

April 2018

RE: Health Education Material / Health Education Classes / Health Education Referral Form

Dear Provider and Staff:

In an effort to provide ongoing quality care to our members, our goal is to continually educate, inform and provide resources to our members, to you and your staff.

Attached is a summary of the Department of Health Care Services (DHCS) requirements regarding health education.

Please take note of the information regarding the Staying Health Assessment (SHA) forms and the website available for downloading copies of the forms and a narrated provider training presentation available for viewing. These forms were implemented in 2014.

If you have any questions, please call our Quality Management Department at (951) 280-7700.

Thank you for your attention and continued support in providing quality care and service to our mutual members.

Los Angeles Medical Center IPA Quality Management Department

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 our Quality Management Department at (951) 280-7700 or toll free at (855) 257-9964.

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.

Scheduled of classes can be found on the Los Angeles Medical Center IPA website at <http://www.lamcipa.com/Resources.aspx>.

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 the Health Plans

Please refer to the Care 1st website at <https://www.care1st.com/ca/providers/health-education/health-education-materials.asp>.

Health Education Topics

Health Education materials are available on the following topics.

- Age Specific Anticipatory Guidance
- Asthma
- Breastfeeding
- Complementary and Alternative Medicine
- Diabetes
- Exercise/Physical Activity
- Family Planning
- HIV/STD Prevention
- Hypertension
- Immunizations
- Injury Prevention
- Nutrition
- Obesity

- Parenting
- Perinatal
- Substance Abuse
- Tobacco Prevention and Cessation
- Unplanned Pregnancy

Ordering Materials

Attached is the Health Education Materials Request Form. You can also access this on our website at <http://www.lamcipa.com/Resources.aspx>. 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.

Staying Healthy Assessment Tool

DHCS released the new Staying Healthy Assessment (SHA) via Policy Letter 13-001, “Requirements for the Staying Healthy Assessment”. Forms 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.care1st.com/ca/providers/health-education/health-education-for-providers-medi-cal.asp>. There you can also download 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 Managed Medi-Cal plans. 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.

Tobacco Cessation

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.care1st.com/ca/providers/tobacco_cessation.asp

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.

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.care1st.com/ca/providers/tobacco_cessation.asp.

If you would like to have someone come to your office to provide training, please call or email us.