



Provider Bulletin

January 2005

Volume 9, Issue 1

Healthcare Coverage for In-Home Support Service Caregivers (IHSS) Coming Soon

In development for 2005, the Alliance is planning a new program to provide coverage to In-Home Support Services Caregivers (IHSS). The IHSS program will provide health coverage to uninsured caregivers who provide services to IHSS clients (elderly individuals and people with disabilities) that need assistance to remain safely in their homes. IHSS caregivers are critical to the functioning of the IHSS program because their services are keeping clients from institutional placement.

This program will provide needed health coverage to uninsured, qualified individuals and will also provide a new payment source for providers caring for these individuals in their practices.

The program is planned to launch in Monterey County on July 1, 2005. Santa Cruz County may implement the program at a later date. The benefit plan is currently under design and will likely include medical, pharmacy, mental health and substance abuse coverage at a minimum.

The funding for the program is independent of the Medi-Cal or Healthy Families programs. Any proposed or real reductions in State Medi-Cal rates will not affect the IHSS program reimbursements. Funding for the IHSS program will be provided by the County (Public Authority) and IHSS caregiver contribution. There are similar programs operating in San Francisco, San Mateo and Santa Clara. The IHSS program is not an entitlement program.

Enrollment and benefits will be limited and co-payments will apply to some services.

Providers currently contracted with the Alliance will receive an amendment to their agreement for the IHSS program.

We are very excited to be offering this coverage to the uninsured home care workers of Monterey and Santa Cruz Counties. The Alliance appreciates the excellent care you have always provided to our members and we look forward to your participation in this new program.

If you would like any additional information regarding this program please contact your Provider Services Representative as listed below.

Monterey Peninsula/Watsonville Area Providers
Theresa Garcia 831-755-8220, ext. 6770
Salinas and South Monterey County Providers
Gabiella Calderon 831-755-8220, ext. 6763
Santa Cruz County Providers
Laurie Hester 831-457-3850, ext. 4422*

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New BIC Numbers

The State of California is phasing in new BIC numbers. The new numbers will be 14-digits long and providers will be required to use this new number **when billing the State**.

The use of the new BIC number is **not** an issue when billing the Alliance. The Alliance will continue to require providers use the CIN #.

If you have any questions, please contact Angelique Milhouse in the Provider Services Department at 831-457-3850, ext. 4425.✘

Alliance Holiday Office Hours

Central Coast Alliance for Health will be closed to observe the following Holidays:

Martin Luther King Day
January 17, 2005

President's Day
February 21, 2005✘



Claims Corner

Some Useful Billing Tips

When completing claims, please do not use red ink, our scanning equipment does not pick it up.

375 Encinal St., Suite A, Santa Cruz, CA 95060, (831) 457-3850 www.ccah-alliance.org

Dark clear prints and fonts should be used on all forms to ensure proper reading of your claims documents. If using an address stamp on the claim, please do not stamp claims more than once in the appropriate box.

Please do not staple attachments to claims. Simply file any attachments behind the claim. Our staff will keep all documents together in the order you send them. Include all attachments such as EOBs or catalog pages.

Please make sure your TIN, address, name and Medi-Cal numbers are listed in the appropriate boxes of your claim form. No dashes should be used when entering provider numbers. Please note that no decimal points should be used in the Quantity boxes.

Submit claims with appropriate Medi-Cal billing codes, ICD -9 codes and modifiers. If a modifier is needed, please keep it separate from the procedure code in box 24D. The scanning system recognizes the modifier as a procedure when they are too close.

If you are a PCP remember to send in your Referrals (RAFS) to expedite specialist reimbursement.

If billing for Healthy Kids or Healthy Families please use the HCFA 1500, do not use the PM 160 form for these programs.

Please don't forget to sign your claim forms.

If you are billing on a HCFA 1500:

Please remember that box 23 is used for Authorization numbers only. Use box 24E to indicate coinciding diagnosis by number and not the diagnosis itself. Please make sure you place the provider number in box #33.

If you are billing on a UB-92:

Please remember that box 84 of the UB-92 should include any information or remarks in addition to our office address. This box can also be used to indicate if an EOB is attached. Please remember that no decimals are needed in the Quantity box. Please make sure you place the provider Medi-Cal number in box 51.

Health Programs Update

Your ongoing patience and co services you provide for our is greatly appreciated. ✖



Helping Patients Quit Smoking



Tobacco use is a leading cause of preventable illness, with enormous human and health care costs. You tell your patients to quit, but how can you help them succeed?

Medical providers can strongly influence a patient's decision to quit. The U.S. Public Health Services Guideline recommends that providers follow the "Five A's" to help patients quit smoking.

1. **Ask** patients whether they use tobacco.
2. **Advise** them to quit if they do.
3. **Assess** their readiness to quit.
4. **Assist** them to get counseling or other effective treatment.
5. **Arrange** for follow-up.

Using the Five A's, providers can have a real

California Smokers' Helpline

A free, scientifically proven counseling program for tobacco dependence

English 1-800-NO-BUTTS

Spanish 1-800-45-NO-FUME

The Helpline is also available in other languages and TDD/TTY. For free brochures or handy "Take Charge" cards for patients, call 858-300-1010 or send an e-mail to cshoutreach@ucsd.edu.

How the Alliance Can Help

The Alliance promotes smoking cessation to members through our member newsletter. We also refer members to smoking cessation counseling and pay for smoking cessation aids.

To obtain aids such as nicotine-replacement gum, patches or Zyban*, members need a prescription from their doctor and documentation of cessation counseling. Most Alliance members prefer to use the free California Smokers' Helpline for phone counseling. Also Alliance offers scholarships for members who want to attend a local smoking cessation class.

Have members call our bilingual health educator at **1-800-700-3874 x4441** to learn more. Or refer members directly to the Smokers' Helpline (see box).

*Zyban requires a TAR.

Portions of this article were adapted with permission from Helpline Wire, The Newsletter of the California Smokers Helpline, Spring/Summer2004.

New on Alliance Website

www.ccah-alliance.org



We continue to build our website to better serve you. Check out these new resources under the Provider Services and Health Services menus:

- **Provider Education Opportunities** – local CME events, Alliance provider workshops, and free online CME courses

- **Provider Tools** – free tools and resources
- **Clinical Guidelines** – national best practices in chronic care and preventive care guidelines
- **Referral Resources** – links to directories of community referrals for your patients

Reporting Medi-Cal Fraud

Practitioners or members have the right to report fraud involving Medi-Cal benefits or services directly to **Medi-Cal** (1-800-822-6222) or the **Alliance** (1-800-700-3874 extension 4342). Callers may remain anonymous if desired. The following information should be reported during the call.

- Name of suspect (recipient or provider)
- Address and or Medi-Cal ID #
- Nature of complaint
- How long person reporting has been aware of the problem
- Name of anyone else who may be aware of the problem
- Anything else that may be pertinent to the investigation

We appreciate your cooperation in fighting Medi-Cal fraud and abuse. Together we can save precious tax dollars so they can be used in the delivery of appropriate and needed medical services.

Changing your address, Medi-Cal # or Tax ID #?

Please let us know as soon as possible to prevent a delay in payment. If your Tax ID changes, please submit a completed W-9 to the Provider Services Department.



375 ENCINAL ST. SUITE A
SANTA CRUZ, CA 95060

Upcoming Meetings

Managed Care Commission Meeting

January 26

February 23

All Managed Care Commission meetings are open to the public. For specific times and locations please call Dominique Blake at (831) 466-4351

Physician's Advisory Group

February 16, Green Valley Grill, 6:30-8:30 pm

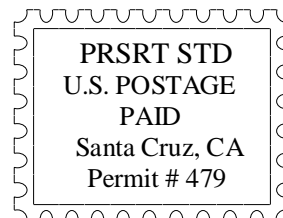
Santa Cruz County Member Services Advisory Group

February 28, CCAH Santa Cruz Office, Conference Room 3, 10:00 am-Noon

Monterey County Member Services Advisory Group

January 25, CCAH Salinas Office, Noon-1:30 pm

March 22, CCAH Salinas Office; Noon-1:30 pm.



Mailing Address Line 1
Mailing Address Line 2
Mailing Address Line 3
Mailing Address Line 4
Mailing Address Line 5

Cultural Crossroads

Tips and resources to help you communicate better with Alliance members

Tools to Care for Diverse Patients

In our increasingly diverse society, medical providers serve patients from many different cultures. Not only may the patient and provider speak different languages, but cultural expectations about eye contact, body language, and style of speech may vary radically.

To help providers improve communication and health outcomes, Industry Collaboration Effort (ICE)* has published a free provider toolkit. The toolkit contains many brief tip sheets on:

- Interaction with a diverse patient base
- Communication across language barriers
- Understanding patients from various cultural backgrounds

The kit also includes many practical tools:

- Language identification flashcards
- Common signs and phrases in multiple languages
- Ways to talk about sex or pain management across cultures
- Staff self-assessment tools for cultural awareness or language skills
- Interview guide for hiring staff with diversity awareness

The complete document is available on the Alliance website: www.ccah-alliance.org. Go to the Provider Tools page under the Provider Services menu.

**ICE is a national collaboration of health plans, providers, and health agencies.*

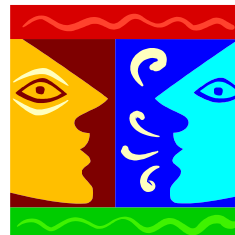
Sample Case Study: Non-Verbal Communication

The following example contains a broad cultural generalization. Please remember to ask the patient rather than assume that a generalization fits any one individual.

“Ellen was trying to teach her Navajo patient, Jim Nez, how to live with his newly diagnosed diabetes. She soon became extremely frustrated because she felt she was not getting through to him. He asked very few questions and never met her eyes. She reasoned from this that he was uninterested and therefore not listening to her.

“It is rude to meet and hold eye contact with an elder or someone in a position of authority such as a health professional in most Latino, Asian, American Indian and many Arab countries. It may be also considered a form of social aggression if a male insists on meeting and holding eye contact with a female.”

Source: Better Communication, Better Care: Provider Tools to Care for Diverse Populations, ICE Cultural and Linguistics Workgroup, 2004.



For more information on Alliance cultural and linguistic services or health education programs, contact the Senior Health Educator at 831-466-4311 or iglatt@ccah-alliance.org.