



## Health Passport News

Nevada, North Dakota and Wyoming

February 2002

### Welcome Scripps Health and CA WIC

This summer Health Passport will welcome the addition of Scripps Health and California WIC to our partnership. We are pleased to add the new technology the Scripps and WIC team will pilot for us and look forward to learning more about the services Health Passport can provide to our card carriers. California WIC will be receiving medical data from Scripps. The Scripps logo will be added to the next order of Health Passport cards which Phase I partners will begin seeing in early summer. This new card will test new functionalities such as client data aggregated from various trusted sources that will be brought back to the three original HPP states.

Scripps is a not-for-profit, community-based health care delivery network in San Diego, California, that includes five acute-care and two convalescent hospitals, more than 2,600 affiliated physicians, an extensive ambulatory care network, home health care and associated support services. As a result of the July 2000 reaffiliation with Scripps Clinic, Scripps now has approximately 10,000 employees and also cares for patients at 13 clinic locations throughout San Diego County.

#### SCRIPPS MISSION

Scripps strives to provide superior health services in a caring environment and to make a positive, measurable difference in the health of individuals in the communities we serve.



### Help Desk Changes

Effective January 1, 2002, in an effort to control costs and monitor the types of services needed at the Help Desk level, the Health Passport Help Desk numbers were changed. With the change all HPP user calls are now forwarded to Bertie Bishop. We will continue forwarding all participant calls to Bertie until clinics have had ample time to inform the card users of the change. Based on the calls that have been received from participants, HPP agencies should immediately begin educating your clients/patients that when they have HPP related questions to either call your staff or return to your office, then if there is an EBT question they can be referred to SVS number below.

**HPP Users questions** call Bertie Bishop - 877.477.4858 or 701.226.3300

**Administrators and users EBT questions** should be directed directly to SVS:  
877-595-9551 (Nevada)  
877-653-3361 (Wyoming)

**Participants EBT issues** call:  
877-595-9686 (Nevada)  
877-653-3360 (Wyoming)

**Retailer numbers will continue to be the same** as before.  
Nevada (877-477-4859)  
Wyoming (877-653-3361)

**ComputerLand of Bismarck and Reno and Connecting Point of Cheyenne** should continue to call 877-477-4861 to be routed directly to Open Domain

If for any reason you have difficulty with any of the above numbers please feel free to call Bertie Bishop. If she is not immediately available leave your message and she will return your call as soon as possible.

## Data Map Changes

With the addition of Scripps Health and the transition to Phase II, the timing was perfect to make changes to the original HPP Data Map. The changes made are both functional and are enhancements suggested by the Phase I partners over the last 2½ years, and address the requests of the Phase II partners for more robust use of the HPP card.

The newest enhancements made are the addition of medications and the expansion of the allergy data fields. In addition we have changed the collection of lead screening information to lab values and tympanogram screening to include screening values. If you are interested in reviewing the new data map, please contact Bertie Bishop.

## Welcome Wyoming DFS

On January 24, 2002 we were very pleased to welcome Laramie County Family Service Office to the Health Passport Partnership. The Health Passport card will be issued to Laramie County households who are dually eligible for Food Stamps and health care benefits. The cards will provide Eligibility Authorization for Medicaid and Kid Care. Thank you to Alice Sullivan, WY EBT office for her assistance during launch.

## Good Bye Asima

After working with the Health Passport team for three years as the Wyoming Site Manager, Asima Mazhar has left the project to move with her family to Portage, Michigan. We would like to thank Asima for all she has done for Health Passport and the Wyoming partners and wish her well in her new community.

## Equipment and Network Changes

While none of us likes to admit we are getting old, it is a fact of life that the PC's and networks that were installed at the beginning of the Health Passport pilot are now considered old and many of you are looking at replacing or upgrading your hardware. Over the last few months we have run into some difficulties when independent contractors are making the changes and are not aware of the HPP software and modem requirements. This is especially true if you are also using HPP to provide EBT to your clients. In an effort to eliminate down time, Chris McKinnon will soon be distributing the standards for software and hardware installations as they relate to HPP. If you do plan on making changes please contact Bertie Bishop, Terry Williams or Chris McKinnon so that we can make available the standards to your contractor.

## HPP Phase I Report Released

The final HPP I evaluation report prepared by the Urban Institute and MAXIMUS was released in January 2002. Over the last two years the project has tested and evaluated the use of smart cards to integrate health data and deliver benefits across a range of governmental agencies and programs. For a copy of the full report or hard copies of either the executive summary or the full report, go to the [Urban Institute's Web site](#). Again we would like to thank all the partners and participants for their cooperation with the evaluators.

### *For More Information:*

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The Health Passport newsletter is published quarterly.

**You can also visit the Western Governors'  
Association Web site at:  
[www.westgov.org/wga/initiatives/hpp](http://www.westgov.org/wga/initiatives/hpp)**