



2021 CARE-BASED INCENTIVES (CBI)

INITIAL HEALTH ASSESSMENT (IHA) TIP SHEET

Measure Description:

New members that receive a comprehensive IHA within 120 days of enrollment with the Alliance. The IHA must include an age appropriate Staying Health Assessment (SHA) form.



Incentive:

The linked Primary Care Provider (PCP) will be paid on an annual basis, following the end of quarter 4. For additional

information refer to the [2021 CBI Technical Specifications](#). Data will be collected via claims.

Coding Requirements:

When billing for IHAs, PCPs should ensure to use appropriate CPT codes; see full IHA code list on the table to the right.

The Alliance has implemented the [IHA Dummy Code](#) combination to allow providers to report when they've attempted to schedule a member **at least** three times for their IHA appointment. Members will be compliant for an IHA if the provider has documented the following and submitted a claim or uploaded to the Data Submission Tool on the [Alliance Provider Portal](#):

- 3 unsuccessful scheduling attempts
 - ✓ 2 telephone attempts
 - ✓ 1 written attempt
- Documentation of attempts must be maintained in the patient's medical records

The following coding combination is **required**:

Procedure code: 99499

Modifier: KX

ICD-10 Code: Z00.00

Note: The Alliance performs random audits to ensure the IHA Dummy Codes were submitted appropriately.

Options to Extract Data:

1. Run a report from your Electronic Health Record system
2. Manually compile patient data

How to Submit Data:

This measure allows providers to submit IHA dummy codes combinations from their EMR/EHR system to CCAH at the end of the measurement year by uploading data files to the provider portal. The files are required to be submitted as a CSV file to be accepted by Data Submission Tool on the Provider Portal.

IHA Billing Codes:

Member Population	CPT Billing Codes	ICD-10 Reporting Codes
Preventive Visit, New Patient	99381-99387	No Restriction
Preventive Visit, Established Patient	99391-99397	No Restriction
Office Visit, New Patient	99204-99205	No Restriction
Office Visit, Established Patient	99215	CPT and appropriate Diagnosis code: Z00.00, Z00.01, Z00.110, Z00.111, Z00.121, Z00.129, Z01.411, Z01.419, Z00.9, Z02.1, Z02.3, Z02.89
Initial Hospital Care	99222-99223 with office visit (99201-99215) within 30-days of discharge	No Restriction
Prenatal Care	Z1032, Z1034, Z1038, Z6500	Pregnancy Related Diagnosis

Documentation Requirements:

All IHA visits require a comprehensive history, physical and mental status exam, individual health education, behavioral assessment, diagnoses and a plan of care. In addition the, the California Department of Health Care Services (DHCS) **requires** the PCP to administer a SHA form within 120 days of enrollment, and again at defined intervals. For more background information refer to the [DHCS Staying Healthy Assessment Website](#).

Implementation Checklist:

1. Contacting Newly Linked Members

- Pull the list of newly linked Alliance members on a monthly basis. Your 120-day linkage list can be found on the [Provider Portal](#):
 - Go to “Linked Member List” and click on “New Members/120 Day IHA” tab
 - Review the list and remove patients who have already completed their IHA visit.
- Assign a person (e.g., office manager or call center manager) to ensure new members are contacted.
- Attempt to contact members at least three times. Document that you have made at least 3 unsuccessful attempts (two phone calls and one mailing or vice versa).
- Explain to your patients why this visit is important and reassure them that the cost of the visit is covered by the Alliance.

2. Prepare for IHA Visits

- If using an electronic health records (EHR):
 - Create a template for IHAs; required elements include:
 - ✓ Comprehensive history;
 - ✓ Physical and mental status exam;
 - ✓ Individual health education;
 - ✓ Behavioral assessment;
 - ✓ Diagnoses;
 - ✓ Plan of care; and
 - ✓ [Staying Healthy Assessment](#)
- If using paper charts, create new patient paperwork packets specifically for IHAs. Be sure to include the age appropriate SHA form! SHA forms can be found at <https://www.ccah-alliance.org/risk.html>
- If using an alternative form:
 - Contact the Alliance at least one month before implementation of an alternate SHA. The Alliance will need to verify, and can give permission to use the new SHA, and submit the completed form to DHCS for their final approval.

- Alliance Quality Improvement (QI) nurses can review your IHA template and assist in ensuring it meets State standards. QI nurses can be reached at (831) 430-2622 for assistance.
- IHAs require an extended visit. Establish a routine for scheduling IHAs when the most support staff is available or limiting the number of IHAs scheduled per hour.
- Suggestions for helping IHA visits go smoothly:
 - Call patients in advance and fill out their initial health history and SHA form over the phone or via your patient portal.
 - Assign two Medical Assistants per provider for IHA visits.
 - Brainstorm with your teams to come up with ideas on how they can assist with IHAs.

3. Ensure Accurate Billing

- Have a billing team member review your IHA billing practices.
- Ensure that you are using the correct CPT and ICD 10 codes to reflect the components of the visit. (See full IHA code list)

Best Practices:

- **Use IHAs as a tool to improve your Alliance Care-Based Incentives (CBI) Score.** All billing codes that qualify for IHAs also give you credit for the following CBI Measures:
 - ✓ Well Child Visits (3-5 years)
 - ✓ Adolescent Visits (12-21 years)
- IHAs visits are an opportune time to complete preventative health screenings:
 - ✓ Cervical cancer screening
 - ✓ Diabetic health screenings: Retinal Exam, Hba1c good control, Nephropathy screening
 - ✓ Immunizations
 - ✓ Depression screening
- Talk to your patients about what to do when they get sick and your clinic’s scheduling availability (e.g. same-day appointments, after hours availability, etc.).
- Provide patients with resources for after hour medical advice, including the [Alliance Nurse Advice Line](#). Route after hours calls for Alliance members to the **Alliance’s Nurse Advice Line: 1 (844) 971-8907**