



# PROVIDER NEWSLETTER

## Spring 2023

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#### Pharmacy Department

##### Pharmacy Corner

<https://tinyurl.com/Rx0323>

##### The current PHC Formularies on our website:

<http://www.partnershiphp.org/Providers/Pharmacy/Pages/Formularies.aspx>

#### Compliance Department

##### HIPAA: Protecting Member/Patient Information:

<https://tinyurl.com/4mvzjfym>

#### Member Services Department

##### Access Member’s Rights & Responsibilities on our Website

<https://tinyurl.com/MbrRights>

#### Health Services Corner

<https://tinyurl.com/HS0323>

#### Population Health Corner

<https://tinyurl.com/PopH0323>

#### Claims Department

##### Coming Soon: Health Rules Payer (HRP) Claims Processing System

<https://tinyurl.com/Claims0323>

##### Important Provider Notices:

<http://www.partnershiphp.org/Providers/Claims/Pages/Important-Provider-Notices-Medi-Cal.aspx>

#### Quality Department Corner

<https://tinyurl.com/QI0323>

#### OpEx/PMO Department Corner

<https://tinyurl.com/PMO323>

#### Information Technology Department

##### Online Security and COVID-19:

<https://tinyurl.com/bddzscaw>

#### Provider Relations Department

##### Fraud, Waste, and Abuse:

<https://tinyurl.com/4s7ye68p>

##### Credentialing Provider Rights & Responsibilities:

<https://tinyurl.com/y5sra29f>

##### PCP Access & Availability Standards:

<https://tinyurl.com/f9bp98n4>

##### Interpretation Services:

<https://tinyurl.com/kd7zzfed>

### **From the Desk of Liz Gibboney, Chief Executive Officer**

At Partnership, it is our mission to help our members, and the communities we serve, be healthy. We certainly cannot accomplish this alone or without you, our providers. As we begin a new year, I wanted to express my gratitude and inform you that I will be retiring from Partnership on July 1, 2023. Over the next few months, I remain committed to leading the organization through the launch of additional CalAIM milestones, preparing for our sixth geographic expansion, supporting readiness for a new DHCS contract, and beginning our Medicare D-SNP preparations. I have enjoyed a fulfilling and personally meaningful 28-year career at Partnership, the last seven of which have been as the chief executive officer. It has been an honor to serve as the organization’s leader, a job which has taught me so much about health and health care, leadership, resilience and the healing power of humor. It has also given me an unending appreciation of what you, our providers, do each and every day, and I am constantly impressed by your commitment to caring for our members.

With many exciting transitions happening at Partnership, I would like to highlight the 2022 Community Report available on our website and linked here. The theme of the 2022 Community Report is “Our Core Values,” focusing on those values that are most important to us as an organization: strong partnerships; quality improvement; professionalism; communication; innovation; financial stewardship; promoting diversity; and fun and connection.

Thank you for your continued partnership in serving our communities.

Sincerely,

## From the Desk of Regional Medical Directors

Jeff Ribordy, MD, MPH, FAAP

Teresa Frankovich, MD, MPH, FAAP

Thank you for urging the parents and caregivers you serve to keep up with their children's Well-Child visits.

The American Academy of Pediatrics suggests children under 18 years old visit their doctor at least once a year for a Well-Child visit, even if they have no health issues.

Between birth and 2 years, more frequent visits are recommended so that growth and development can be closely monitored by the doctor and to ensure that the recommended immunizations are given.

We also encourage you to suggest parents visit [healthychildren.org](http://healthychildren.org) for more advice and support.

### Jeff Ribordy, MD, MPH

Regional Medical Director, Northwest  
Whole Child Model Medical Director  
Partnership HealthPlan of California

### Teresa Frankovich, MD MPH FAAP

Associate Medical Director  
Partnership HealthPlan of California

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## Important Notice: Billing Medi-Cal Members

Per the Department of Health Care Services (DHCS), providers are prohibited from billing or seeking reimbursement from Medi-Cal members which include but not limited to; co-payments, deductibles, and/or fees for missed appointments.

Federal statute also requires states to have safeguards to ensure that services are provided in the "best interests" of the client. These regulations and statutes may be found at 42 U.S.C. § 1396a(a)(14), 42 C.F.R. § 447.15, and 42 U.S.C. § 1396a(a)(19), respectively.

## Important Information

**PHC Utilization Management (UM) Criteria and Policies** are available online by accessing the PHC Medi-Cal Provider Manual. The Provider Manual can be found by visiting the Providers section of our website at [www.partnershiphp.org](http://www.partnershiphp.org). UM Criteria is located under the Health Services category (Section 5) within the Provider Manual. Staff are available to assist you with UM related questions or inquiries during business hours, 8:00 am through 5:00 pm, Monday through Friday. Calls received after business hours will be returned on the next business day.

**PHC Case Management Services:** PHC provides case management for all members in need of better support and assistance in managing their health, coordinating services and getting connected to care. This includes PHC's own Complex Case Management program to address a broad spectrum of needs around medical and behavioral health care, as well as social supports, community referrals and linkages for things such as transportation, caregiver support, disease management programs, to name a few. If you have a member that you feel would benefit from PHC's Case Management or Complex Case Management services please refer them directly to PHC's Care Coordination Department by contacting our department at 800-809-1350. You can also email your referral directly to the Care Coordination Department by filling out the referral form located on our website here: [www.partnershiphp.org/Providers/HealthServices/Pages/Care-Coordination.aspx](http://www.partnershiphp.org/Providers/HealthServices/Pages/Care-Coordination.aspx)

## Provider Newsletter

The **PHC Provider Newsletter** and all linked articles are available online at [www.partnershiphp.org/Providers/Medi-Cal/Pages/default.aspx](http://www.partnershiphp.org/Providers/Medi-Cal/Pages/default.aspx)

For the most current **P&T Drug Benefit updates and changes**, please see PHC's Drug Benefit Updates webpage. Updates from P&T are posted on PHC's website quarterly in the P&T Drug Benefit Updates webpage: [www.partnershiphp.org/Providers/Pharmacy/Pages/PT-Formulary-Changes.aspx](http://www.partnershiphp.org/Providers/Pharmacy/Pages/PT-Formulary-Changes.aspx)

The **PHC Covered Drug Lists** web page at [www.partnershiphp.org/Providers/Pharmacy/Pages/Formularies.aspx](http://www.partnershiphp.org/Providers/Pharmacy/Pages/Formularies.aspx) contains links to the following drug coverage information: (1) Quarterly P&T changes for the PHC medical drug benefit (drugs injected or otherwise given to a member in a doctor's office, clinic or outpatient hospital); (2) the list of Medi-Cal covered medical drugs, and (3) the State Medi-Cal RX covered drug lists.

**Pre-Authorization information** for both PHC medical drug requests and Medi-Cal Rx (pharmacy drugs) can be found at <http://www.partnershiphp.org/Providers/Pharmacy/Pages/Prior-Authorization-Forms.aspx>

If you would like a copy of UM criteria utilized for PHC's medical drug benefit, please contact PHC at (800) 863-4155.

Please visit the Provider section of our website at [www.partnershiphp.org](http://www.partnershiphp.org) to view **PHC's Medi-Cal Provider Manual** including all Policies, Procedures and Guidelines.

Contact us: (707) 863-4100    [www.partnershiphp.org](http://www.partnershiphp.org)

### CLAIMS MAILING ADDRESS

Attn: Claims Department  
P.O. Box 1368  
Suisun City, CA 94585-1368

### UTILIZATION MANAGEMENT

Questions about UM Authorizations  
(800) 863-4144

### PHC CARE COORDINATION

Asthma, Diabetes, ESRD  
(800) 809-1350

## Pediatric Telehealth Program

Partnership HealthPlan of California (PHC) and UC Davis Health (UCD) have partnered to expand access to pediatric specialty care services. These services are now available through the Pediatric Telehealth Program.

### Benefits for Patients and Providers

- Improve access to quality healthcare services.
- Provides real-time outpatient synchronous and asynchronous consultative evaluations.
- Allows peer-to-peer collaboration between PCPs and specialists.
- Ensures continuity of care with proven outcomes.
- Helps to decrease patient travel time, lower cost, and shorten wait times.
- Assists providers in meeting timely access standards.
- All specialties listed below are available for Direct to Member.

For more information, please read the OpEx/PMO Department Corner at <https://tinyurl.com/PMO323>

## **Primary Care Provider Quality Improvement Program (PCP QIP) – 2023 Measurement Year**

With collaboration and input from medical and administrative leadership from within PHC and our provider network which includes the PCP QIP Advisory Group, the measurement set for the 2023 PCP QIP measurement year was approved by the Physician Advisory Committee (PAC).

The QIP team is pleased to confirm there are minimal changes to existing clinical measures for 2023. This is an effort to continue to reflect thoughtful consideration and planning to give space for the on-going struggles related to the COVID-19 pandemic and the strain placed on the healthcare delivery system.

For a summary of the changes, please read the entire article at <https://tinyurl.com/QI323>



Partnership HealthPlan of California  
4665 Business Center Dr.  
Fairfield, CA 94534