The objective of this project was to increase the rate of members with diabetes receiving retinal eye exams at a specific provider site that was identified as a high volume but underperforming site. CenCal Health chose this topic based on a disparity noted in HEDIS 2015 rates between members residing in Santa Barbara County as compared to those in San Luis Obispo County. Community Health Centers of the Central Coast- San Luis Obispo Casa (CHCCC- SLO Casa) had the highest percentage of assigned members in the HEDIS 2015 sub-measure for diabetic eye exams, but the third lowest rate at 56%. A SMART Aim was developed to improve the rate of eye exams in members with diabetes assigned to the SLO Casa site from 56% to 60.4% by June 30, 2017.

CHCCC was interested in maximizing utilization of EyePACS telemedicine to capture and send retinal images to remote eye specialists for evaluation, minimizing the need for referrals for these exams. This addressed potential barriers that were identified as part of the collaborative project, such as transportation and work schedule issues for members. A PIP project team composed of CenCal Health and CHCCC staff developed a coordinated member identification and outreach process, with monthly data exchanges, to facilitate telemedicine-based retinopathy screening.

As a result of this project, CHCCC achieved a site-level improvement of 30 percentage points over the prior year, raising the overall SLOHI reported HEDIS 2017 rate 11 percentage points. In addition to the coordinated member outreach, the SLO Casa site implemented other system improvements to support EyePACS telemedicine such as increasing the number of staff trained to perform the exams, initiating standing orders for eye exams and creating a dedicated space for the EyePACS unit. The greatest lessons learned were the importance of frequent data exchange and feedback, continuity of dedicated resources and improved processes to deliver care. CenCal Health is exploring opportunities to expand the successful model for delivery systems innovation to additional provider partners.

On The Horizon: Technology Updates - Provider Attestation

As a reminder, Senate Bill 137 requires CenCal Health to make significant changes surrounding the collection and reporting of provider data. The requirements include that health plans incorporate specific provider information in the online provider directories, as well as a mechanism to provide frequent and timely updates to provider information. CenCal Health launched our new and improved Online Provider Directory in October. Coming soon, CenCal Health will be launching an online Provider Attestation process whereby providers can update their information via the provider portal. This tool will allow providers to view their practice information and submit a request to make updates. Provider Attestation will be an annual process required to ensure current practice information is reflected in the Online Provider Directory. For questions, please contact the Provider Services Department at (805) 562-1676 or psrgroup@cencalhealth.org
Patients on ACE/ARB Medications Due For Annual Lab Testing

A laboratory test (metabolic/renal panel) is required annually for patients on ACE Inhibitors or ARB medications. CenCal Health distributed a list of members who are due for their annual metabolic/renal panel, in September. As a reminder, please schedule members to complete the required lab testing prior to December 31, 2017. If you did not receive this list or have questions regarding this report or other quality measures, please feel free to contact Paula Curran, Clinical Practice Management Supervisor, at (805) 562 –1637 or pcurran@cencalhealth.org.

CenCal Health Recoveries Department

CenCal Health’s Recoveries Team receives and processes provider initiated refund checks as well as collection of overpayments, also known as recoveries. Recently, the Recoveries Team has noted a large increase in the number of inaccurate or unnecessary provider initiated refund checks and would like to remind and encourage our provider community to contact the Recoveries Team directly whenever a large refund project is underway. By doing so, the Recoveries Team can assist with ensuring clarity and understanding of the refund process by addressing any questions as well as to ensuring that all refunds are justified and accurate. Please contact the Recoveries Department at (805) 562-1081 or web_finance@cencalhealth.org if you have questions or need any assistance.

Tobacco Cessation and the Great American Smokeout

Thursday, November 16th is the American Cancer Society Great American Smokeout. This is a wonderful opportunity to encourage your patients to live healthy, tobacco-free lives. CenCal Health acknowledges that there is growing evidence that smokers who receive clinician advice and assistance with quitting tobacco usage report greater satisfaction with their health care than those who do not. Clinician-delivered brief interventions also enhance motivation and increase the likelihood of future quit attempts. We know that smoking is one of strongest and most deadly addictions one can have and quitting is a process. It starts with a plan, often takes time and requires a lot of support.

Available tobacco cessation medications can be found on CenCal Health’s searchable formulary. Additional information, including ICD-10 and CPT codes for tobacco use and counseling, referral resources, and more can be found on Steps to Take for Tobacco Cessation on CenCal Health’s website and will be included in the Provider Manual. If you would like more information on tools available to your practice to participate in the American Cancer Society Great American Smokeout, please refer to https://www.cancer.org/healthy/stay-away-from-tobacco/great-american-smokeout/resources.html.

Happy Thanksgiving! CenCal Health will be closed Thursday, November 23rd and Friday, November 24th in observance of the Thanksgiving holiday.
Synagis® Pharmacy Update: RSV Season

CenCal Health would like to assist our members and providers in preparation for the upcoming RSV season. In conjunction with the Department of Health Care Services’ Children’s Medical Services Network, the Synagis® prophylaxis season will begin November 1, 2017, and run through March 31, 2018. Medical Request Forms (MRFs) will be accepted beginning October 1st for initial administration beginning November 1st to ensure that the infant’s/child’s weight is current.

Synagis® is required to be ordered through our Specialty Pharmacy vendor, Diplomat Specialty Pharmacy. Order forms can be obtained through the CenCal Health website at: www.cencalhealth.org or by contacting Diplomat Specialty Pharmacy directly at (877) 319-6337.

Please contact CenCal Health Pharmacy Services Department at (805) 562-1080 if you have any questions or need any assistance.

Formulary Update: Asthma Inhalers

Inhaled Corticosteroid/Long-Acting-Beta-Agonist (ICS/LABA) Formulary Addition

The CenCal Health formulary now includes the authorized generic for AirDuo RespiClick, Fluticasone/Salmeterol inhaler. AirDuo RespiClick is the preferred ICS/LABA agent for members ≥ 12 years of age with a diagnosis of asthma who have tried/failed an ICS agent.

In efforts to minimize any disruption to CenCal Health providers and members during this change, beginning November 1, 2017 providers who have members on any of the non-preferred ICS/LABA inhalers will receive a Prescription Change Form via fax requesting providers to authorize a new prescription to CenCal Health’s preferred ICS/LABA inhaler. The form will serve as a valid order to begin dispensing the new medication with the next routine prescription fill.

For more information, please contact CenCal Health’s Pharmacy Department at (805) 562-1080.