

Dear Provider,

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 Michelle Moore at (714) 947-8611 or Elizabeth Vaca at (714) 947-8772. Please download materials at www.blueshieldca.com/promise.

Health Education Services

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

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.

Health Education Topics

Health Education materials are available on the following topics.

- Age Specific Anticipatory Guidance, *including information that children can be harmed by exposure to lead*
- Asthma
- Breastfeeding
- Complementary and Alternative Medicine
- Diabetes
- Exercise/Physical Activity
- Family Planning
- HIV/STD Prevention
- Hypertension
- Immunizations
- Injury Prevention
- Lead Poisoning Prevention
- Nutrition
- Obesity
- Parenting
- Perinatal
- Substance Abuse
- Tobacco Prevention and Cessation
- Unintended Pregnancy

Ordering Materials

Please download materials at www.blueshieldca.com/promise. All materials listed have been reviewed for reading level requirement, medical accuracy, and cultural and linguistic appropriateness. Materials are available in county threshold languages and in alternative formats.

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 (BSCPHP) coordinates with our providers and members to ensure and encourage members and providers to schedule an IHA appointment. On a monthly basis, BSCPHP and your contracted Medical Group/IPA sends contracted providers a list of new members who are due to complete an IHA.

Your office may be randomly selected to participate in the IHA Medical Record Review utilizing the IHA Audit Tool. For more information and to access the audit tool, please refer to the following resource:

https://www.blueshieldca.com/bsca/bsc/wcm/connect/sites/sites_content_en/bsp/providers/policies-guidelines-standards-forms/ha-medi-cal

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 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.

Blood Lead Screening

As of November 2020, DHCS All Plan Letter (APL) 20-016 supersedes APL 18-017. The APL 20-016 states that at each child's periodic health assessment (PHA), from six to 72 months of age, providers must provide oral or written anticipatory guidance to the child's parent or guardian, which "includes information that children can be harmed by exposure to lead, especially deteriorating or disturbed lead-based paint and the dust from it, and are particularly at risk of lead poisoning from the time the child begins to crawl until 72 months of age."

To help you provide this guidance to your patients, you can access a patient education brochure on lead poisoning prevention at

https://www.blueshieldca.com/bsca/bsc/wcm/connect/sites/Sites_Content_EN/bsp/health-

[wellness/health-education](#).

For more information and/or specifics on All Plan Letter 20-016, please visit the DHCS website: <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2020/APL20-016.pdf> or call BSC Promise's Provider Customer Care Department: 800-468-9935, 8:00 a.m. – 5:00 p.m., Monday through Friday.

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)

How to Start the Conversation

"As your health care provider and someone who cares about you and your health, I'd like to help you quit smoking because it's the best thing you can do for your health and anyone who lives with you". **Provider:** Discuss some of the health problems associated with smoking.

To view the policy letter, learn more about the required interventions, and find training and patient resources, please visit

https://www.blueshieldca.com/bsca/bsc/wcm/connect/sites/sites_content_en/bsp/providers/programs/tobacco-cessation-medi-cal.

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.

Smoking Cessation Agents available to Medi-Cal patients

As of January 1, 2022, smoking cessation agents for adults who use tobacco products are covered by the Medi-Cal RX program. Some of these medications require prior authorization, have quantity limits and are subject to change. For additional information, please see the Medi-Cal RX Contract Drugs List here: <https://medi-calrx.dhcs.ca.gov/home/cdl/>. Some of the agents (i.e., patches, lozenges, and gum) are found in the over-the-counter list: <https://medi-calrx.dhcs.ca.gov/home/cdl/>

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

Medi-Cal Diabetes Prevention Program

Blue Shield Promise Medi-Cal patients who are at risk for type 2 diabetes now have access to the Medi-Cal Diabetes Prevention Program (Medi-Cal DPP) as a preventive service. This program is at no cost to Medi-Cal patients. The program is based on National Institutes of Health randomized controlled trial and has been found to greatly reduce the progression of pre-diabetes to type 2 diabetes.* These services are delivered by trained lifestyle coaches in community settings and via online platforms by organizations recognized by the Centers for Disease Control and Prevention (CDC). The focus of the program is making personal changes including improved nutrition and active living.

Eligibility criteria for the program are:

- Blue Shield Promise Medi-Cal member, 18 years and older **and**
- BMI greater or equal to 25, if not self-identified Asian (or if self-identified Asian, 23 or greater) **and**
- Not be pregnant **and**
- No previous diagnosis of type 1 or type 2 diabetes **and**
- Blood test value within the past year:
 - HgbA1c value: 5.7 - 6.4% **or**
 - Fasting plasma glucose of 100 - 125mg/dL **or**
 - Oral glucose tolerance test between 140 - 199 mg/dL **or**
- Have previous clinical diagnosis of gestational diabetes **or**
- Take the prediabetes [risk test](#) and receive a screening result of high risk for type 2 diabetes
- If your Blue Shield Promise Medi-Cal patient meets the eligibility criteria for the DPP, please ask your patient to call Solera Health at 866-692-5059 (TTY:711) or visit <https://www.solera4me.com/bluepromisemedical>.

Providers play an influential role in a member's overall health. By recommending this program to qualifying members, you are providing them with a powerful way to change their lifestyle and reduce their chance of progressing to type 2 diabetes. Enrolling in the Medi-Cal DPP offers patients an opportunity to take an active role in their health and potentially avoid the need for medication.

*<https://www.cdc.gov/diabetes/prevent-type-2/>

NEW! Nutrition Program

Findings from the 2021 LA Care Population Needs Assessment, which included member data from Blue Shield Promise, revealed

- 31% of members of who completed an online Health Appraisal reported consuming less than one daily serving of fruits and vegetables
- Only 51.2% of members on the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey reported their doctor spoke with them about eating healthy foods

As your patients' trusted source of health information, you can help influence their food choices. Here are some tips you can share with them to help them choose fruits and vegetables more often:

- Make half your plate fruits and vegetables
- Focus on whole fruits instead of juices
- Vary your veggies
- Eat fruits and vegetables as snacks and add them to your meals.

For more information on talking to your patients about healthy eating routines, please visit <https://www.dietaryguidelines.gov/professional-resources> and select Nutrition Conversation Starters.

We can help your patients learn more about healthy nutrition. Your BSC Promise patients can enroll in our free virtual health education classes by calling our Customer Care Department (LA County: 800-605-2556 and SD County: 855-699-5557) or calling the Health Education Department directly at 323-827-6036. Classes are available in English, Spanish, Cantonese, and Mandarin.