

## HEALTH EDUCATION STATE REQUIREMENTS FOR PROVIDERS

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

**Health Education & Quality Assurance Department**

### 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. The materials we provide you have been reviewed by the health plans and meet these requirements.

### Health Education Topics

Health Education materials are available on the following topics.

- Age Specific Anticipatory Guidance
- Asthma
- Breastfeeding
- Complementary and Alternative Medicine (CAM)
- 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

I have attached a copy of a health education order form if you need to order materials. Forms are also available to you through the provider portal. All materials listed have been reviewed for reading level requirement, medical accuracy, and cultural and linguistics appropriateness.

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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.

Seaside Health Plan coordinates with our providers and members to ensure and encourage members and providers to schedule an IHA appointment. On a monthly basis, Seaside Health Plan sends contracted providers a list of new members who are due to complete an IHA.

### **Staying Healthy Assessment Tool**

According to the DHCS Policy Letter 13-001, providers are required to use the Staying Healthy Assessment (SHA), “Requirements for the Staying Healthy Assessment” form. Forms are available in English, Spanish, Arabic, Armenian, Chinese, Farsi, Hmong, Khmer, Korean, Russian, Tagalog and Vietnamese. For implementation and documentation requirements please view the narrated provider training presentation at **DHCS “Staying Healthy Assessment Website”**, <https://www.dhcs.ca.gov/formsandpubs/forms/Pages/StayingHealthy.aspx>. There you can also download SHA forms. To request the use of an alternative IHEBA or to implement the SHA electronically, contact our health education department. 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 Screenings**

Per DHCS Policy Letter 18-017, providers are now responsible to conduct “Blood Lead Anticipatory Guidance and Screening”. This policy letter purposes at protecting children from lead exposure, which is important to overall lifelong good health. Providers are now responsible to screen children enrolled in Medi-Cal for elevated blood lead levels (BLL) as part of the required prevention service.

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### Providers must:

- 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.
- Perform Blood Lead Levels (BLL) testing on all children at 12 months and 24 months of age.

### 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 of any age).
- Refer or provide individual, group, and/or telephone counseling for patients of any age who use tobacco products. **Providers are encouraged to use the "5 A's" model, the "5 R's", or other validated behavior change models for treating tobacco use and dependence.**
- 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

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- Record status on the Child Health and Disability Prevention Program Confidential Screening/Billing Report (PM160)

### **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).

Medi-Cal Managed Care members at risk for type 2 diabetes will now have access to the Diabetes Prevention Program. Services are delivered by trained lifestyle coaches and organizations recognized by the Centers for Disease Control.

The Diabetes Prevention Program is a year-long program that consists of weekly sessions with a lifestyle coach for the first six months and monthly maintenance sessions for the latter six months.

Members can determine their eligibility for the Diabetes Prevention Program and enroll through our program administrator, Solera Health, by visiting [www.solera4me.com/AnthemBC\\_MediCal](http://www.solera4me.com/AnthemBC_MediCal) to take the online assessment or by calling 1-844-612-2949 (TTY 711), Monday through Friday from 6 a.m. to 6 p.m. PT or providers can refer members by using the attached Diabetes Prevention Program: Patient Referral Form.

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:
  - o HgbA1c test with a value between 5.7 and 6.4 or
  - o Fasting plasma glucose of 110-125mg/dL or
  - o 2-hour post-glucose challenge of 140-199 mg/dL
  - o No previous diagnosis of type 1 or type 2 diabetes
    - Excludes gestational diabetes
- Does not have end-stage renal disease