



From the Desk of IPA Administrator

Dear Primary Care Provider,

As we are approaching the end of the year, please take the opportunity to schedule all of your senior members to come in to complete an annual wellness visit and close any HEDIS preventive quality measure gaps. This is very important in keeping members healthy and to manage any chronic condition(s) the members may have.

As a reminder, Noble AMA IPA utilizes a population management system called **Cozeva** to provide our network with a tool to manage and care for the health of our members. Primary Care Providers can utilize Cozeva to submit care gap reports as well as annual wellness forms directly to Noble AMA IPA in real time, thus eliminating the need for faxing and potentially delaying the process.

If you and your staff have not obtained access to Cozeva, please reach out to amai@pdtrust.com.

Please welcome our NEW PCP's & SPC's!

Dr. Tung Nguyen (*Cardiology*)

Dr. Tuan Anh Nguyen (*Cardiology*)

Dr. Amy Gandhi (*Internal Medicine*)

Dr. Melissa Zhao (*Optometry*)

Dr. Eric Lee (*Oncology*)

Dr. Daniel Luong, MD (*Internal Medicine*)

Dr. Tom S. Chang (*Retinal Specialist*)

Dr. Diana Tram Kim (*OB/GYN*)

Compliance

Organizations participating in federal healthcare programs are subject to compliance program requirements that require completion of an attestation of training and exclusion screenings conducted for all staff. If you have not already returned the completed 2021 Compliance Attestation for Downstream Entities please take the time to send it today to Autumn Mai, Provider Relations at amai@pdtrust.com or contact her at 877-207-7600 x102 with questions.



IPA Contacts

IPA President
Dr. Nhiep Tang

Medical Director
Dr. Luc S. Nguyen

Administrator
Mary Beltran
(877) 207-7600, Ext. 132
mabeltran@pdtrust.com

Provider Relations Specialist
Autumn Mai
(877) 207-7600, Ext. 102

Marketing Manager
Seyi Awosanya
sawosanya@pdtrust.com

Clinical Services Department
Lori Fria
(877) 207-7600, Option 2, 3, 3
Open: 9AM - 5PM

Case Management
Wilfredo Ibay, LVN CM
(760) 941-7309, Ext 201
wibay@pdtrust.com

Claims Department
(877) 207-7600, Option 2, 3, 2
Open: 9AM - 3PM

Aerial Care Customer Service
(800) 864-8160

nobleamaipa.com

Noble AMA IPA is an Independent Practice Association (IPA) comprised of more than 100 primary care physicians and over 200 specialists in the Orange County area who are committed to the health and well-being of their patients.

Have you talked to your members about the Covid-19 vaccine?

Everyone 12 years of age and older is now eligible to get a COVID-19 vaccination. You have the opportunity to talk to your members about the vaccine and reinforce the importance of getting vaccinated. The available data shows that the vaccine's known and potential benefits outweigh it's known and potential risks. Your strong recommendation can help them make an informed decision and feel confident about getting vaccinated against COVID-19.

If they have any questions, please direct them to [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus).

Office Cleanliness

Patients tend to complain most about things that they can relate to or understand. Most times, things like wait time, rude office staff and office cleanliness are reported more than physician's medical decisions or competency.

The Health Plan has found that poor member satisfaction with office cleanliness often coincides with lower overall scores on PCP and specialist rating for the Member satisfaction survey. With the annual CAHPS/HOS surveys now being sent out to members, it's important that simple adjustments that can greatly influence patients' overall satisfaction be made now.

Here are some tips to creating a cleaner office area:

- Disinfect surfaces and wipe down chairs in between patients
- Throw out old magazines and brochures
- Keep the waiting room tidy by picking up coffee cups and tissues or masks that may have been left behind
- Soothing décor, soft lighting, and a friendly office staff can create a satisfying experience

**Thank you
for your dedication to excellence.**

