



HEALTH EDUCATION STATE REQUIREMENTS FOR PROVIDERS

Please review the following Department of Health Care Services (DHCS) requirements for health education. If you need clarification on any of the requirements, please call or e-mail the Health Education Department.

Health Education Services

Document referrals to health education services in your patient's medical record. Health education services include classes, individual counseling and support groups.

Please encourage your Blue Shield of California Promise Health Plan members to use our Health & Wellness website at <https://blueshieldpromise.cernerwellness.com>. A few words from you can increase the likelihood that they will use the site. Members will benefit from using the site by having access to calories plans/menus, exercise guides, wellness workshops, and a health library. Additionally, members can communicate with a registered dietitian, fitness trainer and health coach. Please call us if you have any questions or if you would like to receive copies of the website's promotional flyer.

Patient Education Materials

All health education materials you provide to your Medi-Cal patients need to be between 2nd and 6th grade reading level. Additionally, these materials need to be medically accurate, culturally sensitive and linguistically appropriate. We provide you with materials that meet these requirements. They have been reviewed by one of the Medi-Cal managed plans. To order materials, please call the Health Education Department to request an order form. If you are contracted with Blue Shield of California Promise Health Plan through an IPA, please call your IPA Health Education Coordinator to order materials. You may also download materials from our website at <https://www.blueshieldca.com/promise>. Materials are available in county threshold languages and in alternative formats.

Health topics mandated by California DHCS:

- ▶ Age Specific Anticipatory Guidance
- ▶ Asthma
- ▶ Breastfeeding
- ▶ Complementary & Alternative Medicine
- ▶ Diabetes
- ▶ Family Planning
- ▶ HIV/STD Prevention
- ▶ Hypertension
- ▶ Immunization
- ▶ Injury Prevention
- ▶ Lead Poisoning Prevention
- ▶ Nutrition
- ▶ Obesity
- ▶ Parenting
- ▶ Perinatal
- ▶ Physical Activity
- ▶ Substance Abuse
- ▶ Tobacco Prevention and Cessation
- ▶ Unintended Pregnancy

County Threshold Languages

	English	Arabic	Armenian	Chinese	Farsi	Khmer	Korean	Russian	Spanish	Tagalog	Vietnamese
LA	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
SD	✓	✓							✓	✓	✓

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Initial Health Assessment (IHA)

According to the DHCS Policy Letter 08-003, a newly enrolled member must schedule an IHA appointment within 120 days of enrollment. Providers are required to make a minimum of three documented attempts to schedule the IHA, with at least one phone call and one letter. In conjunction with the IHA, members need to complete the SHA in their appropriate age category. Blue Shield of California Promise Health Plan coordinates with our providers and members to ensure and encourage members and providers to schedule an IHA appointment. On a monthly basis, Blue Shield of California Promise Health Plan and your contracted Medical Group/IPA sends contracted providers a list of new members who are due to complete an IHA.

Please be advised that your office may be randomly selected to participate in the IHA Medical Record Review utilizing the IHA Audit Tool-

https://www.blueshieldca.com/promise/media/pdf/providers/IHA/IHA_Audit_Tool.pdf.

Staying Healthy Assessment Tool

In 2014, DHCS released the new Staying Healthy Assessment (SHA) via Policy Letter 13-001, which outlines the requirements for the Staying Healthy Assessment. Providers are required to use the new SHA forms, which are available in English, Spanish, Arabic, Armenian, Chinese, Farsi, Hmong, Khmer, Korean, Russian, Somali, Tagalog and Vietnamese. For implementation and documentation requirements please view the narrated provider training presentation at <https://www.blueshieldca.com/promise>. There you can also download the newest SHA forms. To request the use of an alternative IHEBA or to implement the SHA electronically, call the health education department at one of your contracted Medi-Cal plans to request approval. Remember, a few words of advice from you can have a significant impact on changing your patients' high-risk behavior.

Breastfeeding Promotion

The American Academy of Pediatrics (AAP) supports breastfeeding as the optimal form of nutrition for infants. We encourage you to support this position by continuing to promote breastfeeding services to your patients. Also, please continue to refer your Medi-Cal patients to WIC.

Infant Formula Logos

Please do not distribute infant formula samples, educational materials or promotional materials with formula logos to Medi-Cal patients, as per MMCD Policy Letter 98-10.

Manual Breast Pumps

Breast pumps are available for breastfeeding patients. We encourage you to promote this benefit to your patients. For more information, please call the Utilization Management Department.

NEW!-Blood Lead Screening

Per DHCS Policy Letter 18-017, providers are now responsible to conduct "Blood Lead Anticipatory Guidance and Screening". This policy letter aims at protecting children from lead exposure, which is important to overall lifelong good health. Blue Shield of California Promise Health Plan, Medical Groups/IPAs, and providers are working together to prevent lead exposure before it occurs. As part of the required prevention service, providers are now responsible to screen children enrolled in Medi-Cal for elevated blood lead levels (BLL).

Providers must:

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- Provide oral or written anticipatory guidance to the parent(s) or guardian(s) of a child that at a minimum includes information on children can be harmed by exposure to lead. This anticipatory guidance must be performed at each periodic health assessment, starting at 6 months of age and continuing until 72 months of age. You can find a patient education brochure on <https://www.blueshieldca.com/promise>
- Perform Blood Lead Levels (BLL) testing on all children at 12 months and 24 months of age

For more information and/or specifics on Policy Letter 18-017, please visit the DHCS website:

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2018/APL18-017.pdf>

Tobacco Cessation Services

Effective as of November 30, 2016, APL (All Plan Letter) 16-014 supersedes MMCD Policy Letter 14-006. Providers are required to implement tobacco cessation interventions and a tobacco user identification system into their practices. Providers must:

- Conduct initial and annual assessment of each patient's tobacco use and note this information in patient's medical record
- Offer FDA-approved tobacco cessation medications (for non-pregnant adults)
- Provide counseling using the "5 A's" model or other validated model for treating tobacco use and dependence
- Refer patients to available individual, group and telephone counseling services
- Offer services for pregnant tobacco users
- Provide interventions to prevent the use of tobacco in children and adolescents

Some recommendations to identify tobacco users are:

- Add tobacco use as a vital sign in the chart or Electronic Health Records
- Use International Classification of Diseases (ICD)-10 codes in the medical record to record tobacco use.
- Place a chart stamp or sticker on the chart when the beneficiary indicates he or she uses tobacco
- Record tobacco use in the SHA or other IHEBA
- Record status on the Child Health and Disability Prevention Program Confidential Screening/Billing Report (PM160)

To view the policy letter, learn more about the required interventions, and find training and patient resources, please visit <https://www.blueshieldca.com/promise>.

Please contact the health education department if you would like us to schedule a tobacco cessation program specialist to come to your office to help you implement processes that will make it easier for you to identify, counsel and provide resources for your patients that smoke.

NEW! Medi-Cal Tobacco Cessation Medication

In our efforts to help members quit smoking, Blue Shield of California Promise Health Plan will cover approved tobacco cessation medications for adults who use tobacco products.

Providers play a key role in the member's journey in quitting smoking. Please work with your patient to find the best option for quitting smoking such as, referring them to community resources and/or prescribing them tobacco cessation medication. Providers should adhere to the prior authorization

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requirements such as, following up with requested information from the pharmacy department and meeting any requested deadlines.

Here is a list of approved medications. Most of them require a prior authorization (medications are subject to change).

Bupropion hcl 150mg tab er 12h (generic for Zyban)	Covered Tier 1	PA
Chantix	Covered Tier 1	PA
Nicotine patch	Covered Tier 1	QL (84 per 365 day(s))
Nicotine Gum	Covered Tier 1	PA
Nicotrol (Cartridge)	Covered Tier 1	PA
Nicotrol (Spray)	Covered Tier 1	PA

PA= Prior Authorization, QL= Quantity Limit

To view our complete drug formulary, please visit:

https://www.blueshieldca.com/promise/media/pdf/medi-cal/formulary/MEDI-CAL_FORMULARY.pdf?ver=2018.12p

NEW! Medi-Cal Diabetes Prevention Program

According to All Plan Letter 18-018, Medi-Cal managed care health plans are responsible for implementing a Diabetes Prevention Program (DPP). Blue Shield of California Promise Health Plan has collaborated with a contracted vendor, Solera Health to provide members with direct services to prevent diabetes. The DPP services are delivered by trained lifestyle coaches in community settings by organizations recognized by the Centers for Disease Control and Prevention (CDC).

Providers play an influential role in a member's overall health and by recommending this program to qualifying members; this can provide them with a lifestyle change and reduce their chance of developing type 2 diabetes.

If your patient is a Medi-Cal member who would be a good candidate for the diabetes prevention program, please refer them to Solera Health by calling 866-692-5059 (TTY:711) or by visiting <https://www.solera4me.com/bluepromisemedical>. On the other hand, if you do make a direct referral to Solera Health, please let your patient know that you called on their behalf.

Medi-Cal criteria for eligibility are:

- Enrolled in Medi-Cal
- 18 years of age or older
- BMI greater or equal to 25 if not self-identified as Asian
- BMI greater or equal to 23 if self-identified as Asian
- Within the 12 months prior to the provider's recommendation:
 - HgbA1c test with a value between 5.7 and 6.4 or
 - Fasting plasma glucose of 110-125mg/dL or
 - 2-hour post-glucose challenge of 140-199 mg/dL
 - No previous diagnosis of type 1 or type 2 diabetes
 - Excludes gestational diabetes
- Does not have end-stage renal disease