age detail and CPT codes:

Immunizations for Adolescents (IMA)

IMA is the percentage of 13 year old adolescents who have had one dose of meningococcal conjugate vaccine, one tetanus, diphtheria toxoids and acellular pertussis (Tdap) vaccine and three doses of the human papillomavirus (HPV) vaccines by their 13th birthday. The measure calculates a rate for each vaccine and two combination rates.

Immunization	Details	CPT
Meningococcal	One between 11th - 13th birthday	90644 or 90734
Tdap	One between 10th - 13th birthday	90715
Human Papillomavirus	Three doses between the member's 9th - 13th birthday	90649, 90650, 90651

As a reminder, you can submit these services to Community Health Group through claims (electronically or paper) and/or CHDP (paper or through our web portal).

Don't forget to also enter all vaccines into the San Diego Immunization Registry (SDIR).

If you have any questions or need assistance, please don't hesitate to call Gabriela Rubalcava, HEDIS Manager, at (619) 498-6535 or Adrian Arce, HEDIS Quality Assurance Analyst, at (619) 240-8905.



COMMUNITY HEALTH GROUP'S AFFIRMATIVE STATEMENT ABOUT FINANCIAL INCENTIVES

Community Health Group affirms that:

- Utilization Management (UM) decision-making is based only on appropriateness of care and service, and existence of coverage.
- We do not specifically reward practitioners or other individuals conducting utilization review for issuing denials of coverage, service, or care.
- Financial incentives for UM decision-makers do not encourage decisions that result in underutilization.

For more information about Community Health Group's UM decision-making process, please contact Yousaf Farook, FMG, Utilization Management Manager at (619) 498-6423.

LANGUAGE ASSISTANCE PROGRAM (LAP)

Good communication begins with understanding each other. When language becomes an issue, communication and understanding are impossible. Community Health Group can help you and your CHG patients communicate.

Our **LAP** is designed for our members who have:

Limited English Proficiency, or

Vision impairment, or

Hearing impairment.

The program ensures that our members have timely access to professional interpretation and translation services at no cost to them.



Access
Excellence

*Community Health Group Would Like
to Recognize the Following Provider*

Congratulations to:

*Rady Children's Specialists
of San Diego
Catalina Matiz, M.D.*

*Achieved Specialty Care Appointment Standard
15 Business Days*



Threshold languages

The designated threshold languages for San Diego County are: **English, Spanish, Vietnamese, Tagalog and Arabic**. Key documents, like our Evidence of Coverage and Grievance Forms, are published in the threshold languages. To access these documents, call Customer Service or visit www.chgsd.com.

About Language Assistance

You can check on the languages spoken by your CHG members on your Enrollment Listing, which is updated monthly. You can access your listing at www.chgsd.com.

Our Customer Service staff coordinates all interpretation services – by phone, in-person or written.

To request interpretation services for a CHG member, please call three days in advance of the appointment.

If a CHG member refuses language services, please document this in the medical record.

SCREENING FOR CLINICAL DEPRESSION AND FOLLOW-UP PLAN (CDF)

Annually, members aged 12 years and older need to be screened for clinical depression.

CHG is recommending using the standardized depression screening tool, Patient Health Questionnaire-2. The PHQ-2 questions/form is located at <https://brightfutures.aap.org/Bright%20Futures%20Documents/PHQ-2%20Questionnaire.pdf>.

As a reminder, if a member tests positive (score greater than 3) for the depression screening, we recommend for these members to be referred directly to Community Health Group's Behavioral Health Services Department at (800) 404-3332.



Community Health Group members with a serious mental health condition are covered by the County Mental Health Plan. If you suspect a Community Health Group member has a serious mental health condition, please refer them to the San Diego County Access & Crisis Line at (888) 724-7240.

To receive credit for this screening, please submit a claim with the appropriate HCPC code.

Description	HCPC
Screening for Clinical Depression Documented as Negative, Follow-Up Plan not Required	G8510
Screening for Clinical Depression Documented as Positive, AND Follow-Up Plan Documented	G8431
Screening for Clinical Depression not Documented, Patient not Eligible	G8433
Screening for Clinical Depression Documented as Positive, Follow-Up Plan not Documented, Patient not Eligible	G8940
Screening for Clinical Depression not Documented, Reason not Given	G8432
Screening for Clinical Depression Documented as Positive, Follow-Up Plan not Documented, Reason not Given	G8511

If you have any questions or need assistance, please don't hesitate to call Gabriela Rubalcava, HEDIS Manager, at (619) 498-6535 or Adrian Arce, HEDIS Quality Assurance Analyst, at (619) 240-8905.

Customer Service Department
 1 (800) 224-7766
 24 hours a day, 7 days a week



Community Health Group Would Like to Recognize the Following Provider

Congratulations to:
Physical Therapy & Hand Centers

*Achieved Specialty Care Appointment Standard
 15 Business Days*



ACCESS TO CARE

CHG members must have access to appropriate health care services. Our contracted provider sites must have office procedures to ensure this access.

Telephone Triage

Your staff who answer telephones must:

1. Know the procedures for how to refer emergency calls to 911.
2. Direct clinical questions to qualified staff, such as a registered nurse, mid-level provider or physician.
3. Understand that patients with serious, acute or urgent problems must be provided with same-day service.

Standards for Appointment Setting

Type of Appointment	Standard
Urgent Care (prior authorization <u>not</u> required by health plan)	48 hours from request
Urgent Care (prior authorization required by health plan)	96 hours from request
Non-Urgent Doctor Appointment (primary care physician)	10 business days from request
Non-Urgent Doctor Appointment (specialty physician)	15 business days from request
Non-Urgent Mental Health Appointment (non-physician)	10 business days from request
Non-Urgent Appointment (ancillary provider)	15 business days from request
<i>In an emergency, members should call 911 or go to the nearest emergency room.</i>	

Except in an emergency, CHG members are encouraged to make and keep regular appointments.

Hours of Operation

Your hours of operation should be clearly visible in a window or door. This notice should include how to access after-hours services. Primary Care Physician offices must be open and staffed by a physician, physician assistant, or nurse practitioner. The Primary Care Physician office must be open for a minimum of 32 hours a week.

THE GRIEVANCE PROCESS

Our members have the right to file a grievance when they are dissatisfied with the care or service received. We have developed a grievance system that emphasizes quick problem resolution. When a member is unhappy with care or service, we want them to call our Customer Service Department.

Important deadlines:

Grievances must be submitted within 180 days of the incident or action that caused the member to be dissatisfied with care or service.

A member has 90 days to submit an appeal when CHG has issued a denial.

Three ways to file a grievance:

Call Customer Service at (800) 224-7766.

Visit our website at www.chgsd.com.

Write to us:

Community Health Group
Appeals and Grievance Manager
2420 Fenton Street, Suite 100
Chula Vista, CA 91914

