

PAGE 2

## SPOTLIGHT ON COVID-19 VACCINES

PAGE 3

## COVID-19 VACCINATIONS AT SAFEWAY



## RESPOND TO HEDIS RECORD REQUESTS

MEDICAL RECORD

PAGE 5

### IN THIS ISSUE

#### HPSM NEWS

SPOTLIGHT ON COVID VACCINES .....	2
SAFEWAY OFFERING COVID-19 VACCINATIONS TO QUALIFIED HPSM MEMBERS.....	3
MEDI-CAL RX WILL NOT START ON APRIL 1, 2021 .....	3

#### PROVIDER RESOURCES

NEW WEBSITE RESOURCES FOR PROVIDERS .....	4
HOW TO SUBMIT COVID-19 VACCINATION CLAIMS .....	4
REMINDER: RESPOND TO HEDIS RECORD REQUESTS .....	5

#### CLINICAL CORNER

NURSE ADVICE LINE COVID-19 VACCINE PROTOCOLS ADDRESS QUESTIONS AND REACTIONS .....	6
HOW TO REFER PATIENTS FOR MENTAL HEALTH OR SUBSTANCE USE SERVICES .....	6
VIDEO REMOTE INTERPRETERS ARE AVAILABLE FOR OFFICE AND TELEMEDICINE VISITS.....	7
FAMILY THERAPY IS NOW COVERED FOR MEDI-CAL PATIENTS.....	7
SIGN UP TO BECOME A COVID-19 VACCINATION PROVIDER .....	8

## SPOTLIGHT ON COVID VACCINES

Dear HPSM providers,

We ended 2020 with gratitude for you and all you have done to support our community and one another during the Public Health Emergency. As we start 2021, that gratitude is compounded by some extraordinary glimmers of hope. With the authorization of three safe, effective COVID-19 vaccines, and with San Mateo County helping to lead the way on vaccinations in California, there is much to look forward to and strive for this year.

The logistics of vaccination are complex, and information about who is eligible and how to access the vaccine change frequently. Much of this confusion stems from having a limited supply of the vaccine. We will eventually have enough vaccine for everyone, which will reduce many of the challenges we face today. Here at HPSM, we are currently focusing on three areas to support vaccination efforts:

- 1) **Support and amplify the work of San Mateo County Health** by promoting transparent, timely information about the vaccines to our members and provider network.
- 2) **Strive for equity and speed** by supporting the dual goals of equitable distribution that prioritizes the most vulnerable and fast distribution of the vaccine. Many HPSM members face barriers to vaccination. For example, some people don't know how to make a vaccination appointment because they lack internet access or can't find information in their language. Some don't have transportation to get to an appointment or may have trouble getting time off from work. A significant proportion of people remain hesitant to get vaccinated. As an advocate for our members, we are working hard with San Mateo County Health, provider groups and community partners to address these barriers as nimbly as possible.
- 3) **Support our provider network** in ramping up vaccination capabilities, with a focus on building vaccination pathways for members who face barriers. We are also focused on finding ways to share data with you about your patients' vaccination completion rates and COVID-19 risk factors.

In this quarter's newsletter, be sure to check out our new website resources for providers and members (on page 4), including information about how to sign up for notifications of vaccine availability. We've also included resources for answering questions your patients or staff may have. And as always, we want to hear from you: please reach out to [PSInquiries@hpsm.org](mailto:PSInquiries@hpsm.org) with suggestions about how we can best support you in increasing COVID-19 vaccination rates.

With gratitude,



Colleen Murphey, HPSM Network and Strategy Officer

"I feel extreme confidence in the safety and the efficacy of this vaccine, and I want to encourage everyone who has the opportunity to get vaccinated so that we can have a veil of protection over this country that would end this pandemic."

— Dr. Anthony Fauci, Dec. 22, 2020 upon receiving his first dose of the Moderna vaccine



# SAFEWAY OFFERING COVID-19 VACCINATIONS TO QUALIFIED HPSM MEMBERS

Do you have patients eligible for the COVID-19 vaccine who haven't received it yet? If they are HPSM members, please let them know they can get no-cost in-store vaccinations at Safeway locations in:

**BURLINGAME**  
1071 El Camino Real

**MILLBRAE**  
525 El Camino Real

**REDWOOD CITY**  
1450 Howard Avenue

Qualified members can schedule an appointment online at [hpsm.org/vax](https://hpsm.org/vax).

Members who do not have internet access or need help scheduling their appointment can call HPSM:

- **CareAdvantage members** 1-866-880-0606 or 650-616-2174
- **Medi-Cal members** 1-800-750-4776 or 650-616-2133
- **TTY** 1-800-735-2929 or 7-1-1

## Rules and restrictions

- Members *must* make their appointment 48 hours in advance – walk-ins will not be accepted
- Members *must* bring their HPSM ID card and photo ID to their appointment
- Qualified members who do not have transportation to their appointment can get a ride at no cost by using HPSM's free Ride Benefit
  - ▷ For details, refer members to [hpsm.org/ride](https://hpsm.org/ride)
  - ▷ Members without internet access can call the Ride Benefit directly to schedule a ride:
    - CareAdvantage members 1-877-356-1080
    - Medi-Cal members 1-844-856-4389



## MEDI-CAL RX WILL NOT START ON APRIL 1, 2021

The Department of Health Care Services (DHCS) has postponed the pharmacy carve-out start date for a second time. Medi-Cal members were originally slated to transition to Medi-Cal Rx on January 1, 2021. DHCS then rescheduled the start date for April 1, 2021. In mid-February, they announced another delay. A new go-live date has not been set. DHCS said it may take a while to set a new date. We will share more information as soon as we have news.

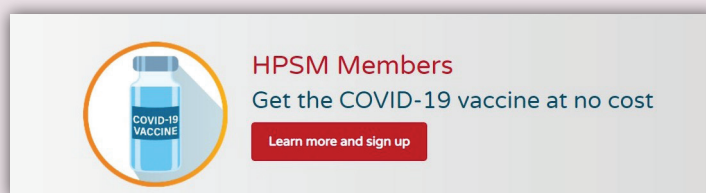


# PROVIDER RESOURCES

## NEW WEBSITE RESOURCES FOR PROVIDERS

### COVID-19 VACCINATION INFORMATION — [HPSM.ORG/COVID-19](https://hpsm.org/covid-19)

When your patients ask about COVID-19 vaccination, refer them to our new website section for HPSM members. It includes the latest information on vaccine safety, who can get vaccinated now, what to expect after getting vaccinated and FAQs. It also lets anyone sign up to get personalized COVID-19 vaccine notifications that will tell them when they are eligible to get the COVID-19 vaccine.



### STREAMLINED MRR/FSR TRAINING WEBPAGE — [HPSM.ORG/MRR-FSR](https://hpsm.org/mrr-fsr)

HPSM's Quality Improvement (QI) Toolkit at [hpsm.org/qi-toolkit](https://hpsm.org/qi-toolkit) consists of seven training topics that are required reading for HPSM providers. One of them is *Medical Record Reviews (MRR) and Facility Site Reviews (FSR)*, which are both conducted by the California Department of Health Care Services (DHCS). Because this training topic contains a high volume of information, we created a separate webpage with five easy-to-navigate categories.

While FSRs are suspended during COVID-19, they will resume six months after the public health emergency is over. Until then, this information will help you meet the required FSR standards for safety, high-quality patient care and other measures.

## COVID-19 VACCINATION CLAIMS

## HOW TO SUBMIT COVID-19 VACCINATION CLAIMS

Administration of COVID-19 vaccination is carved out to Medi-Cal and Medicare fee-for-service (FFS). Providers should therefore bill FFS — *not HPSM* — for COVID-19 vaccine administration codes (0001A-0002A, 0011A-0012A and 0021A-0022A). If you have questions, please call the Department of Health Care Services Telephone Service Center (TSC) at **1-800-541-5555**.

HPSM continually improves our website so you can get the information and support you need quickly. Here are the latest updates we've made – including new online resources, enhanced webpages and training tools. If you have feedback about our website or suggestions for additional resources that you would find useful, please email us at [psinquiries@hpsm.org](mailto:psinquiries@hpsm.org).

## LEARNING LAB — [HPSM.ORG/LEARNING-LAB](https://hpsm.org/learning-lab)

This new webpage lets you conveniently access all our provider training resources from one online location. Organized by sections for easy browsing, it covers over a dozen subjects ranging from Prior Authorizations to our Value-Based Payment Program. Some sections include recorded video webinars that you can watch anytime. We'll continue adding modules to meet your needs — so if you have an idea for a training topic, be sure to let us know!



## ENHANCED PROVIDER PORTAL LOGIN — [HPSM.ORG/PROVIDER/PORTAL](https://hpsm.org/provider/portal)

We reorganized this webpage by task, so now you can log directly into the correct system based on the transaction you need to complete. In addition to quickly accessing eReports, this gives you one-click login access to:

Check claims payment &  
authorization request status

Verify members'  
eligibility

Submit online  
claims

- If you have feedback about our website or suggestions for additional resources that you would find useful, please email us at [psinquiries@hpsm.org](mailto:psinquiries@hpsm.org)

## REMINDER: RESPOND TO HEDIS RECORD REQUESTS

Medical record collection for Healthcare Effectiveness Data and Information Set (HEDIS) began in February. You may be contacted, if you have not been already, by our certified vendor, Change Healthcare, to have a Medical Records Technician (MRT) visit your office to collect requested charts.

- Please schedule an appointment as early as possible to avoid the rush and ensure your staff has time to prepare the records. HPSM must submit all records for HEDIS by April 9, 2021.

This is a friendly reminder that:

- HPSM providers are contractually required to participate and submit medical records
- Most requested records will be for 2019-2020, but some may go back further
- Providers with large number of records can schedule onsite visits for convenient data transfer
- HPSM is contracted with the Centers for Medicare and Medicaid Services (CMS), allowing HPSM access to medical records without exposing protected health information (PHI)

**Have questions about a HEDIS record request?** Contact Darla May, Quality Review Coordinator, at [darla.may@hpsm.org](mailto:darla.may@hpsm.org) or **650-616-2868**.

**Need to update your Medical Record custodian or contact information?** Contact HPSM's Provider Services team at **650-616-2106**.

## NURSE ADVICE LINE COVID-19 VACCINE PROTOCOLS ADDRESS QUESTIONS AND REACTIONS

HPSM members can call HPSM's Nurse Advice Line (NAL) for questions about the COVID-19 vaccine and about reactions after receiving their vaccination. Triage nurses are prepared to assess reaction concerns by asking specific questions about the vaccine dose received (first or second), their symptoms, including onset and severity, and the presence of a fever. Callers in need of assurance of the vaccine's safety are advised that it is safe and effective, and that its side effects are similar to other vaccines, such as the flu shot, tetanus or shingles. Normal COVID-19 vaccine symptoms which are more common after the second vaccine shot, and usually last one to three days, include local and systemic side effects such as pain at injection site, fever, headache and fatigue. Over-the-counter fever medicines (either acetaminophen or ibuprofen) are recommended to help treat fever and pain.

### TRIAGE PROTOCOLS FOR THREE TYPES OF VACCINE REACTIONS

After completing an assessment of a caller's symptoms, a triage nurse will follow care advice protocol for one of three types of reactions that can occur after any type of vaccination: *local*, *systemic*, and *anaphylactic (rare and severe allergic reaction)*.

- ▶ Callers with specific local and systemic reactions that persist beyond two to three days after vaccination, or become worse, are advised to:
  - See their primary care provider (PCP) within 24 hours or 3 days, depending on severity and duration
  - Alternatively, have a telemedicine visit with their PCP or other provider, recommended as best choice during pandemic
- ▶ Callers with a chronic condition or weak immune system **and** fever >100.0 F that starts two or more days after vaccination, are advised to:
  - Talk to their PCP within four hours (telemedicine), or if not available, be seen at an urgent care clinic
  - Alternatively, call other telemedicine provider now
- ▶ Callers with difficulty breathing or swallowing within two hours after injection will be triaged to call **911**

HPSM's Nurse Advice Line is available to all HPSM members, free of cost

- Toll-Free **1-833-846-8773**
- Open 24/7/365 days a year (including holidays)
- Staffed by Licensed Registered Nurses (RNs)

For questions about HPSM's NAL, please contact Provider Services at **650-616-2106**

## HOW TO REFER PATIENTS FOR MENTAL HEALTH OR SUBSTANCE USE SERVICES

### If you have HPSM patients who need:

Psychiatric Medication Evaluation  
Mental Health Therapy  
Substance Use Treatment  
Psychological Testing

Use HPSM's updated Behavioral Health Referral Form at [hpsm.org/provider-forms](https://hpsm.org/provider-forms)

Members can self-refer by calling the **BHRS ACCESS Call Center at 800-686-0101**

For psychiatric emergencies, either call **911** or **650-573-2662** for San Mateo Medical Center Psychiatric Emergency Services



## VIDEO REMOTE INTERPRETERS ARE AVAILABLE FOR OFFICE AND TELEMEDICINE VISITS

HPSM's partnership with Certified Languages International (CLI) now allows contracted HPSM providers to access both phone and video interpreters for in-person and telemedicine visits. This will help you communicate with members who have limited English proficiency (LEP) or require American Sign Language (ASL) assistance. Visit [hpsm.org/provider-vri](https://hpsm.org/provider-vri) for instructions on how to access video remote interpreters (VRI), as well as:

- A four-minute training video on how to use the CLI platform to access VRIs
- Minimum system requirements your office/clinic equipment must meet to access VRI
- How to prepare your patient for a remote visit with a VRI
- Key details to review with your patient regarding minimum system requirements their device must meet to access a VRI
- Connecting with the VRI before connecting with your patient at home
- How to get a secure code to access the CLI platform



► If you have questions about how to access a VRI, email [psinquiries@hpsm.org](mailto:psinquiries@hpsm.org)

## FAMILY THERAPY IS NOW COVERED FOR MEDI-CAL PATIENTS

**Behavioral Health Providers: Medi-Cal now covers family therapy. It is reimbursable for:**

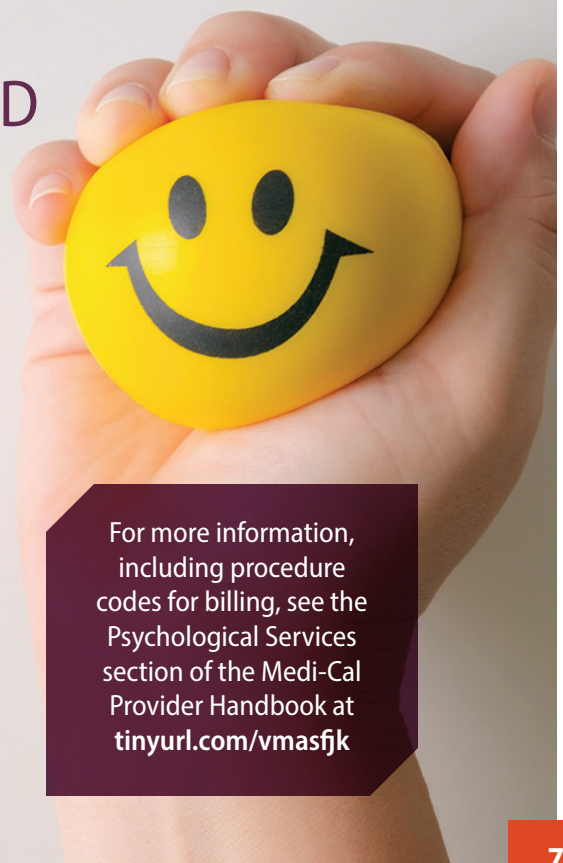
Treatment of mental health conditions in children and adults

Prevention of mental health conditions in children with specified risk factors

### To qualify for reimbursement:

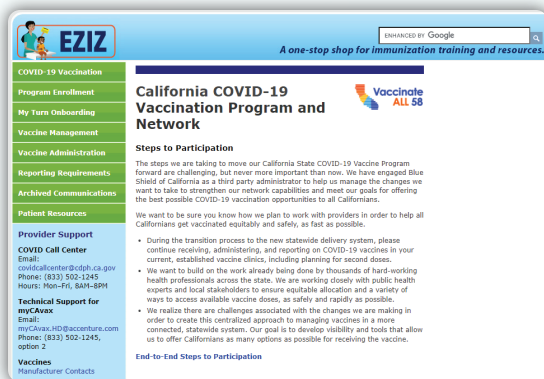
- Service must be rendered by an appropriate provider
- Members 21 and older must have a DSM diagnosis – for those under 21 without a DSM diagnosis, a qualifying risk factor (z code) may be used
- Evidence-based practice must be used for treatment
- At least one family member must participate
- Clinical documentation must demonstrate that family therapy is a medically necessary treatment

For more information, including procedure codes for billing, see the Psychological Services section of the Medi-Cal Provider Handbook at [tinyurl.com/vmasfjk](https://tinyurl.com/vmasfjk)



# SIGN UP TO BECOME A COVID-19 VACCINATION PROVIDER

Doctors, clinics and pharmacies — help end the pandemic by vaccinating your patients! Apply for the California COVID-19 Vaccination Program!



Get all the information you need to know at [eziz.org/covid/enrollment](https://eziz.org/covid/enrollment), including:

A readiness checklist

An enrollment primer

Training requirements

And more

