



# Initial Health Appointment (IHA) Overview 2023



**Our Mission: Keeping Seniors Healthy and Independent**

**Our Vision: SCAN health plan is the best choice for seniors**

**We do right by our members and clients**

**We take pride in what we do**

**We push beyond our boundaries**

**We express ourselves**

**We are agents of change**

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# Delegated Model

SCAN **delegates** care and services to contracted provider organizations to provide medical and mental health care and services.

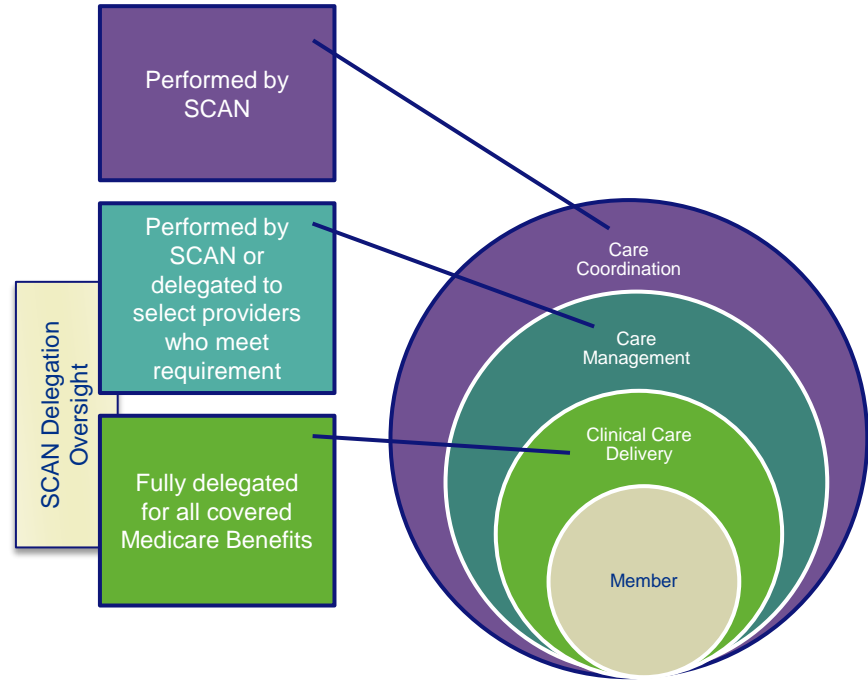
SCAN supports **members** in a comprehensive manner, while providing the information, support and assistance necessary to more actively manage their own care, including assessing the member's needs (HRA) and coordinating care and benefits

SCAN supports **provider** organizations by providing:

- Training
- Technical assistance and tools
- Evidenced Based Practice Guidelines
- Collaboration on quality measures (i.e., CMS 5 Star, Consumer Assessment of Healthcare Providers and Systems (CAHPS) and Health Outcomes Survey (HOS))

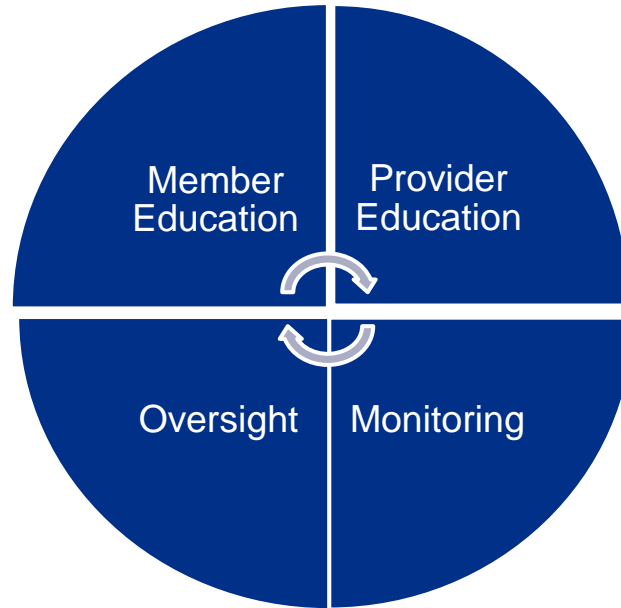
SCAN performs **oversight** through initial and annual audits to evaluate the delegate's ability to perform delegated activities and reporting.

SCAN **monitors** member experience (grievance trends and quality investigations)



# Approach to Initial Health Appointment

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# Member Engagement

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## ▶ Personal Assistance Line (PAL)

- Specialized customer service/assessment unit for dual members, that:



- Provides cultural/linguistic sensitive services
- Resolves barriers and access to care
- Conducts assessments to identify needed services
- Assists with resolution of Medi-Cal Eligibility Issues

## ▶ Welcome Calls



- Educates member on importance of IHA
- Offers to schedule PCP/IHA appointment and arrange transportation
- Sends member Welcome Letter

# Provider Organization Education

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## Annual SNP MOC training which includes IHA Training

- IHA regulatory requirements and best practices
- Clinical Protocols
- USPSTF Guidelines
- Documentation expectations
- Coding

## IHA Report sent monthly to groups

## Ongoing guidance presented at JOCs, other provider meetings and ad-hoc trainings

## Requirements outlined in:

- Provider Operations Manual (POM)
- Delineation of Responsibilities (DOR)
- Provider Orientation Packet (POP)
- Provider Today Newsletter

# Provider Responsibilities

Provider Organizations are required to educate their physicians on the IHA requirements and to facilitate completion

Physicians are responsible to conduct the IHA/AWV with the member

# Monitoring and Oversight





# IHA Compliance Rates Q1 2023

	January	February	March
Q1 2022*	33.3%	29.1%	25.7%
Q1 2023	54.2%	52.9%	52.5%

DOU issued the following CAPs during Q1 2023:

Memorial Care  
Optum  
Apple Care  
St. Vincent's  
PIH  
Axminster  
Facey



# Supporting Documentation Submission

## Policies and Procedures

- Initial Health Appointment (IHA) Monitoring and Oversight
- Personal Assistance Line (PAL) Unit
- First Tier, Down Stream and Related Entities (FDR) Compliance Program Effectiveness Audit Process
- Corrective Action and Escalation Process for Non-Compliant First Tier, Downstream, or Related Entities (FDRs) Deficiencies

## IHA Monitoring Process Desktop Procedure

## Network Performance Committee Charter

## Network Performance Committee Presentation

## IHA Workgroup Meeting Minutes

## IHA Monitoring Reports

## Provider Operations Manual

## Physician Orientation Packet

## Provider Training PowerPoint Presentations

## Member Evidence of Coverage

## PAL Member Welcome Letter

# Governance Structure - Delegation Oversight

