



September 22th, 2017

From: CalOptima to All CHOC Health Alliance Contracted Primary Care Physicians.

- 1. Q: What is the effective date for the reimbursement? Can Providers go back and submit claims for previously administered PHQ-As?**

A: The project was launched on May 1st, 2017. However, provider packets were mailed out in batches (due to large volume) on May 4 and May 19, 2017. Claims for PHQ-As that were administered beginning May 1st, 2017 can be submitted for reimbursement. Unfortunately, we cannot accept previously administered PHQ-As prior to that date.

- 2. Is this incentive for PCP Only or Specialists Only? The letter states Pediatricians. Will Family Practitioner, or General Practice also be eligible for this incentive initiative?**

A: The incentive is for the primary care provider (PCP) of a CalOptima member 12 years of age.

- 3. Is the incentive only for contracting Providers?**

A: Yes, any PCP who is contracted with CalOptima or its Health Networks will be eligible for this incentive program.

- 4. Is the incentive for members that are/will turn 00 this year only (Calendar year 2017)?**

A: Yes, the incentive is for members who are 12 years of age or will turn 12 this year. However, we recognize the importance of depression screening in primary setting and encourage all PCPs to screen their patients for depression when necessary.

- 5. Is there an end date to this initiative?**

A: This is a two-year physician incentive payment program. We will assess the success of the project after one (1) year pending funding availability.

- 6. What is the reimbursement rate (allowable) for the two HCPCS codes G8431 and G8510?**

A: Providers will receive \$50.00 for every member screened, whether the screening result was positive (G8431) or negative (G8510). Patients that score positive on the PHQ-A should be evaluated by the PCP/Pediatrician to determine if the symptoms endorsed on the questionnaire are significant, causing impairment, and warrant a referral to a mental health specialist for follow-up or treatment by the PCP.

- 7. Do providers need to submit a copy of the assessment (PHQ-A) along with their CMS-1500 claims to CalOptima?**

A: Providers do not have to send the completed PHQ-A along with the Health Insurance Claims Form (CMS-1500). The member's PHQ-A screening information must be filed in the member's chart or EHR (Electronic Health Records). Provider records may be reviewed during routine quality assurance provider audits.



- 8. Are claims for G4831 or G8510 incentive to be submitted separate from PM160 forms?**
A: Yes, claims for PHQ-A screening must be submitted separately from PM160 forms directly to CalOptima. To receive incentive, submit CMS-1500 form directly to CalOptima at: CalOptima Claims Department – “P.O. Box 11037, Orange, Ca. 92856”.
- 9. The letter states to mail claims to CalOptima and send it to the P.O. Box address. Can I also send claims electronically?**
A: Claims can be submitted via paper (CMS-1500) or electronically.
- 10. Will CalOptima mail copies of the PHQ-A assessment form to providers or are providers (staff) supposed to make their own copies of the tool to distribute to members?**
A: An information packet (included) has been mailed to providers. Providers are responsible for making copies of the Depression Screening tool if additional copies are needed.
- 11. Is the \$50.00 incentive in addition to the Depression Screening allowable by Medi-Cal?**
A: Yes, the incentive payment of \$50.00 is in addition to the 100% Medi-Cal allowable.
- 12. What should providers (PCPs) do if member scores “Positive” for depression?**
A: Provider needs to assess member’s needs and if necessary refer member to CalOptima’s Behavioral Health Line by Calling 1.855.877.3885.
- 13. What should providers (PCPs) do for patients who score below or negative on the Depression Screening PHQ-A, however, provider feels that Behavioral Health assistance is warranted?**
A: If providers think that it is clinically helpful, PCPs may refer members to CalOptima’s Behavioral Health Line by calling 1.855.877.3885.
- 14. Will CalOptima provide additional tools for Scoring, and Administering PHQ-As?**
A: Yes, please find attached pages (total 2) with tips on administering and scoring PHQ-As. In addition, CalOptima has included a copy of the PHQ-A questionnaire.
- 15. Who can PCPs call if they have additional questions not addressed on the FAQs?**
A: Providers may call the Behavioral Health Line at 1.855.877.3885, or reach out to your Provider Relations Representative at ProviderRelations@CHOC.Org.
- 16. Can PHQ-As be administered during Well Visits only?**
A: No, PHQ-As can be performed during any visit. Only requirement is that member needs to be 12 years of age, or turning 12 years of age this year.

*****For additional information, please log on to www.chochealthalliance.com and click the “For Providers” link (password is: kidsfirst)*****