

Adverse Childhood Experiences (ACEs)

What are Adverse Childhood Experiences (ACEs)?

Stressful or traumatic experiences people have by age 18 split up by 10 categories in three domains:

1. Abuse:

- Physical
- Emotional
- Sexual

2. Neglect:

- Physical
- Emotional

3. Household challenges:

- Mental illness
- Household with incarceration
- Domestic violence
- Divorce/separation
- Substance dependence

What are the health consequences?

Individuals who have experienced ACEs are at significantly increased risk of serious health consequences including chronic issues throughout the life span:

Mental and behavioral health:

- Engage in high-risk behaviors
- Substance use
- Mental health disorders

Physical and mental health:

Pediatric health:

- Failure to thrive
- Growth/developmental delay
- Sleep disruption
- Viral infections/other atopic diseases
- Somatic complaints
- Engage in high-risk behaviors

Adult health:

- Severe obesity
- Diabetes
- Cancer
- Heart disease
- Stroke
- Chronic lower respiratory disease
- STDs
- Depression
- Attempt suicide
- Reduced life expectancy



Benefits of screening for ACEs

By screening for ACEs, providers can:

- Better determine the likelihood a patient is at increased health risk due to ACEs.
- Better identify ACE-associated health conditions that may benefit from a trauma-informed intervention.
- Identify which patients may be at risk of vertical transmission of ACEs and target prevention efforts.
- Empower patients to achieve better health by addressing potential stressors.



ACEs Aware mantra – Screen. Treat. Heal.

- Department of Health Care Services and CA Office of Surgeon General launched the ACEs Aware Program in December 2019.
- All Medi-Cal Managed Care (Medi-Cal) providers should go to www.ACEsAware.org to learn how to screen patients and respond with trauma-informed care.
- Response to identification of ACEs and increased risk of toxic stress should include:
 - Applying principles of trauma-informed care, including establishing trust, safety and collaborative decision-making.
 - Identification and treatment of ACE-associated health conditions.
 - Patient education about toxic stress and buffering interventions.



Provider training

- Medi-Cal providers can take a free, two-hour training to learn about ACEs, screening tools, and trauma-informed care by going to www.ACEsAware.org.
- Providers will receive continuing medical education (CME) credits and Maintenance of Certification (MOC) credits upon completion.



Payment

- Anthem Blue Cross (Anthem) is reimbursing Medi-Cal providers a minimum fee of \$29 for each qualifying ACE screening service.
- Use the following HCPCS codes when billing for ACEs screening:
 - **G9919** - Screening performed — results positive and provision of recommendations provided: when the patient's screening is determined to be high risk (a score of 4 or greater)
 - **G9920** - Screening performed — results negative: when the patient's screening is determined to be lower risk (a score between 0 and 3)

Testimonial

Here's what our Medical Director Dr. Dennis B. McIntyre, MD, FAAP, has to say about ACEs:

“The ACEs screening service is an extremely helpful tool that all healthcare providers should consider using in their daily practice, whether they treat children or adults. The free, two-hour training video produced by ACEs Aware Initiative demonstrates the value of screening and applies it to realistic clinical and social scenarios. This training video and other resources available on acesaware.org empower providers with tools and tactics to care for patients with high ACEs scores.

ACEs screening, and its ability to detect and stratify patients at risk of toxic stress, can serve as an entry point for patients who are not fully engaged with the healthcare system. In addition, ACEs screening results can help providers direct patients and families to the services, agencies and organizations that are relevant to their needs. We all recognize the importance of the social determinants of health in contributing to a patient's overall health. ACEs screening takes that recognition to a higher level.

Please consider joining me and the other 700+ California providers in the Anthem network who have already been trained in the ACEs screening process. It will be time well spent, and doing so will allow you to gain a broader understanding of your patients' needs. In turn, your patients will better understand what resources and interventions are available to improve their situation, and they will be grateful.”

To get more information on the ACEs Aware Program, visit <http://www.ACEsAware.org>.

<https://providers.anthem.com/ca>

Anthem Blue Cross is the trade name of Blue Cross of California. Anthem Blue Cross and Blue Cross of California Partnership Plan, Inc. are independent licensees of the Blue Cross Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. Blue Cross of California is contracted with L.A. Care Health Plan to provide Medi-Cal Managed Care services in Los Angeles County.

ACAPEC-2713-21

**HEALTHY
MOMS.
STRONG
BABIES.**



MARCH OF DIMES IMPLICIT BIAS TRAINING: **BREAKING THROUGH BIAS IN MATERNITY CARE**



Enrollment Beginning Nov. 2020

(participants have 12 months to complete course)

Provider CME & CNE contact hour credit will be provided upon completion of the course and program evaluation.

To Register, please contact Deysi Sierra, QI Specialist at deysi.sierra@anthem.com

LEARNING OUTCOMES

EXPLAIN IMPLICIT BIAS

Explain implicit bias, including its cognitive basis and potential impact on maternal care.

DESCRIBE STRUCTURAL RACISM

Describe how structural racism in the U.S. contributes to implicit bias in maternal care.

USE STRATEGIES

Use ALLY Model strategies in patient interactions to avoid implicit bias.

APPLY AN EQUITY LENS

Apply an equity lens that takes into consideration patient needs when making decisions.

- The U.S. is facing a maternal and infant health crisis. One potential threat is implicit bias - the attitudes and stereotypes that affect an individual's understanding, actions and decisions in an unconscious manner.
- This eLearning offers healthcare providers: an overview of implicit bias, a historical overview of structural racism in the U.S., strategies to mitigate racial bias in maternity care, and strategies for building a culture of equity within an organization.
- This training is aimed at increasing awareness and encouraging action to address maternal and infant health disparities. Anthem Blue Cross is collaborating with March of Dimes to facilitate learning opportunities for our Provider Network and better position ourselves to address disparities.
- This training meets the requirements of SB-464 California Dignity in Pregnancy and Childbirth Act.

Accreditation Statement:

In support of improving patient care, this activity has been planned and implemented by Amedco LLC and March of Dimes. Amedco LLC is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

Physician Credit Designation Statement:

Amedco LLC designates this activity for a maximum of 1.0 AMA PRA Category 1 Credits™ Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nurse Credit Designation Statement:

Amedco LLC designates this activity for a maximum of 1.0 ANCC contact hours.

Accredited By



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INTERPROFESSIONAL CONTINUING EDUCATION

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Sponsored By



Creating a Positive Patient Experience

Spring 2021
Online Training Series



L.A. Care
HEALTH PLAN®

For All of L.A.



SullivanLuallin
Group

L.A. Care Health Plan is offering a customer service and patient experience training program provided by SullivanLuallin Group as part of the Plan's commitment to improve member experience.

The webinar series will include sessions for providers, managers, and staff to establish a culture of patient-centered care and exceptional service.

For those who attended the 2020 series, we have added **four new topics** to the series.

The **full training schedule** can be found on the following page.

[Register here](#) or at
www.lacare.org/QI-webinars

Questions? Email quality@lacare.org.



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Training Schedule

For Providers	
<i>Strategies for a Great Care Experience</i> *Highly recommended overview course* <u>April 6th 5:00 p.m. – 6:00 p.m.</u> OR <u>April 14th 12:00 p.m. – 1:00 p.m.</u>	<i>Efficient and Effective Office Visits</i> <u>April 20th 12:00 p.m. – 1:00 p.m.</u>
<i>Educating to Be Understood</i> *NEW Topic* <u>April 23rd 12:00 p.m. – 1:00 p.m.</u>	<i>Negotiating with Patients</i> <u>May 4th 12:00 p.m. – 1:00 p.m.</u> OR <u>May 11th 5:00 p.m. – 6:00 p.m.</u>
<i>Motivating Behavior Change</i> <u>May 21st 12:00 p.m. – 1:00 p.m.</u>	<i>Setting Limits with Patients</i> *NEW Topic* <u>May 27th 5:00 p.m. – 6:00 p.m.</u> OR <u>June 1st 12:00 p.m. – 1:00 p.m.</u>
<i>Challenging Situations with Patients</i> <u>June 8th 5:00 p.m. – 6:00 p.m.</u> OR <u>June 18th 12:00 p.m. – 1:00 p.m.</u>	<i>Thriving in a Busy Practice</i> *NEW Topic* <u>June 24th 12:00 p.m. – 1:00 p.m.</u>

For Managers and Staff
<i>A Better Care Experience with AIM</i> *NEW Topic* <u>April 9th 12:00 p.m. – 1:00 p.m.</u> OR <u>April 29th 12:00 p.m. – 1:00 p.m.</u>
<i>Managing for Telephone Service Excellence</i> <u>May 7th 12:00 p.m. – 1:00 p.m.</u> OR <u>May 18th 12:00 p.m. – 1:00 p.m.</u>
<i>Handling Patient Complaints with HEART</i> <u>June 9th 12:00 p.m. – 1:00 p.m.</u> OR <u>June 22nd 12:00 p.m. – 1:00 p.m.</u>

For some sessions, multiple timeslots will be available to accommodate different schedules. Sessions may go over the allocated time to respond to questions.

Register at www.lacare.org/QI-webinars

Training Descriptions



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Provider Topics:

Strategies for a Great Care Experience – the foundational program that explains the main drivers of a positive patient care experience and provides strategies for each of these drivers: connection, active listening, empathy, educating, and ending on a note of partnership and hope.

Efficient and Effective Office Visits – strategies to maximize the flow of a patient encounter, including controlling the encounter agenda and using summarization and signposting to positively limit the time for an encounter, while accepting the reality that time limitations are a part of all health care work.

Educating to Be Understood and Improve Adherence – addresses the challenge of communicating in an emotional and time limited environment. Strategies are provided to maximize the efficiency of communicating the clinical diagnosis and treatment plan to patients. Special emphasis is on educating to improve adherence to treatment regimens.

Negotiating with Patients – a negotiation model to align differing patient and clinician expectations. It provides help with dealing with unrealistic patient expectations and requests, a common challenge in practice.

Motivating Behavior Change in Patients – new strategies on how to approach patient motivation to change behaviors. It explains the role of emotion in most decision making and how to use that to improve outcomes.

Setting Limits and “Saying No,” While Maintaining a Positive Patient Relationship – strategies for limit setting for unwelcomed patient requests and “inappropriate” behavior. Learning how to say “no” as positively as possible and how to deescalate conflict situations with patients.

How to Succeed with Challenging Situations with Patients – strategies to deal with common patient encounter challenges, including late patients, angry patients, patients with multiple complaints, and patients with challenging personality disorders.

Thriving in a Busy Practice – strategies to deal with stress and frustration in the health care work place, and skills to avoid burn out. It focuses on acceptance of work realities and changing what you can change while developing strategies to cope with what you cannot.

Training Descriptions



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Manager and Staff Topics:

A Better Care Experience with AIM – Managers and staff members will learn how to:

- **ASSESS**: Evaluating the Patient Experience. Learn why assessing the care experience is vital.
- **IMPROVE**: Gain effective techniques to improve patient engagement. Learn tips and techniques to address key drivers of patient engagement.
- **MANAGE**: Action Plans for long-term success. Learn how the C.L.E.A.R. service protocols help manage staff toward higher patient satisfaction and engagement.

Managing for Telephone Service Excellence – In this session managers will learn how to coach and motivate staff to understand the importance of proper telephone etiquette and how to use the CLEAR protocol for telephone communication. Tools to help manage and engage teams without overtaxing busy schedules will be provided.

Handling Patient Complaints with HEART – Managers and staff members will:

- **ADOPT** powerful strategies that result in employees who are fully engaged, proud of the organization, and passionate about the work they do for patients.
- **LEARN** how to manage for the C.L.E.A.R. and H.E.A.R.T. service “protocols” taught in the staff workshop to ensure consistent, outstanding service in every department.
- **GAIN** proven techniques for rewarding top-performers and coaching low-performers.
- **APPLY** useful, practical tools for monitoring staff member performance between surveys.
- **CREATE** a useful Action Plan for reaching goals and ensuring team success.

FAQs



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Who should attend these trainings?

Anyone with patient interaction will find relevant content in this series! The sessions are designed for specific audiences like providers and managers, but are open to all. We also encourage IPAs/MSO staff who work with providers and/or patients to attend.

I attended the trainings in 2020. Should I register for the 2021 sessions?

If you attended the previous training series, the spring sessions can serve as a valuable refresher of successful strategies. We have also added four new topics to the series.

Some sessions have multiple dates – should I attend both?

Some sessions will be offered more than once to accommodate different schedules – you only need to attend one session per topic.

Do I have to attend each topic?

You are free to attend as many sessions that are interesting to you. There is no required attendance, however we strongly encourage providers to attend one of the “Strategies for a Great Care Experience” sessions as an introduction to the series.

Why should I attend these sessions?

With an industry-wide shift toward clinical excellence and value-based payment, patient satisfaction is more important than ever. If you’re wondering how to improve your patient survey results while empowering and motivating your patients, this training series is for you.

What should I do to prepare for the trainings?

Come with questions and an open mind! We also suggest that you begin logging in about 5 minutes prior to the training start time. Some trainings utilize videos as a learning tool – please enable your computer audio (not phone) to view these.

I can't make the scheduled sessions. Will more trainings be scheduled?

We hope to offer additional trainings in 2021, based upon the success of this series. If you have scheduling requests, please contact us.

Who do I contact with questions?

Email any questions about the trainings to quality@lacare.org.

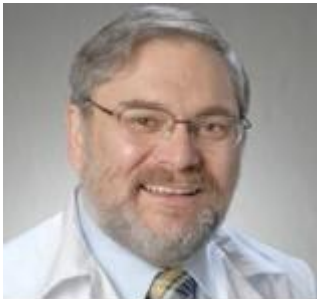
Meet the Consulting Team



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Andrew Golden, M.D.



A leader in the field of physician-patient communication, Dr. Golden has dedicated much of his extensive career to educating physicians on how to make the most of their interactions with patients. Dr. Golden is a graduate of the University of Rochester School of Medicine where he completed his M.D. and a residency in family medicine. Dr. Golden joined Kaiser Permanente (KP) in 1978 where he worked until his retirement in 2015. During his time at KP, Dr. Golden served in many senior roles including Education Chairman, Chief of Family Practice and Director of Service Quality. Over the last 15 years, Dr. Golden has been responsible for developing curriculum and delivering communication skills training to thousands of KP physicians in southern California which has resulted in outstanding year-on-year communication performance scores.



SullivanLuallin
Group

Thomas P. Jeffrey



Tom currently serves as President of SLG and has been part of the organization for over a decade. Tom presently oversees all sales and marketing aspects of SLG's survey and assessment resources. These include patient, insider and referring physician satisfaction surveys, peer-to-peer surveys, client satisfaction surveys, and mystery patient shopping.

Prior to assuming the role of President, Tom served as Director of the Survey Division. In this role Tom also worked closely with the information technology division to design SLG's powerful data collection and reporting tools. During the past decade Tom has become a trusted advisor to many of SLG's largest clients through his successful implementation of patient measurement programs leading to operational transformation. Tom has an undergraduate degree in economics and a master's degree in public health. Tom honorably served four years in the United States Army, 101st Airborne Division.

- Aunt Bertha
- My Strength
- Provider Webinars 2021
- How to Order a Digital BP Device

*Coverage for
every stage of life™*

Aunt Bertha – Social Service Portal:

- Aunt Bertha, is the largest online search and referral platform.
- To use the tool, enter a ZIP code and click Search.



- Free low cost services.
- <https://www.auntbertha.com/>

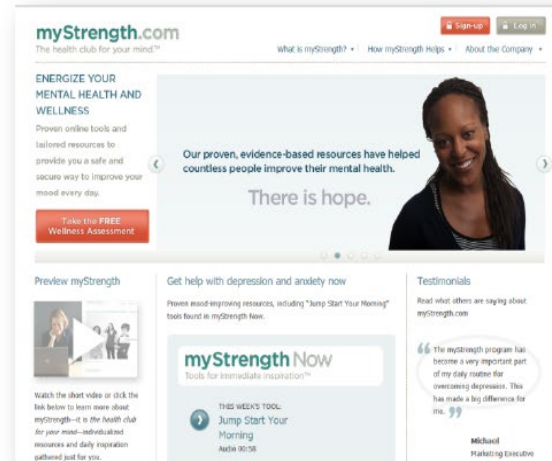
Services provided

Food	Goods	Health	Care	Work
Housing	Transit	Money	Education	Legal

Available in patient's language of choice.

myStrength – Web-Based and Mobile App

- Personalized messages and information to improve your mood
- Exclusive tools that are easy to access and enhance the member experience
- Health Net members can self-enroll or referral by Case Management: [Go to www.mystrength.com/HN](http://www.mystrength.com/HN) [Well to register.](#)



myStrength: Evidence-based, self-help resources offering healthcare payers/providers the ability meet consumer demand, extend access, improve outcomes and lower cost of care.

myStrength Resources

Topics and resources for:

- Anxiety
- Depression
- Alcohol/drug abuse
- Pain management
- Mindfulness
- Sleep/Insomnia
- Pregnancy and Early Parenting
- COVID-19
- And more!

Health Net

Welcome to myStrength

Personal support – on demand!

At times, we all struggle with our moods. Anxious or depressive thoughts can weigh us down. Seeking help when you need it and focusing on your mental health is important. Now you can use Web and mobile tools to help you feel better and stay mentally strong.

Strengthen your mind, body and spirit

myStrength is a confidential online resource, personalized to help improve your mood. These self-help resources are designed to help empower you to become – and stay – mentally and physically healthy. This valuable resource offers in-the-moment mood tracking and it offers you immediate stress-relief activities that can help you achieve lasting, healthy change.

Sign up today

1. Log in to www.healthnet.com and click on the *Wellness Center* tab to find myStrength, then click *Discover myStrength > Go to Health Net myStrength*.
2. On the Health Net myStrength portal, click *Sign Up*.
3. Complete the myStrength sign-up process with a brief wellness assessment and personal profile.
4. Go mobile! After setting up an online account, download the myStrength app for iOS and Android devices, and register using the same email and password.

Why myStrength? Here are just a few reasons:

- A variety of mood-improving resources.
- Step-by-step eLearning modules.
- Interactive tools.
- Weekly action plans.
- Daily inspiration.
- A site that's highly confidential and HIPAA-compliant¹ – for your privacy!
- All this is included with your Health Net of California, Inc. and Health Net Life Insurance Company (Health Net) coverage – at no additional cost!

myStrength

¹Health Insurance Portability and Accountability Act, a 1996 federal law that restricts access to individuals' private medical information. Members have access to myStrength through their current enrollment with Health Net of California, Inc. or Health Net Life Insurance Company. Health Net of California, Inc. and Health Net Life Insurance Company are subsidiaries of Health Net, Inc. Health Net is a registered service mark of Health Net, Inc. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved.

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myStrength Today's Focus: Reducing Stress SEARCH GET HELP

- HOME PAGE
- ACTIVITIES
- FAVORITES
- TOOLS
- INSPIRATIONS
- HISTORY

Ease Into Your Workout with Dynamic Stretching

STEP 1 / 1 Favorite Activity History

Mind and Body - Ease Into Your Workout with Dynamic Stretching

Privileged & Confidential

Provider Webinars 2021

Date	(PST)	Topic	Continuing Education
February 17	12-1PM	Telehealth	CME/CE
March 17	12-1PM	Prevention – Cancer screenings during COVID	CME/CE
★ May 19	12-1PM	Diabetes- Cardio (statins) – COVID	CME/CE
June 16	12-1PM	Building confidence in vaccination	CME/CE
August 18	12-1:30PM	HEDIS Best Practices and Update	CME/CE
October 20	12-1PM	Implicit Bias	CME/CE

Participants are sent an email with a link to register prior to the conference. The calendar and topics above are subject to changes which would be announced in the invitation or during prior webinars. CE and CME credit available for attendees.

To be added to the webinar's email list, please send a request to CQI_Medicare@healthnet.com

How to Order a Digital BP Device



Blood Pressure Cuffs are a Medi-Cal benefit. Use any ICD-10 diagnosis code that justifies medical necessity.

Recommended guidelines: To manage a medical condition in which regular blood pressure measurements are medically necessary

Order HCPCS code: A4670-NU Automatic Blood Pressure Monitor

Prior authorization is **not** required. Providers are required to submit a Durable Medical Equipment (DME) order. Missing information will delay the delivery of the DME.

Although a prescription is not required, a prescription is a suitable way of ordering the DME items.

The order should include:

- Patient's name
 - Date of birth
 - Member identification (ID) number
 - Member address
 - Member telephone number
 - Diagnosis
 - Physicians full name
 - Physician contact number
 - Physician signature
 - HCPCS Code A4670-NU Automatic Blood Pressure Monitor
-

How to Order a Digital BP Device



To order the equipment

Health Net has made special arrangements with **Western Drug**.

Written orders or prescriptions for DME must be signed by a licensed provider.

- Fax to the attention of Celeste Melgoza: **(818) 551-9612** or **(818) 956-6695**
- Email: celeste@westerndrug.com
- Phone Western Drug: **(818) 956-6691**

Members receive their equipment 24-48 hours after the DME provider verifies the member's eligibility and confirms the mailing address.

Members who have questions or who have defective equipment can call Western Drug directly at **1-800-891-3661**.

Your Patients Can Get a Ride to Their COVID-19 Vaccine



How can members arrange a ride?

Refer to the chart below for transportation coverage by plan type and contact information for member's to arrange a ride through ModivCare to a health care office or facility, hospital, or pharmacy.

- Rides to and from mass public vaccination sites are not eligible.
- Drivers are not able to wait with the member in line to get the vaccine.

Plan	Covered/ Not covered	Contact number to arrange a ride
Medi-Cal	Covered	1-855-253-6863 (for reservations to and from appointments)
Medicare Advantage plans:¹ <ul style="list-style-type: none"> • Amber I, Amber II and Amber II Premier • Jade • Gold Select • Sapphire, Sapphire Premier and Sapphire Premier II • Ruby Select 	Covered	<ul style="list-style-type: none"> • 1-866-779-5165 (for reservations to appointments) • 1-866-779-5229 (for reservations for return rides back from appointments)
HMO, EPO, POS, PPO and HSP	Not covered	N/A

¹Refer to member's identification card for Medicare Advantage plans.



Return rides

Return rides for all reservations will be scheduled for one hour after the set appointment time for the vaccine. If the member is ready earlier or the appointment is taking longer than an hour, they will need to call back to schedule a return ride.

(continued)

Advance notice plan requirements

Members must call ModivCare (at the phone numbers noted by plan on previous page) in advance to arrange a ride to and from COVID-19 vaccine appointments. Prior authorization is **not** required. Refer to the chart below for advance notice plan requirements.

Service type	Service examples	Medi-Cal	Medicare Advantage
Non-emergency medical transportation	<ul style="list-style-type: none"> Gurneys Wheelchair vans Litter vans 	Call 48 hours in advance ²	Call 72 hours in advance ²
Non-medical transportation	<ul style="list-style-type: none"> Taxis Sedans Rideshare Other types of public/private transport 	Call 24 hours in advance ²	Call 48 hours in advance ²

²Refer to the phone numbers by plan on previous page.

PPGs and hospitals who have risk for NEMT

Does not apply to Medicare Advantage plans

Participating physician groups (PPGs) or hospitals who have risk for non-emergency medical transportation (NEMT) in the Division of Financial Responsibility (DOFR) must arrange NEMT in a timely manner. **Failure to do so will result in Health Net* approving and arranging the transportation, and processing a capitation payment deduction.**

