

DHMSO: IN THE KNOW

A quarterly publication for physicians and their staff



IN THIS EDITION

QM'S FALL INITIATIVES	2
AMU: HERE FOR YOU	3
BY THE NUMBERS	3
UPCOMING EVENTS	3
CLAIMS PROCESSING PROCEDURE	4
CLAIMS SUBMISSION GUIDE	5
HEALTH PLAN PARTICIPATION GUIDE	5
NEW PROVIDERS	6
SANTA CRUZ NEWS	7

Dale Villani named CEO/COO of DHMSO



Dale Villani is a senior health care executive with over 39 years of experience leading health care organizations.

From 2015 to 2019, he was the CEO for Gold Coast Health Plan in Ventura County, California where he was responsible for ensuring high quality,

timely and accessible health care for over 194,000 members. He had oversight of all financial, operational and clinical functions. He also led all board, regulatory, and community relations activities.

From 2013 to 2015, he was the COO for Arizona Priority Care, Heritage Provider Network.

Prior to 2013, Dale was in leadership roles with Aetna; Sun Health Corporation; and Magellan Health Services. He's also a Lt. Colonel, Retired with the United States Air Force Medical Service Corps.

Dale Villani named CEO/COO of DHMSO

Continued from page 1

He received his B.S. in Health Services Administration from the University of Nebraska and his M.B.A. from Pennsylvania State University.

Dale has demonstrated skills in leadership, innovation, organization, values and integrity, leveraging technology and member engagement strategies to drive improved health care. He also brings deep expertise with Medicare and Medicaid managed care in both California and nationally.

He and his wife Amy have two daughters, a grandson, and two white fluffy rescue dogs. In his spare time, Dale enjoys outdoor activities including golf, hiking, and fishing.

**Warmest welcome,
Dale!**



Quality Management's Fall Initiatives

As we're all aware, many illnesses and medical conditions can be prevented or treated more successfully with early detection. To help promote preventative screenings, DHMSO's Quality Management Department (QM) will be conducting member outreach initiatives during Fall 2020. With these initiatives, we hope to improve the health of our membership by closing the gaps in care.

We appreciate your partnership as we all work to provide better care and improve the quality of life for all of our members.

*If you have questions about QM's Fall Initiatives, e-mail
QM@managedcaresystems.com.*

Date	Initiative	Outreach	What can you do to help?
September 2020	Increase Breast Cancer Screenings	All eligible members who have not received a mammogram in the past 2 years will receive a letter.	Answer any questions members may have. Continue to educate members about the importance of early detection. Remind them to schedule a mammogram.
November 2020	Improve Comprehensive Diabetic Care	All diabetic members who have not had an annual checkup in this calendar year (including but not limited to HbA1c testing, eye exam and foot exam) will receive a lab slip to present to the lab for an HbA1c test. They will also receive a letter with instructions on how to schedule an annual exam, and additional information on regular foot exams.	Answer any questions member may have. Continue to educate and refer members to the appropriate specialties that are outside of your scope of care (i.e. Ophthalmology for annual retinal exam).
Monthly through December 2020	Annual Wellness Exam Reminders	Members with upcoming birthdays will receive a birthday card reminding them to schedule their annual physical exam.	Place reminder phone calls to assist members with scheduling annual wellness exams and encourage patients to receive preventative services. Review gaps in care to use as a guide to ensure necessary preventative services are not being overlooked. Reminder: Fax Progress Notes and Patient Profile for all Medicare Annual Exams to 661-716-9106.
December 1st through 31st, 2020	Conduct Year End Review	This is "crunch time" for closing care gaps to maximize your scores and reimbursements for 2020.	Work with your QM Representative to identify members with opportunities to close the gaps. Make immunizations a priority. Report member immunizations to CA Department of Health through CAIR electronic interface. <i>If you need help signing up with CAIR, please contact your QM representative.</i>



Need assistance accessing the DHMSO Online Portal?

Our Account Management Unit (AMU) is here to help! Email clientsupport@managedcaresystems.com or call the appropriate number below.

Kern & Tulare Counties: 661.716.7110

Santa Cruz County: 831.465.7857

AMU: Here for You

AMU is excited to introduce two new initiatives to improve quality of care and provider quality metrics.



First, our Account Management Unit (AMU) and the Quality Management Department (QM) are collaborating with our Medical Director to meet with top performing physicians in our Network. The purpose of these meetings is to discuss provider HEDIS/STAR scorecards and to identify collaborative efforts to sustain improvement.

Additionally, DHMSO will be deploying Innovacer, an innovative data and reporting platform that aggregates and reports provider quality and performance data. With this proactive team working year round, our goal is to focus on addressing provider quality metrics, helping improve gaps in care, and increasing provider engagement.



If you would like more information, please contact AMU,
email clientsupport@managedcaresystems.com.

Upcoming Events- Bakersfield

Go with the Flow- Prostate Health and Cancer Virtual Seminar by Dr. Edwin Youngstrom, D.O.

Wednesday, October 14, 2020 from 12:00pm to 1:00pm

Currently the Chief of Surgery at Memorial Hospital, Dr. Youngstrom specializing in men's health, urinary issues in men and women, prostate cancer, kidney stone disease, and sexual dysfunction.

He follows the newest advances in surgical technology, performing robotic surgery and using the latest minimally-invasive techniques for common urologic issues, including GreenLight Laser Therapy™ and shockwave lithotripsy.

Hosted on Zoom- visit
dignityhealth.org/bakersfield/doctalk
to register.

Participants will have the opportunity to win a \$50 Target gift card.



By the Numbers

Customer Service Call Center

During the third quarter of 2020, our Customer Service Call Center received and addressed over 56,000 calls from providers, members, and employee services.

Authorizations	22,904
Members	11,279
Claims	14,742
Eligibility / Benefits	4,957
Miscellaneous	2,700
Total Calls	56,582

Are you taking full advantage of our call center services? We can verify eligibility and benefits; handle modification, extension, and verification of authorizations; verify and process your claims; and much more.

Call Customer Service today for assistance:

DHMN-CC:

661.716.7100 or 800.414.5860

DMG/DHMN-CC:

661.716.7100 or 800.414.5860

IMGK & IMGT:

661.716.7100 or 800.414.5860

Medi-Cal (DHMN-CC, IMGK, IMGT): 661.716.7270 or 800.918.7302

DHMN-SC:

831.465.7800

AG Network & GEI EPO:

661.716.7285 or 800.672.9783

Claims Processing Procedure

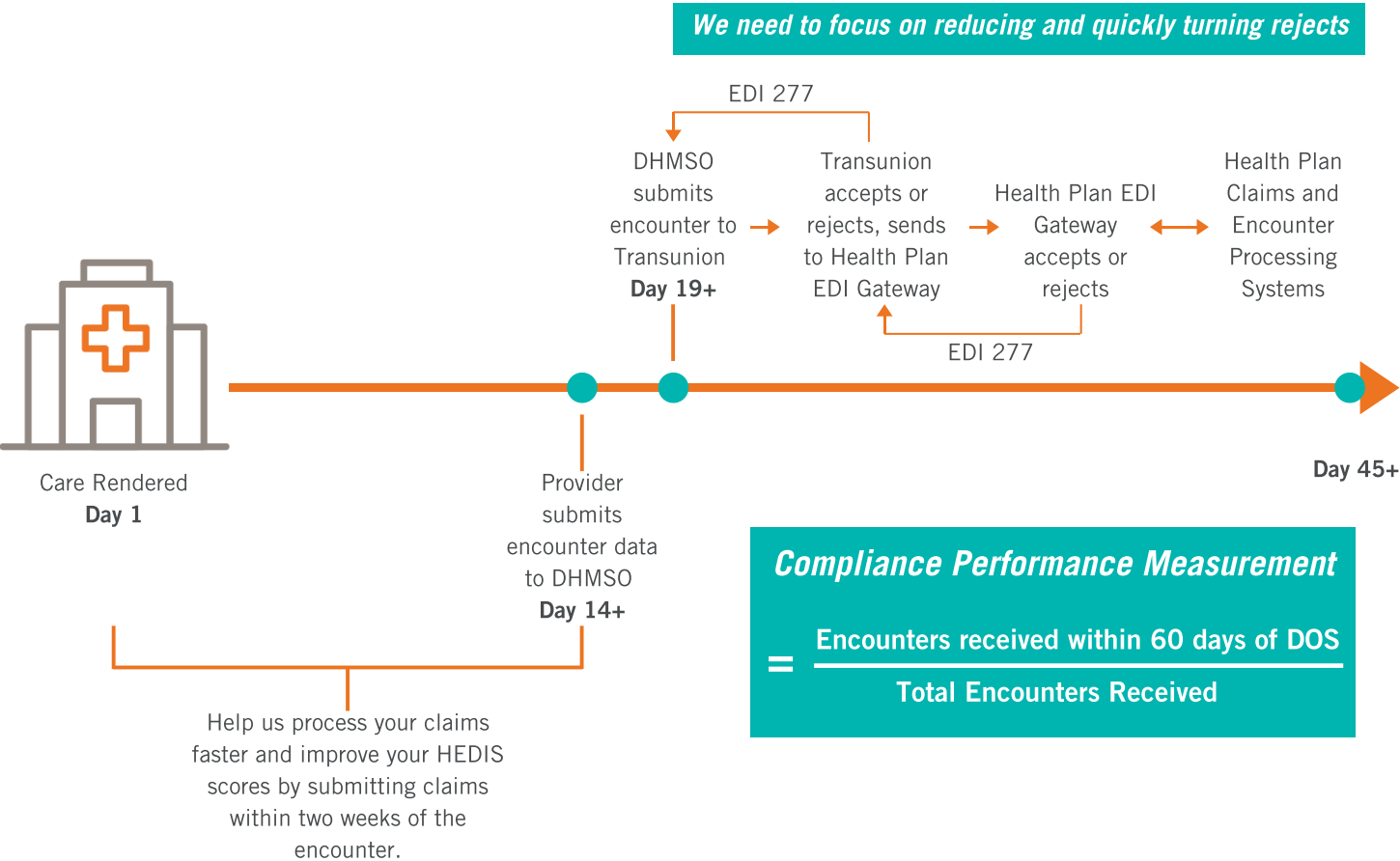
In order to provide the most efficient services possible to our physicians, DHMSO strives to meet and exceed certain requirements with our contracted health plan partners. Our claims processing procedures are measured by two main factors – Timeliness and Completion.

We recommend submitting initial claims within 14 days from the Date of Service, and corrected or rejected claims within 10 days from the Date of Rejection or Request for Correction.

While not contractually required, submitting claims before their deadline allows us to process payments sooner. This means that the sooner a claim is submitted, the quicker you are paid! It also aids our Quality of Care program, which captures and provides additional information to providers that can be used in the management of members' health care.

The graphic below is an example of the claims submission timeline depicting the steps required between sending the claim and receiving payment.

In addition to the opportunity for physicians to receive expedited payments, processing claims closer to the Date of Service offers and allows us to track more detailed and accurate information and Healthcare Effectiveness Data and Information Set (HEDIS) reports.



Improve HEDIS scores and get paid quicker by submitting claims within 14 days.

Claims Submission Guide

An at a glance guide to submitting claims electronically.* For questions about these submissions, contact Customer Service.

HEALTH PLAN	DHMN-CC / GEMCare & DHMN-CC / DMG				DHMN-CC / IMGK				DHMN-CC / IMGT				DHMN-SC			
	Office Ally	SSI	Change Healthcare (formerly Emdeon)	Zirmed	Office Ally	SSI	Change Healthcare (formerly Emdeon)	Zirmed	Office Ally	SSI	Change Healthcare (formerly Emdeon)	Zirmed	Office Ally	SSI	Change Healthcare (formerly Emdeon)	Zirmed
Aetna	MCS03	99999-0ABX	27133	030412082	Not Contracted				Not Contracted				MCS03	99999-0ABX	27133	030412082
Anthem Blue Cross Commercial	MCS03	99999-0ABX	27133	030412082	MCS03	99999-0ABX	27133	030412082	Not Contracted				MCS03	99999-0ABX	27133	030412082
Anthem Blue Cross Medicare Advantage	MCS03	99999-0ABX	27133	030412082	Not Contracted				Not Contracted				Not Contracted			
Anthem Blue Cross Medi-Cal	Not Contracted				Not Contracted				MCS03	99999-0ABX	27133	030412082	Not Contracted			
Blue Shield Commercial	MCS03	99999-0ABX	27133	030412082	MCS03	99999-0ABX	27133	030412082	Not Contracted				MCS03	99999-0ABX	27133	030412082
Blue Shield Medicare Advantage	MCS03	99999-0ABX	27133	030412082	Not Contracted				Not Contracted				MCS03	99999-0ABX	27133	030412082
Canopy Health Health Net Smartcare	Not Contracted				Not Contracted				Not Contracted				MCS03	99999-0ABX	27133	030412082
Canopy Health UnitedHealthcare Signature Value	Not Contracted				Not Contracted				Not Contracted				MCS03	99999-0ABX	27133	030412082
Health Net Commercial	MCS03	99999-0ABX	27133	030412082	MCS03	99999-0ABX	27133	030412082	Not Contracted				MCS03	99999-0ABX	27133	030412082
Health Net Medicare Advantage	MCS03	99999-0ABX	27133	030412082	MCS03	99999-0ABX	27133	030412082	MCS03	99999-0ABX	27133	030412082	MCS03	99999-0ABX	27133	030412082
Health Net Medi-Cal	MCS03	99999-0ABX	27133	030412082	MCS03	99999-0ABX	27133	030412082	MCS03	99999-0ABX	27133	030412082	Not Contracted			
UnitedHealthcare Commercial	MCS03	99999-0ABX	27133	030412082	Not Contracted				Not Contracted				MCS03	99999-0ABX	27133	030412082
UnitedHealthcare Medicare Advantage	Not Contracted				Not Contracted				Not Contracted				MCS03	99999-0ABX	27133	030412082

* Electronic submission is the preferred method for claims submissions.

HEALTH PLAN	Office Ally	SSI	Change Healthcare (formerly Emdeon)	Zirmed
Grimmway Plans (EPO Plus, PPO, OOA, OOS, Basic, and Basic Plus)	MCS03	99999-0ABX	27133	030412082

Health Plan Participation Guide

An at a glance guide to which medical groups are contracted with each health plan product.

Product Type	DHMN-Central CA (GEM,DMG)	Independence Medical Group - Kern (IMGK)	Independence Medical Group - Tulare (IMGT)	DHMN-Santa Cruz
COMMERCIAL HMO				
Aetna	Yes	No	No	Yes
Anthem Blue Cross*	Yes	Yes	No	Yes
Anthem Blue Cross Select	No	Yes	No	Yes
Anthem Blue Cross Traditional	Yes	Yes	No	Yes
Blue Shield Access+	Yes	Yes	No	Yes
Blue Shield Trio	Yes	No	No	Yes
Canopy Health - Health Net Smartcare	No	No	No	Yes
Canopy Health - UnitedHealthcare Signature Value	No	No	No	Yes
Health Net*	Yes	Yes	No	Yes
Health Net Smartcare	Yes	Yes	No	Yes
UnitedHealthcare*	Yes	No	No	Yes
UnitedHealthcare Alliance	No	No	No	No
MEDI-CAL				
Anthem Blue Cross Medi-Cal	No	No	Yes	No
Health Net Medi-Cal	Medi-Cal Network only	Yes	Yes	No
MEDICARE ADVANTAGE				
AARP Medicare Advantage Secure Horizons HMO (UnitedHealthcare)	No	No	No	Yes
Anthem MediBlue Plus	Yes	No	No	No
Blue Shield 65 Plus	Yes	No	No	Employer Sponsored only
Health Net Seniority Plus	Yes	Yes	Yes	Employer Sponsored only
UnitedHealthcare Group Medicare	No	No	No	Employer Sponsored only

*Participation in some products may be limited. Refer to health plan website with specific product name.

Welcome, New Network Providers | July - September 2020

Syed Alam, MD

Internal Medicine

GEM, IMG-K, IMG-T,
Medi-Cal

Slamat Ali, MD

Nephrology

IMG-K

O. Alvarez-Jacinto, MD

Obstetrics / Gynecology

DMG, GEM

Nagy Awadalla, MD

General Practice

DMG, IMG-T

Kehvon Bekarev, MD

Pediatrics

GEM, IMG-K

S. Chandramahanti, MD

Endocrinology

DMG, GEM, Medi-Cal

Tom Chao, MD

Orthopedic Medicine

DMG, GEM, Medi-Cal

Yufan Chen, MD

Obstetrics / Gynecology

DMG, GEM, IMG-K

Jeffrey D'Allessandro, DPM

Podiatry

DMG, IMG-K, IMG-T

Kimberly Dixon, MD

Pediatrics

GEM, IMG-K

Jan Eckermann, MD

Neurosurgery

GEM, Medi-Cal

Korey Fukui, OD

Optometry

IMG-K

Jagdeep Garewal, MD

Psychiatry

IMG-K

Ivan Gomez, MD

Family Medicine

IMG-T

Shahab Hillyer, MD

Urology

DMG, GEM, Medi-Cal

Bao Quynh Huynh, MD

Rheumatology

DMG, GEM, Medi-Cal

Chinwe Kpaduwa, MD

Plastic Surgery &
Reconstruction

DMG, GEM, IMG-K

Tariq Javed, MD

Internal Medicine

IMG-T

Caitlin Lim, DO

Urology

DHMN-SC

Ramneet Mangat, MD

Obstetrics / Gynecology

GEM, IMG-K, Medi-Cal

Baldeep Mann, MD

Internal Medicine

GEM, IMG-K

Y. Martinez-Duenas, MD

General Practice

GEM, IMG-K

Shelley McCormack, MD

Obstetrics / Gynecology

DMG, GEM, IMG-K,
Medi-Cal

Jarrad Merriman, MD

Orthopedic Surgery

DMG, GEM

Shikha Mishra, MD

Internal Medicine

GEM, IMG-K

Patrick Pieper, MD

Otolaryngology

IMG-K

Pankaj Ram, MD

Nephrology

IMG-T

Jose Rodriguez-Garcia, MD

Family Medicine

DMG, GEM, IMG-K

Paola Rosa, DO

Obstetrics / Gynecology

DMG, GEM, IMG-K,
Medi-Cal

Rajpreet Saini, DO

Internal Medicine

IMG-K

Steven Saito, MD

Family Medicine

GEM, IMG-K

Nishkarsh Saxena, MD

Nephrology

DMG, GEM, IMG-K, IMG-T

Kiron Thomas, MD

Neurology

DMG, GEM, IMG-K

Vinh Trang, MD

Urology

DMG, GEM, Medi-Cal



Santa Cruz News

Dominican Hospital Breaks Ground on Newborn Care and Meditation Courtyards

Dominican Hospital has opened two new outdoor courtyards, for patients, visitors, and staff.

Nature has the power to uplift the spirit,” said Dominican Hospital President Nanette Mickiewicz, MD.

The Nello and Pam Santacroce Meditation Courtyard was designed as a quiet area of respite to practice meditation, contemplation, and mindfulness. It was named for Pam Santacroce, former board member of both Dominican Hospital and Dominican Hospital Foundation.

The Dr. Joseph T. Anzalone Newborn Care Courtyard is a peaceful, private

setting allows new parents to enjoy fresh air and nature as they celebrate new births and bond with their babies. It was named for one of Santa Cruz

County’s most highly regarded obstetricians and designed with input from our nursing staff and the community.



Dominican Hospital to Unveil Comprehensive Cardiac Operating Suite



In its ongoing efforts to expand surgical capacity for patients, providers, and community, Dominican Hospital will soon unveil a state-of-the-art Comprehensive Cardiac Operating Suite. Designed in close collaboration with physicians, this unique space enables interventional radiologists, cardiologists, and cardiovascular surgeons to work seamlessly alongside each other—in the same room, at the same time.

This synthesis of advanced imaging, diagnostic, and cardiac navigation technology will minimize invasive surgical procedures and drive truly patient-focused care. The result will be shorter procedure times, reduced hospital stays, lower infection risks, and faster recovery with fewer follow-up procedures. Provider teams will also benefit from greater procedure scheduling flexibility.

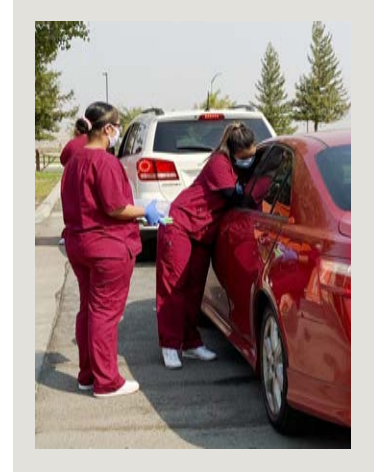
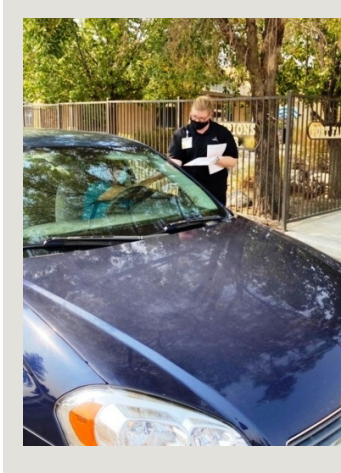
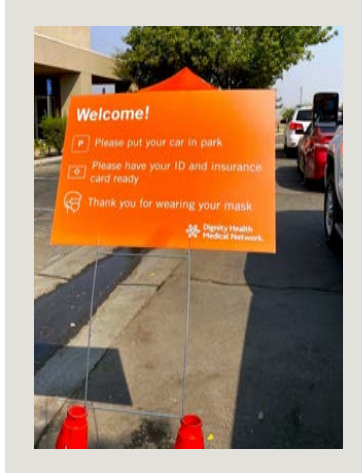
Dominican Hospital's Katz Cancer Resource Center wins Outstanding Achievement Award

The Katz Cancer Resource Center at Dominican Hospital was recently one of 49 cancer care facilities in the nation to win an Outstanding Achievement Award from the American College of Surgeon's Commission on Cancer (CoC). The award recognizes them for exceeding compliance expectations of the CoC standards in 2019.

“These cancer programs currently represent the best of the best when it comes to cancer care,” said Dr. Lawrence N. Shulman, Chair of the CoC. “Each of these facilities is not just meeting nationally recognized standards for the delivery of quality cancer care, they are exceeding them.”

Out and About in the Community

DHMSO's Marketing staff and the Advanced Care Wellness team administer nearly 100 flu shots at Dignity Health Medical Network's "drive-thru" Senior Flu Shot Clinic on September 30 in Bakersfield.



DHMSO Information Services & Technology staff volunteers and prepares nearly 500 food packages for families in need at Morning Star Fresh Food Ministry on September 19 in Bakersfield.



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This publication is distributed by the DHMSO Marketing Department. For questions or to have a submission considered, please email marketing@managedcaresystems.com.