Your 2018 - 2019 Informational Materials for Medi-Cal Members

Material informativo para miembros de Medi-Cal
Solo se ha traducido al Espanol el Directorio de Proveedores.
Para obtener una copia gratuita de la Evidencia de Cobertura y
Guía de Servicios en Espanol, por favor llamar al
1-877-661-6230 (Seleccione la opcion 2)
Member Handbook

What you need to know about your benefits.

Contra Costa Health Plan (CCHP) Combined Evidence of Coverage (EOC) and Disclosure Form

2018 - 2019
Dear Member:

Our #1 Goal is to keep you and your family healthy and happy with our services. We will continue to work with you and your Primary Care Provider (PCP) to address your health care needs and help you get the most out of your Contra Costa Health Plan (CCHP) benefits. You should already have received a separate letter informing you of the PCP that has been assigned to you.

We would like to take this time to remind you of some of your plan benefits. We encourage you to call the Advice Nurses if you have any questions about the health of you or your family, 24 hours a day, 7 days a week by calling 1-877-661-6230 (Press 1). The nurses can give some test results, advise you on how to best care for yourself at home and even refer you to after-hours care when necessary.

CCHP has expanded our website to answer many common questions and provide an up-to-date tool for searching for providers, hospitals and pharmacies. The website is www.contracostahealthplan.org.

To receive your expanded mental health services, you may call the 24 hour seven days a week, Mental Health Access Line 1-888-678-7277. To receive your transportation benefit to be transported to a medical, dental or mental health appointment or to a lab, x-ray or pharmacy for care, please call the Transportation Line 1-855-222-1218, preferably 5 days in advance. A new benefit starting in January 2018 of Palliative Care has palliative care physicians, nurses and social workers to assist you in coping with advanced chronic health conditions and in making personal quality of life decisions. The benefit is available through your PCP referral or calling the Member Call Center at 1-877-661-6230 (Press 2).

Please call Member Services if you have any eligibility or benefit questions or concerns. This phone number is listed below and is also printed on the back of your ID card and the back of this booklet.

We are required by law to send you a Medi-Cal Member Handbook and Evidence of Coverage (EOC) every year. The 2018-2019 EOC is enclosed for you to review and keep with your important papers.

Thank you for being a CCHP member. We are proud to be your health care choice.

Sincerely,

Patricia R. Tanquary
Chief Executive Officer

MEMBER CALL CENTER
1-877-661-6230
Advice Nurse – (Press 1)
Member Services – (Press 2)
Pharmacy Services – (Press 3)
Authorizations/Referrals – (Press 4)
Appointments (County Health Centers only) – (Press 5)
Sales & Marketing Department – (Press 6)
www.contracostahealthplan.org
Other languages and formats

Other languages
You can get this Member Handbook and other plan materials for free in other languages. Call Member Services Monday through Friday, 8 a.m. to 5 p.m. at 1-877-661-6230 (press 2); or if hearing speech impaired call California Relay at (TTY/TDD): 1-800-735-2929. The call is toll free.

Other formats
You can get this information for free in other auxiliary formats, such as braille, 18 point font large print and audio. Call Member Services Monday through Friday, 8 a.m. to 5 p.m. at 1-877-661-6230 (press 2); or if hearing or speech impaired call California Relay at (TTY/TDD): 1-800-735-2929. The call is toll free.

Interpreter services
You do not have to use a family member or friend as an interpreter. For free interpreter, linguistic and cultural
services and help available 24 hours a day, 7 days a week, or to get this handbook in a different language, call Member Services Monday through Friday, 8 a.m. to 5 p.m. at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. The call is toll free.

**English**

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-877-661-6230 (TTY: 1-800-735-2929).

**Arabic (Arabic)**


**Armenian (Armenian)**

Հայերեն (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար բանաստեղծություններ կարող են տրամադրվել գրանցմամբ 1-877-661-6230 (TTY հեռախոս համար) 1-800-735-2929.)

**Chinese (Chinese)**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-877-661-6230 (TTY: 1-800-735-2929)。

**Punjabi (Punjabi)**

ਪੰਜਾਬੀ (Punjabi)

ਧਾਖਲ ਦਿੱਤੇ ਸੀਂ ਦੂਰੀ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋਂਂ ਤੋਂ ਆਪਣੇ ਹਿੰਦੀ ਭਾਸ਼ਾ ਵਿੱਚ ਵੋਅਰ ਦੇ ਲਿਖੀ ਭਾਸ਼ਾ ਨਾਲ ਘਰ ਘਰ ਹਨ। 1-877-661-6230 (TTY:1-800-735-2929) ਦੇ ਕੋਲ ਕਰੋ।

**Hindi (Hindi)**

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए यह मु तमें भाषा सहायता सेवाएं उपलब्ध हैं। 1-877-661-6230 (TTY: 1-800-735-2929) पर कॉल करें।

**Hmong (Hmong)**

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahlthplan.org.
Other language and formats


日本語 (Japanese)
注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1-877-661-6230 (TTY: 1-800-735-2929) まで、お電話にてご連絡ください。

한국어 (Korean)
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-661-6230 (TTY: 1-800-735-2929)번으로 전화해 주십시오。

ພາສາລາວ (Lao)
ໂປດຊາບ: ທ້ານເວົາພາສາລາວ, ທ້ານ ນັບວຽກກະສັດພັກ ລາວ ເດືອນ, ທ້ານ ທ່ານກະສຽມພັກສະເພາະ ວັດສະນະ, ທ້ານ ມໍ່ຍບເັສຽຄາ ແມ່ນມີສະນະໃຫ້ທ້ານ. ທ້ານ 1-877-661-6230 (TTY: 1-800-735-2929) ເພື່ອທ້ານສາມາດທົດລະດູໃນໂລກໄປການທ້ານ.

فارسی (Farsi)

Русский (Russian)
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-661-6230 (телефон: 1-800-735-2929).

Español (Spanish)

Tagalog (Tagalog – Filipino)

ภาษาไทย (Thai)

Tiếng Việt (Vietnamese)
Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
Notice of non-discrimination

Discrimination is against the law. CCHP complies with applicable federal and State civil rights laws and does not discriminate (exclude or treat people differently) on the basis of race, color, national origin, creed, ancestry, religion, language, age, marital status, sex, sexual orientation, gender identity, health status, physical or mental disability, or identification with any other persons or groups defined in Penal Code 422.56, and CCHP will provide all Covered Services in a culturally and linguistically appropriate manner. CCHP:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (braille, large print, audio, accessible electronic formats, and other formats)

- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact CCHP’s Member Services.

If you believe that CCHP has failed to provide these services or discriminated in another way on the basis of race, color, national origin, creed, ancestry, religion, language, age, marital status, sex, sexual orientation, gender identity, health status, physical or mental disability, or identification with any other persons or groups defined in Penal Code 422.56, you can file a grievance with:

CCHP’s Member Services
- By phone: Contact CCHP between 8 AM - 5 PM by calling 1-877-661-6230 (Press 2). Or, if you cannot hear or speak well, please call TTY/TDD 1-800-735-2929.

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
• **In writing:** Fill out a complaint form or write a letter and send it to:

  **CCHP Member Appeals/Grievance Resolution Unit**
  595 Center Avenue, Suite 100
  Martinez, CA 94553
  or fax it to 1-925-313-6047

• **In person:** Visit your doctor’s office or CCHP and say you want to file a grievance.

• **Electronically:** Visit CCHP’s website at [www.contracostahealthplan.org](http://www.contracostahealthplan.org) Go to: Member Services, click on Grievance Form.

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Member Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at [https://ocrportal.hhs.gov](https://ocrportal.hhs.gov), or by mail or phone at:

  U.S. Department of Health and Human Services
  200 Independence Avenue, SW
  Room 509F, HHH Building
  Washington, D.C. 20201
  1-800-368-1019, 800-537-7697 (TDD)


Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at [www.contracosteahealthplan.org](http://www.contracosteahealthplan.org).
Welcome to CCHP!

Thank you for joining CCHP. CCHP is a health plan for people who have Medi-Cal. CCHP works with the State of California to help you get the health care you need.

You can best use our services at CCHP when you know how to use our Health Plan.

- If you are a Kaiser Permanente member, please see your Kaiser Permanente Evidence of Coverage. You may still keep this CCHP booklet handy in case you decide to switch your network back to CCHP’s Regional Medical Center Network or Community Provider Network.
- CCHP is a federally qualified “Health Maintenance Organization” (HMO). CCHP has been caring for Contra Costa County residents since 1973.
- CCHP contracts with the California Department of Health Care Services (DHCS) to give certain health care services to Medi-Cal members who choose CCHP.
- Getting health care from a health care service plan may be new to you, so please read this booklet carefully and get to know all the terms and conditions of your health coverage.

Facilities, Doctor Visits and Outpatient Services

When you join CCHP’s Medi-Cal program, you can choose your Primary Care Physician (PCP) from:

- Regional Medical Center Network (RMCN) - (county’s Health Centers, doctors and other providers who practice at those centers),
- Community Provider Network (CPN) - (doctors and other providers from private practice), or
- Kaiser Permanente - (doctors, hospitals and other providers who are part of Kaiser Permanente. You must have been a Kaiser member within the last 12 months to qualify.)

You may also change your choice of doctors at any time by following the steps in this booklet.

The PCP you pick should arrange for any referrals to specialists (when medically necessary), hospital stays or other services unless this booklet tells you differently. Also, CCHP needs to okay these services. If your Primary Care Provider refers you to a specialist when medically necessary, the referring doctor will determine the time frame for the referral based on your medical condition. You should expect to get the referral appointment within 15 business days of the request for an appointment but your PCP
may extend the waiting time if the PCP determines and notes your record that a longer waiting time will not be detrimental to your health.

For more information on how to get a specialist, please call your PCP or for information about the process for referrals to specialists, call your Member Service Representative Monday through Friday, 8 a.m. to 5 p.m. at 1-877-661-6230 (press 2).

- If you pick a PCP in the RMCN, your doctor visits, and services done outside a hospital will be done at one of our county Health Centers in Antioch, Bay Point, Brentwood, Concord, Martinez, Pittsburg, Richmond and San Pablo. Your Hospital care will be at Contra Costa Regional Medical Center (CCRMC) in Martinez. CCRMC is open every day and can give you full services including:
  - Obstetrics,
  - Emergency room care,
  - Intensive care,
  - Specialty programs in geriatrics and more.

- If you pick a PCP in the CPN, your doctor visits, and services done outside a hospital will be done in their private offices. Your hospital care will be given either at the CCRMC or at a community hospital that has an agreement with CCHP. Other professional services may be done by providers in the CPN. If you get services from a community hospital with an agreement with CCHP, your PCP (or Specialty Care Physician to whom you have been referred) must admit you to the community hospital and have privileges there.

- If you pick a PCP from Kaiser Permanente, your benefits including doctor visits, hospital services, and other services are given at Kaiser Permanente facilities located in Antioch, Martinez, Walnut Creek and Richmond or by other providers who are selected by Kaiser and part of the Kaiser Permanente Network.

Please keep in mind that some providers may not be taking new patients at this time. If the provider you pick is not taking new patients, call Member Services for help in picking another PCP from the Provider Directory.

**Effective Date of Coverage**

Your PCP assignment letter tells you the date your coverage starts. Coverage starts on the first day of the calendar month in which your name is added to the list of members provided by the California State Department of Health Care Services (DHCS) to CCHP. Within 7 days after you start with CCHP we will send you the following by mail:

- CCHP Identification (ID) card;
- Letter listing your PCP’s name, address and phone number;
- A booklet that contains a Member Services Guide; and an Evidence of Coverage.

If you do not get these materials, call your Member Services Representative at 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929.

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracostaeasthealthplan.org.
Welcome to CCHP

Member Handbook

This Member Handbook tells you about your coverage under CCHP. Please read it carefully and completely. It will help you understand and use your benefits and services. It also explains your rights and responsibilities as a member of CCHP. If you have special health needs, be sure to read all sections that apply to you.

This Member Handbook is also called the Combined Evidence of Coverage (EOC) and Disclosure Form. It is a summary of CCHP rules and policies and based on the contract between MCP and DHCS. If you would like to learn exact terms and conditions of coverage, you may request a copy of the complete contract from Member Services.

Call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929 to ask for a copy of the contract between CCHP and DHCS. You may also ask for another copy of the Member Handbook at no cost to you or visit the CCHP website at www.contracostaehealthplan.org to view the Member Handbook. You may also request, at no cost, a copy of the CCHP non-proprietary clinical and administrative policies and procedures, or how to access this information on the CCHP website.

Contact us

CCHP is here to help. If you have questions, call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929. CCHP is here Monday through Friday 8:00 a.m. to 5:00 p.m. The call is toll free.

You can also visit online at any time at www.contracostaehealthplan.org.

Thank you,
CCHP
595 Center Ave. Ste. 100
Martinez, CA 94553

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracostaehealthplan.org.
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Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracostaehealthplan.org.
1. Getting started as a member

How to get help

CCHP wants you to be happy with your health care. If you have any questions or concerns about your care, CCHP wants to hear from you!

Member services

CCHP Member Services is here to help you. CCHP can:

- Answer questions about your health plan and covered services
- Help you choose a primary care provider (PCP)
- Tell you where to get the care you need
- Offer interpreter services if you do not speak English
- Offer information in other languages and formats

If you need help, call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929. CCHP is here Monday through Friday 8:00 a.m. to 5:00 p.m. The call is toll free.

You can also visit online at any time at www.contracostahealthplan.org.

Who can become a member

You qualify for CCHP because you qualify for Medi-Cal and live in Contra Costa County. Please call our Employment Human Services Development (EHSD) service center at 1-877-663-3225 for assistance. You may also qualify for Medi-Cal through Social Security. Call 1-800-772-1213 between 7 a.m. to 7 p.m., Monday through Friday. For questions about enrollment, call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077). Or visit www.healthcareoptions.dhcs.ca.gov.

Transitional Medi-Cal is also called “Medi-Cal for working people.” You may be able to
get transitional Medi-Cal if you stop getting Medi-Cal because:

- You started earning more money.
- Your family started receiving more child or spousal support.

You can ask questions about qualifying for Medi-Cal at your local county health and human services office. Find your local office at [www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx](http://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx). Or call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077).

Identification (ID) cards

As a member of CCHP, you will get a CCHP ID card. You must show your CCHP ID card and your Medi-Cal Benefits Identification Card (BIC) when you get any health care services or prescriptions. You should carry all health cards with you at all times. Here is a sample CCHP ID card to show you what yours will look like:

If you do not get your CCHP ID card within a few weeks of enrolling, or if your card is damaged, lost or stolen, call member services right away. CCHP will send you a new card. Call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929.

Ways to get involved as a member

CCHP wants to hear from you. Each year, CCHP has meetings to talk about what is working well and how CCHP can improve. Members are invited to attend. Come to a meeting!

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at [www.contracostaehealthplan.org](http://www.contracostaehealthplan.org).
Managed Care Commission (MCC)

CCHP has a group called MCC. This group is made up Medi-Cal, Medicare and commercial members and providers, among others, including non-voting members. The group talks about how to improve CCHP policies and is responsible for:

- Addressing health care concerns for persons served by the County.
- Assuring providers, consumers, and our diverse community have input to deliberations and decision making.
- Doing long-range planning and policy formulation and making recommendations to the Board of Supervisors, County Health Services Director and Chief Executive Office of CCHP.

If you would like to be a part of this group, call CCHP Administration at (925) 313-6004 for more information about getting involved in establishing public policy.
2. About your health plan

Health plan overview

CCHP is a health plan for people who have Medi-Cal in Contra Costa County. CCHP works with the State of California to help you get the health care you need.

You may talk with one of the CCHP member services representatives to learn more about the health plan and how to make it work for you. Call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929.

When your coverage starts and ends

When you enroll in CCHP, you should receive a CCHP member ID card within 7 days of enrollment. Please show this card every time you go for any service under the CCHP. You will also get a letter listing your PCP’s name, address and phone number.

If you do not get these materials, call your Member Services Representative at 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929.

You may ask to end your CCHP coverage and choose another health plan at any time. For help choosing a new plan, call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077). Or visit www.healthcareoptions.dhcs.ca.gov. You can also ask to end your Medi-Cal.

Sometimes CCHP can no longer serve you. CCHP must end your coverage if:

- You move out of the county or are in prison
- You no longer have Medi-Cal
- You qualify for certain waiver programs
- You need a major organ transplant (excluding kidneys)
- You are in a long-term care facility in excess of 2 months
- You ask to end your coverage
- There is an enrollment mistake and you are placed into the wrong plan by the

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracostaehealthplan.org.
If you are an American Indian, you have the right to get health care services at Indian health service facilities. You may also stay with or disenroll from CCHP while getting health care services from these locations if available in our service area. American Indians have a right to not enroll in a Medi-Cal managed care plan or may leave their health plans and return to regular (fee-for-service) Medi-Cal at any time and for any reason. To find out more, please call Indian Health Services at 1-916-930-3927 or visit the Indian Health Services website at www.ihs.gov.

How your plan works

CCHP is a health plan contracted with DHCS. CCHP is a managed care health plan. Managed care plans are a cost-effective use of health care resources that improve health care access and assure quality of care. CCHP works with doctors, hospitals, pharmacies and other health care providers in the CCHP service area to give health care to you, the member.

Member services will tell you how CCHP works, how to get the care you need, how to schedule provider appointments, and how to find out if you qualify for transportation services.

To learn more, call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929. You can also find member service information online at www.contracostahealthplan.org.

Changing health plans

You may leave CCHP and join another health plan at any time. Call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077) to choose a new plan. You can call between 8:00 a.m. and 5:00 p.m. Monday through Friday, or visit www.contracostahealthplan.org.

It takes from 15 to 45 days to process your request to leave CCHP. To find out when Health Care Options has approved your request, call 1-800-430-4263 (TTY 1-800-430-7077).

If you want to leave CCHP sooner, you may ask Health Care Options for an expedited

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracostahealthplan.org.
(fast) disenrollment. If the reason for your request meets the rules for expedited disenrollment, you will get a letter to tell you that you are disenrolled.

Beneficiaries that can request expedited disenrollment include, but are not limited to, children receiving services under the Foster Care or Adoption Assistance Programs; Members with special health care needs, including, but not limited to major organ transplants; and Members already enrolled in another Medi Cal, Medicare or commercial managed care plan.

You may ask to leave CCHP in person at your local county health and human services office. Find your local office at [www.dhcs.ca.gov/services/medical/Pages/CountyOffices.aspx](http://www.dhcs.ca.gov/services/medical/Pages/CountyOffices.aspx). Or call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077). In some special cases, Member Services must help you end your membership quickly. This is called an emergency disenrollment or expedited disenrollment. It will take about 3 days for an expedited disenrollment to go through.

**College students who move to a new county**

If you move to a new county in California to attend college, CCHP will cover emergency services in your new county. Emergency services are available to all Medi-Cal enrollees statewide regardless of county of residence.

If you are enrolled in Medi-Cal and will attend college in a different county, you do not need to apply for Medi-Cal in that county. There is no need for a new Medi-Cal application as long as you are still under 21 years of age, are only temporarily out of the home and are still claimed as a tax dependent in the household.

When you temporarily move away from home to attend college there are two options available to you. You may:

- Notify your local county social services office that you are temporarily moving to attend college and provide your address in the new county. The county will update the case records with your new address and county code in the State’s database. If CCHP does not operate in the new county, you will have to change your health plan to the available options in the new county. For additional questions and in order to prevent a delay in the new health plan enrollment, you should contact Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077) for assistance with enrollment.

**OR**

- Choose not to change your health plan when you temporarily move to attend college in a different county. You will only be able to access emergency room services.

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at [www.contracosteahealthplan.org](http://www.contracosteahealthplan.org).
services in the new county. For routine or preventive health care, you would need to use the CCHP regular network of providers located in the county of residence for the family. An exception to this is if CCHP operates in your new county of residence, as described above.

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**Continuity of care**

If you now see providers who are not in the CCHP network, in certain cases you may be able to keep seeing them for up to 12 months. If your providers do not join the CCHP network by the end of 12 months, you will need to switch to providers in the CCHP network.

You must have one of the following conditions:

- An acute condition. Completion of covered services shall be provided for the duration of the acute condition.
- A serious chronic condition. Completion of covered services shall be provided for a period of time necessary to complete a course of treatment and to arrange for a safe transfer to another provider, as determined by CCHP in consultation with you and the non-participating provider, and consistent with good professional practice. Completion of covered services shall not exceed twelve months from the time you enroll with CCHP.
- A pregnancy, including postpartum care. Completion of covered services shall be provided for the duration of the pregnancy.
- A terminal illness. Completion of covered services shall be provided for the duration of the terminal illness. Completion of covered services may exceed twelve months from the time you enroll with CCHP.
- Performance of a surgery or other procedure that your previous plan authorized as part of a documented course of treatment and that has been recommended and documented by the non-participating provider to occur within 180 days of the time you enroll with CCHP.

Eligibility to receive continuity of care is normally based on your medical condition. Eligibility is not based strictly upon the name of your condition.

**Providers who leave CCHP**

If your provider stops working with CCHP, you may be able to keep getting services from that provider. This is another form of continuity of care. CCHP provides continuity of care services for:

CCHP provides continuity of care services if you are being treated for a specific

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
condition when we end a contract with your provider (for reasons other than medical discipline, criminal activity, or the provider’s voluntary termination), you may be able to continue getting covered care from the provider for your condition. These specific conditions are:

- An acute condition for the duration of the acute condition;
- A serious chronic condition, for a duration enough to complete a course of treatment and arrange for a safe transfer, not to exceed twelve months from the contract’s end date;
- A pregnancy, for the duration of the pregnancy and the immediate post-partum period;
- A terminal illness, for the duration of the terminal illness;
- Care for a newborn child whose age is between birth and 36 months, for a period not to exceed 12 months from the contract’s end date;
- Performance of surgery or other procedure that has been pre-approved by the plan as part of a documented course of treatment and has been recommended and documented by the provider to occur within 180 days of the contract’s end date.

You may ask CCHP to allow medically necessary treatment by that provider until the services are done, but no longer than 12 months from the end of the contract (unless otherwise stated above). CCHP will pay the provider for benefits, but the terminated provider must accept in writing the same terms and conditions of the terminated provider’s previous agreement. This includes payment that’s similar to currently contracting providers giving similar services and who are practicing in a similar location area as the terminated provider.

CCHP does not provide continuity of care services if the terminated provider does not accept these same terms, conditions and rates.

To learn more about continuity of care and eligibility qualifications, call us at 1-877-661-6230 (press 4) to request continuing care or to obtain a copy of our Continuity of Care policy.

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**Costs**

**Member costs**

CCHP serves people who qualify for Medi-Cal. CCHP members do not have to pay for covered services. You will not have premiums or deductibles. For a list of covered services, see "Benefits and services."

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracostaehealthplan.org.
You may have to pay a share of cost each month. The amount of your share of cost depends on your income and resources. Each month you will pay your own medical bills until the amount that you have paid equals your share of cost. After that, your care will be covered by CCHP for that month. You will not be covered by CCHP until you have paid your entire share of cost for the month. After you meet your share of cost for the month, you can go to any CCHP doctor. You do not need to pick a PCP.

**How a provider gets paid**

CCHP pays providers in these ways:

- **Capitation payments**
  - CCHP pays some providers a set amount of money every month for each CCHP member. This is called a capitation payment. CCHP and providers work together to decide on the payment amount.

- **Fee-for-service payments**
  - Some providers give care to CCHP members and then send CCHP a bill for the services they provided. This is called a fee-for-service payment. CCHP and providers work together to decide how much each service costs.

To learn more about how CCHP pays providers, call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929.

CCHP does not use financial penalties meant to limit health care. Some participating providers are salaried. Others are paid a fee for each of the services they give. CCHP does pay a case management fee to some PCP’s who are Community Physicians based on the total cost of health care provided to all of the members who have selected PCP’s who are Community Physicians. No payment, however, is made to a participating provider based directly on that provider’s use of referral services. CCHP does not provide bonuses, however providers are given incentives related to quality performance and processes. If you would like more information about payment for participating providers, you may call Member Services at 1-877-661-6230 (press 2) or your own Community Provider. The statements here apply to the RMCN and the CPN. For information about Kaiser Permanente’s payment for providers, please see Kaiser Permanente’s booklet or call Kaiser Permanente’s Member Services.

**Asking CCHP to pay a bill**

If you get a bill for a covered service, call member services right away at 1-877-661-

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracostaehealthplan.org.
If you pay for a service that you think CCHP should cover, you can file a claim. Use a claim form and tell CCHP in writing why you had to pay. Call CCHP Claims Unit at (925)-957-5185 or for hearing impaired call California Relay at 1-800-735-2929, Monday through Friday 8:00 a.m. to 5:00 p.m. to ask for a claim form. CCHP will review your claim to see if you can get money back.
3. How to get care

Getting health care services

PLEASE READ THE FOLLOWING INFORMATION SO YOU WILL KNOW FROM WHOM OR WHAT GROUP OF PROVIDERS HEALTH CARE MAY BE OBTAINED.

You can begin to get health care services on your effective date of coverage. Always carry your CCHP ID card and Medi-Cal BIC card with you. Never let anyone else use your CCHP ID card or BIC card.

New members must choose a primary care provider (PCP) in the CCHP network. The CCHP network is a group of doctors, hospitals and other providers who work with CCHP. You must choose a PCP within the HCO enrollment process. If you do not choose a PCP, CCHP will choose one for you.

You may choose the same PCP or different PCPs for all family members in CCHP.

If you have a doctor you want to keep, or you want to find a new PCP, you can look in the Provider Directory. It has a list of all PCPs in the CCHP network. The Provider Directory has other information to help you choose. If you need a Provider Directory, call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929. You can also find the Provider Directory on the CCHP website at www.contracostahealthplan.org.

If you cannot get the care you need from a participating provider in the CCHP network, your PCP must ask CCHP for approval to send you to an out-of-network provider.

Read the rest of this chapter to learn more about PCPs, the Provider Directory and the provider network.

Initial health assessment (IHA)

CCHP recommends that, as a new member, you see your new PCP in the next 120 days for an initial health assessment (IHA). The purpose of the IHA is to help your PCP learn your health care history and needs. Your PCP may ask you some questions about
your health history or may ask you to complete a questionnaire. Your PCP will also tell you about health education counseling and classes that may help you.

When you call to schedule your IHA, tell the person who answers the phone that you are a member of CCHP. Give your CCHP ID number.

Take your BIC and your CCHP ID card to your appointment. It is a good idea to take a list of your medications and questions with you to your visit. Be ready to talk with your PCP about your health care needs and concerns.

Be sure to call your PCP’s office if you are going to be late or cannot go to your appointment.

**Routine care**

Routine care is regular health care. It includes preventive care, also called wellness or well care. It helps you stay healthy and helps keep you from getting sick. Preventive care includes regular checkups and health education and counseling. In addition to preventive care, routine care also includes care when you are sick. CCHP covers routine care from your PCP.

Your PCP will:

- Give you all your routine care, including regular checkups, shots, treatment, prescriptions and medical advice
- Keep your health records
- Refer (send) you to specialists if needed
- Order X-rays, mammograms or lab work if you need them

When you need routine care, you will call your PCP for an appointment. Be sure to call your PCP before you get medical care, unless it is an emergency. For an emergency, call 911 or go to the nearest emergency room.

To learn more about health care and services your plan covers, and what it does not cover, read Chapter 4 in this handbook.

**Urgent care**

Urgent care is care you need within 24 hours, but it is **not** an emergency or life threatening. Urgent care needs could be a cold or sore throat, fever, ear pain or a sprained muscle.

For urgent care, call your PCP. If you cannot reach your PCP, call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929. Alternatively,

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracostaeahalthplan.org.
you can call CCHP’s Advice Nurse. Advice Nurses can help you 24 hours per day, 365 days a year. **CCHP Advice Nurse:**

1-877-661-6230 (press 1)

If you need urgent care out of the area, go to the nearest urgent care facility. You do not need pre-approval (prior authorization).

If your care is a mental health urgent care concern, contact the county Mental Health Plans toll-free telephone number that is available 24 hours a day 7 days a week. To locate all counties toll-free telephone numbers online, visit [http://www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx](http://www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx).

**Emergency care**

For emergency care, call **911** or go to the nearest emergency room (ER). For emergency care, you do **not** need pre-approval (prior authorization).

Emergency care is for emergency medical conditions. It is for an illness or injury that a reasonable layperson (not a health care professional) with average knowledge of health and medicine could expect that, if you don’t get care right away, your health (or your unborn baby’s health) could be in danger, or a body function, body organ or body part could be seriously harmed. Examples include:

- Active labor
- Broken bone
- Severe pain, especially in the chest
- Severe burn
- Drug overdose
- Fainting
- Severe bleeding
- Psychiatric emergency condition

**Do not go to the ER for routine care.** You should get routine care from your PCP, who knows you best. If you are not sure if it is an emergency, call your PCP. You may also call the 24/7 CCHP’s Advice Nurse. Advice Nurses can help you 24 hours per day, 365 days a year. **CCHP Advice Nurse:**

1-877-661-6230 (press 1)

If you need emergency care away from home, go to the nearest emergency room (ER), even if it is not in the CCHP network. If you go to an ER, ask them to call CCHP. You or the hospital to which you were admitted should call CCHP within 24 hours after you get

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at [www.contracosteahealthplan.org](http://www.contracosteahealthplan.org).
emergency care.

If you need emergency transportation, call 911. You do not need to ask your PCP or CCHP first before you go to the ER.

If you need care in an out-of-network hospital after your emergency (post-stabilization care), the hospital will call CCHP.

**Remember:** Do not call 911 unless it is an emergency. Get emergency care only for an emergency, not for routine care or a minor illness like a cold or sore throat. If it is an emergency, call 911 or go to the nearest emergency room.

**Sensitive care**

**Minor consent services**

You can see a doctor without consent from your parents or guardian for these types of care:

- Outpatient mental health for:
  - Sexual or physical abuse
  - When you may hurt yourself or others
- Pregnancy
- Family planning (except sterilization)
- Sexual assault
- HIV/AIDS testing (only minors 12 years or older)
- Sexually transmitted infections (only minors 12 years or older)
- Drug and alcohol abuse

The doctor or clinic does not have to be part of the CCHP network and you do not need a referral from your PCP to get these services. For help finding a doctor or clinic giving these services, you can call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929. You may also call the 24/7 CCHP Advice Nurse. Advice Nurses can help you 24 hours per day, 365 days a year. **CCHP Advice Nurse:**

1-877-661-6230 (press 1)

Minors can talk to a representative in private about their health concerns by calling the 24/7 Advice Nurse at 1-877-661-6230 (press 1).

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
**Adult sensitive services**

As an adult, you may not want to see your PCP for sensitive or private care. If so, you may choose any doctor or clinic for these types of care:

- Family planning
- HIV/AIDS testing
- Sexually transmitted infections

The doctor or clinic does not have to be part of the CCHP network. Your PCP does not have to refer you for these types of service. For help finding a doctor or clinic giving these services, you can call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929. You may also call the 24/7 CCHP Advice Nurse. Advice Nurses can help you 24 hours per day, 365 days a year. **CCHP Advice Nurse:** 1-877-661-6230 (press 1)

**Advance directives**

An advance health directive is a legal form. On it, you can list what health care you want in case you cannot talk or make decisions later on. You can list what care you do **not** want. You can name someone, such as a spouse, to make decisions for your health care if you cannot.

You can get an advance directive form at drugstores, hospitals, law offices and doctors’ offices. You may have to pay for the form. You can also find and download a free form online. You can ask your family, PCP or someone you trust to help you fill out the form.

You have the right to have your advance directive placed in your medical records. You have the right to change or cancel your advance directive at any time.

You have the right to learn about changes to advance directive laws. CCHP will tell you about changes to the state law no longer than 90 days after the change.

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**Where to get care**

You will get most of your care from your PCP. Your PCP will give you all of your routine preventive (wellness) care. You will also see your PCP for care when you are sick. Be sure to call your PCP before you get medical care. Your PCP will refer (send) you to specialists if you need them.

To get help with your health questions, you can also call 24/7 CCHP Advice Nurse. Advice Nurses can help you 24 hours per day, 365 days a year. **CCHP Advice Nurse:**

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
If you need urgent care, call your PCP. Urgent care is care you need soon, but is not an emergency. It includes care for such things as cold, sore throat, fever, ear pain or sprained muscle.

For emergencies, call 911 or go to the nearest emergency room.

Some hospitals and other providers do not provide one or more of the following services that may be covered under your plan contract and that you or your family member might need: family planning; contraceptive services, including emergency contraception; sterilization, including tubal ligation at the time of labor and delivery; infertility treatments; or abortion. You should obtain more information before you enroll. Call your prospective doctor, medical group, independent practice association, or clinic, or call the health plan at 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929 to ensure that you can obtain the health care services that you need.

**Provider Directory**

The CCHP Provider Directory lists providers that participate in the CCHP network. The network is the group of providers that work with CCHP.

The CCHP Provider Directory lists hospitals, pharmacies, PCPs, specialists, nurse practitioners, nurse midwives, physician assistants, family planning providers, Federally Qualified Health Centers (FQHCs) and Rural Health Clinics (RHCs).

The Provider Directory has names, provider addresses, phone numbers, business hours and languages spoken. It tells if the provider is taking new patients. It gives the level of physical accessibility for the building.

You can find the online Provider Directory at www.contracostahealthplan.org.

If you need a printed Provider Directory, call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929.

**Provider network**

The provider network is the group of doctors, hospitals and other providers that work with CCHP. You will get your covered services through the CCHP network.

If your provider in the network, including a PCP, hospital or other provider, has a moral objection to providing you with a covered service, such as family planning or abortion,

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracostahealthplan.org.
call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929. See Chapter 4 for more about moral objections.

If your provider has a moral objection, he or she can help you find another provider who will give you the services you need. CCHP can also work with you to find a provider.

**In network**

You will use providers in the CCHP network for your health care needs. You will get preventive and routine care from your PCP. You will also use specialists, hospitals and other providers in the CCHP network.

To get a Provider Directory of network providers, call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929. You can also find the Provider Directory online at www.contracostaehealthplan.org.

For emergency care, call 911 or go to the nearest emergency room.

Except for emergency care, you may have to pay for care from providers who are out of network.

**Out of network**

Out-of-network providers are those that do not have an agreement to work with CCHP. Except for emergency care, you may have to pay for care from providers who are out of network. If you need covered health care services, you may be able to get them out of network at no cost to you as long as they are medically necessary and not available in the network.

If you need help with out-of-network services, call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929.

If you are outside of the CCHP service area and need care that is not an emergency, call your PCP right away. Alternatively, call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929.

For emergency care, call 911 or go to the nearest emergency room. CCHP covers out-of-network emergency care. If you travel to Canada or Mexico and need emergency services requiring hospitalization, CCHP will cover your care. If you are traveling internationally outside of Canada or Mexico and need emergency care, CCHP will not cover your care in most cases.

If you have questions about out-of-network or out-of-area care, call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929. If the office is

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracostaehealthplan.org.
closed, or you want help from a representative, call 24/7 CCHP Advice Nurse. Advice Nurses can help you 24 hours per day, 365 days a year. **CCHP Advice Nurse:**

1-877-661-6230 (press 1)

Kaiser

If you are a Kaiser Permanente member, please see your Kaiser Permanente Evidence of Coverage. You may still keep this CCHP booklet handy in case you decide to switch your network back to CCHP’s Regional Medical Center Network or Community Provider Network.

**Doctors**

You will choose a primary care provider (PCP) from the CCHP Provider Directory. Your PCP must be a participating provider. This means the provider is in the CCHP network.

To get a copy of the CCHP Provider Directory, call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929.

You should also call if you want to check to be sure the PCP you want is taking new patients.

If you were seeing a doctor before you were a member of CCHP, you may be able to keep seeing that doctor for a limited time. This is called continuity of care. You can read more about continuity of care in this handbook. To learn more, call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929.

If you need a specialist, your PCP will give you a referral to a specialist in the CCHP network.

Remember, if you do not choose a PCP, CCHP will choose one for you. You know your health care needs best, so it is best if you choose.

If you want to change your PCP, you must choose a PCP from the CCHP Provider Directory. Be sure the PCP is taking new patients. To change your PCP, call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929.

**Hospitals**

In an emergency, call 911 or go to the nearest hospital.

If it is not an emergency and you need hospital care, your PCP will decide which hospital you go to. You will need to go to a hospital in the network. The hospitals in the CCHP network are listed in the Provider Directory. [Hospital services, other than emergencies, require pre-approval (prior authorization)].

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracostaeahealthplan.org.
Primary care provider (PCP)

You must choose a PCP in the HCO enrollment process. Depending on your age and sex, you may choose a general practitioner, Ob/Gyn, family practitioner, internist or pediatrician as your primary care physician. A nurse practitioner (NP), physician assistant (PA) or certified nurse midwife may also act as your primary care provider. If you choose an NP, PA or certified nurse midwife, you may be assigned a physician to oversee your care.

You can also choose a Federally Qualified Health Center (FQHC) or a Rural Health Clinic (RHC) as your PCP. These health centers are located in areas that do not have many health care services.

Depending on the type of the provider, you may be able to choose one PCP for your entire family who are members of CCHP. If you do not choose a PCP within 30 days, CCHP will assign you to a PCP. If you are assigned to a PCP and want to change, call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929. The change happens the 1st day of the next month.

Your PCP will:

- Get to know your health history and needs
- Keep your health records
- Give you the preventive and routine health care you need
- Refer (send) you to a specialist if you need one
- Arrange for hospital care if you need it

You can look in the Provider Directory to find a PCP in the CCHP network. The Provider Directory has a list of FQHCs and RHCs that work with CCHP.

You can find the CCHP Provider Directory online at www.contracostahealthplan.org. You can also call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929. You can also call to find out if the PCP you want is taking new patients.

Choice of physicians and providers

You know your health care needs best, so it is best if you choose your PCP.

It is best to stay with one PCP so he or she can get to know your health care needs. However, if you want to change to a new PCP, you can change anytime. You must choose a PCP who is in the CCHP provider network and is taking new patients.

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracostahealthplan.org.
Your new choice will become your PCP on the 1st day of the next month after you make the change.

To change your PCP, call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929.

CCHP may ask you to change your PCP if the PCP is not taking new patients, has left the CCHP network or does not give care to patients your age. CCHP or your PCP may also ask you to change to a new PCP if you cannot get along with or agree with your PCP, or if you miss or are late to appointments. If CCHP needs to change your PCP, CCHP will tell you in writing.

If you change PCPs, you will not get a new CCHP member ID card in the mail. Your Plan ID card is not sent every month. You will only get a new card if you lose it or your card information changes. If you do not get your card, or if it was lost, stolen or, if you have any other ID card problems please call a Member Services Representative immediately at 1-877-661-6230 (press 2), or for hearing impaired call California Relay at 1-800-735-2929. We will send you a new card within 2 weeks. If you need health care before getting your new card, call Member Services for help.

**Appointments and visits**

When you need health care:

- Call your PCP
- Have your CCHP ID number ready on the call
- Leave a message with your name and phone number if the office is closed
- Take your BIC and CCHP ID card to your appointment
- Be on time for your appointment
- Call right away if you cannot keep your appointment or will be late
- Have your questions and medication information ready in case you need them

If you have an emergency, call 911 or go to the nearest emergency room.

**Payment**

You do not have to pay for covered services. In most cases, you will not get a bill from a provider. You may get an Explanation of Benefits (EOB) or a statement from a provider. EOBs and statements are not bills.

If you do get a bill, call CCHP Claims Unit at (925)-957-5185, Monday through Friday 8:00 a.m. to 5:00 p.m. Tell CCHP the amount charged, the date of service and the reason for the bill. You are not responsible to pay a provider for any amount owed by

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
CCHP for any covered service.

If you get a bill or are asked to pay a co-pay when you feel you shouldn’t have to, you can also file a claim form. You will need to tell CCHP in writing why you had to pay for the item or service. CCHP will read your claim and decide if you can get money back. For questions or to ask for a claim form, call CCHP Claims Unit at (925)-957-5185, Monday through Friday 8:00 a.m. to 5:00 p.m.

Referrals

Your PCP will give you a referral to send you to a specialist if you need one. A specialist is a doctor who has extra education in one area of medicine. Your PCP will work with you to choose a specialist. Your PCP’s office can help you set up a time to see the specialist.

Other services that may require a referral include in-office procedures, X-rays, lab work and other services if you use other doctors or providers – who are not CCHP participating providers – without pre-approval from CCHP.

Your PCP may give you a form to take to the specialist. The specialist will fill out the form and send it back to your PCP. The specialist will treat you for as long as he or she thinks you need treatment.

If you have a health problem that needs special medical care for a long time, you may need a standing referral. This means you can see the same specialist more than once without getting a referral each time.

If you have trouble getting a standing referral or want a copy of the CCHP referral policy, call CCHP’s Authorization Unit at 1-877-661-6230 (press 4).

You do not need a referral for:

- PCP visits
- Ob/Gyn visits
- Urgent or emergency care visits
- Family planning (To learn more, call California Family Planning Information and Referral Service at 1-800-942-1054)
- HIV testing and counseling (only minors 12 years or older)
- Treatment for sexually transmitted infections (only minors 12 years or older)
- Acupuncture
- Chiropractic services (provided only at an FQHC or RHC)
- Podiatry services (provided only at an FQHC or RHC)

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
Minors also do not need a referral for:

- Outpatient mental health for:
  - Sexual or physical abuse
  - When you may hurt yourself or others
- Pregnancy care
- Sexual assault care
- Drug and alcohol abuse treatment

**Pre-approval**

For some types of care, your PCP or specialist will need to ask CCHP for permission before you get the care. This is called asking for prior authorization, prior approval, or pre-approval. It means that CCHP must make sure that the care is medically necessary or needed.

Care is medically necessary if it is reasonable and necessary to protect your life, keeps you from becoming seriously ill or disabled, or alleviates severe pain.

The following services always need pre-approval, even if you receive them from a provider in the CCHP network:

- Hospitalization
- Services out of the CCHP service area
- Outpatient surgery
- Long-term therapy
- Specialized treatments

You never need pre-approval for emergency care, even if it is out of network. This includes having a baby.

For some services, you need pre-approval (prior authorization). Under Health and Safety Code Section 1367.01(h) (2), CCHP will decide routine pre-approvals within 5 working days of when CCHP gets the information reasonably needed to decide.

For requests in which a provider indicates or CCHP determines that following the standard timeframe could seriously jeopardize your life or health or ability to attain, maintain, or regain maximum function, CCHP will make an expedited (fast) authorization decision. CCHP will give notice as quickly as your health condition requires and no later than 72 hours after receiving the request for services.

CCHP does not pay the reviewers to deny coverage or services. If CCHP does not approve the request, CCHP will send you a Notice of Action (NOA) letter. The NOA

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
letter will tell you how to file an appeal if you do not agree with the decision.

CCHP will contact you if CCHP needs more information or more time to review your request.

The CCHP Utilization Management staff is neither compensated for issuing denials of coverage or encouraged to make decisions that result in underutilization.

**Second opinions**

You might want a second opinion about care your provider says you need or about your diagnosis or treatment plan. For example, you may want a second opinion if you are not sure you need a prescribed treatment or surgery or you have tried to follow a treatment plan and it has not worked.

To get a second opinion, call your PCP. Your PCP can refer you to a network provider for a second opinion. You may also call CCHP’s Authorization Unit at: toll-free 1-877-661-6230 (press 4 – for Medical / Mental Health authorizations).

CCHP will pay for a second opinion if you or your network provider asks for it and you get the second opinion from a network provider. You do not need permission from CCHP to get a second opinion from a network provider.

If there is no provider in the CCHP network to give you a second opinion, CCHP will pay for a second opinion from an out-of-network provider. CCHP will tell you within 5 business days if the provider you choose for a second opinion is approved. If you have a chronic illness or could lose your life, limb or major body part, CCHP will decide within 72 hours.

If CCHP denies your request for a second opinion, you may appeal. To learn more about appeals, go to page 61 in this handbook.

**Women’s health specialists**

You may go to a women’s health specialist within the network for covered care necessary to provide women’s routine and preventive health care services. You do not need a referral from your PCP to get these services. For help finding a women’s health specialist, you can call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929. You may also call the CCHP Advice Nurse 24/7, 365 days a year at 1-877-661-6230 (press 1).
### Timely access to care

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<thead>
<tr>
<th>Appointment Type</th>
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<td>Non-urgent specialist</td>
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<td>Telephone wait times during normal business hours</td>
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<tr>
<td>Triage – 24/7 services</td>
<td>24/7 services – No more than 30 minutes</td>
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Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
4. Benefits and services

What your health plan covers

This section explains all of your covered services as a member of CCHP. Your covered services are free as long as they are medically necessary. Care is medically necessary if it is reasonable and necessary to protect life, keeps you from becoming seriously ill or disabled, or reduces pain from a diagnosed disease, illness or injury.

CCHP offers these types of services:

- Outpatient (ambulatory) services
- Emergency services
- Hospice and palliative care
- Hospitalization
- Maternity and newborn care
- Prescription drugs
- Rehabilitative and habilitative services and devices
- Laboratory services
- Preventive and wellness services and chronic disease management
- Mental health services (mild to moderate, non acute)
- Substance use disorder services
- Pediatric services
- Vision services
- Non-emergency medical transportation (NEMT)
- Non-medical transportation (NMT)
- Long-term services and supports (LTSS)
- Transgender services

Read each of the sections below to learn more about the services you can get.
Medi-Cal benefits

Outpatient (ambulatory) services

- **Allergy care**
  CCHP covers allergy testing and treatment, including allergy desensitization, hyposensitization, or immunotherapy.

- **Chiropractic services**
  CCHP covers two chiropractic services per month, limited to the treatment of the spine by manual manipulation (provided only at an FQHC or RHC).

- **Dialysis/hemodialysis services**
  CCHP covers dialysis treatments. CCHP also covers hemodialysis (chronic dialysis) services if your PCP and CCHP approve it.

- **Outpatient surgery**
  CCHP covers outpatient surgical procedures, other than those needed for diagnostic purposes or for emergency care, procedures considered to be elective; and specified outpatient medical procedures require pre-approval (prior authorization).

- **Anesthesiologist services**
  CCHP covers anesthesia services that are medically necessary when you receive outpatient care.

- **Physician services**
  CCHP covers physician services that are medically necessary.

- **Podiatry (foot) services**
  CCHP covers podiatry services that are medically necessary only at an FQHC or RHC). Podiatry services may require approval from CCHP and/or your doctor. Podiatry services are limited to medical and surgical services to treat disorders of the feet, ankles, or tendons that insert into the foot, secondary to or complicating

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
chronic medical diseases, or affect your ability to walk.

- **Treatment therapies**
  CCHP covers different treatment therapies, including:
  - Chemotherapy
  - Radiation therapy

**Emergency services**

- **Inpatient and outpatient services needed to treat a medical emergency**
  CCHP covers all services that are needed to treat a medical emergency. A medical emergency is a medical condition with severe pain or serious injury. The condition is so serious that, if it does not get immediate medical attention, anyone with an average knowledge of health and medicine could expect it to result in:
    - Serious risk to your health; or
    - Serious harm to bodily functions; or
    - Serious dysfunction of any bodily organ or part; or
    - In the case of a pregnant woman in active labor, meaning labor at a time when either of the following would occur:
      - There is not enough time to safely transfer you to another hospital before delivery.
      - The transfer may pose a threat to your health or safety or to that of your unborn child.

- **Emergency transportation services**
  CCHP covers ambulance services to help you get to the nearest place of care in emergency situations. This means that your condition is serious enough that other ways of getting to a place of care could risk your health or life.

- **Emergency room services**
  CCHP covers emergency room services that are needed to treat a medical emergency. Remember, a medical emergency is a medical condition with severe pain or serious injury. The condition is so serious that, if it does not get immediate medical attention, it could result in serious harm to your health or body.

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
Hospice and palliative care
CCHP covers hospice care as well as palliative care which reduces physical, emotional, social and spiritual discomforts for a member with a serious illness.

Hospitalization

- **Anesthesiologist services**
  CCHP covers anesthesiologist services during hospital stays. An anesthesiologist is a provider who specializes in giving patients anesthesia. Anesthesia is a type of medicine used during some medical procedures.

- **Inpatient hospital services**
  CCHP covers inpatient hospital care when you are admitted to the hospital.

- **Surgical services**
  CCHP covers surgeries performed in a hospital.

Maternity and newborn care
CCHP covers these maternity and newborn care services:

- Breastfeeding education
- Delivery and postpartum care
- Nurse midwife services
- Prenatal care
- Birthing center services

Prescription drugs

**Covered drugs**
Your provider can prescribe you drugs that are on the CCHP’s preferred drug list (PDL). This is sometimes called a formulary. Drugs on the PDL are safe and effective. A group of doctors and pharmacists update this list.

- Updating this list helps to make sure that the drugs on it are safe and work.
- If your doctor thinks you need to take a drug that is not on this list, your doctor will need to call CCHP to ask for pre-approval before you get the drug.

To find out if a drug is on the PDL or to get a copy of the PDL, call 1-877-661-6230

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
Note about our Preferred Drug List

Our Preferred Drug List (PDL) has a list of drugs that were approved by our Pharmacy and Therapeutics (P&T) Committee.

- Our P & T Committee has doctors and pharmacists who pick drugs for the PDL.
- They consider many factors, including safety and effectiveness.
- The P&T Committee meets at least 4 times per year to update the PDL.
- They can meet more often if there are urgent matters.
- They ensure our PDL provides you quality drug benefits.

Our PDL also allows you to get drugs that are not on the PDL if a participating doctor decides that they are medically necessary. Please remember that a drug on the PDL does not guarantee that you will be prescribed that drug by your PCP for a particular medical condition.

Sometimes CCHP needs to approve a drug before a provider can prescribe it. CCHP will review and decide on these requests within 24 hours.

- A pharmacist or hospital emergency room may give you a 72-hour emergency supply if they think you need it. CCHP will pay for the emergency supply.
- If CCHP says no to the request, CCHP will send you a letter that lets you know why and what other drugs or treatments you can try.

Pharmacies

If you are filling or refilling a prescription, you must get your prescribed drugs from a pharmacy that works with CCHP. You can find a list of pharmacies that work with CCHP in the CCHP Provider Directory at www.contracostahealthplan.org. You can also find a pharmacy near you by calling 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929.

Once you choose a pharmacy, take your prescription to the pharmacy. Give the pharmacy your prescription with your CCHP ID card. Make sure the pharmacy knows about all medications you are taking and any allergies you have. If you have any questions about your prescription, make sure you ask the pharmacist.

Rehabilitative and habilitative services and devices

The plan covers:

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracostahealthplan.org.
**Acupuncture**

CCHP covers acupuncture services to prevent, modify, or alleviate the perception of severe, persistent chronic pain resulting from a generally recognized medical condition. Outpatient acupuncture services (with or without electric stimulation of the needles) are limited to 2 services in any 1 month, and additional services can be provided through CCHP pre-approval (prior authorization) as medically necessary.

**Behavioral health treatments**

Behavioral health treatment (BHT) includes services and treatment programs, such as applied behavior analysis and evidence-based behavior intervention programs, that develop or restore, to the maximum extent practicable, the functioning of an individual.

BHT services teach skills through the use of behavioral observation and reinforcement, or through prompting to teach each step of a targeted behavior.

BHT services are based on reliable evidence and are not experimental. Examples of BHT services include behavioral interventions, cognitive behavioral intervention packages, comprehensive behavioral treatment and applied behavioral analysis.

BHT services must be medically necessary, prescribed by a licensed doctor or psychologist, approved by the plan, and provided in a way that follows the approved treatment plan.

**Cardiac rehabilitation**

CCHP covers inpatient and outpatient cardiac rehabilitative services.

**Durable medical equipment**

CCHP covers the purchase or rental of medical supplies, equipment and other services with a prescription from a doctor.

**Hearing aids**

CCHP covers hearing aids if you are tested for hearing loss and receive a prescription from your doctor. CCHP may also cover hearing aid rentals, replacements and batteries for your first hearing aid.

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
- **Home health services**
  CCHP covers health services provided in your home, when prescribed by your doctor.

- **Medical supplies, equipment and appliances**
  CCHP covers medical supplies that are approved by a doctor, including implanted hearing devices.

- **Occupational therapy**
  CCHP covers occupational therapy services, including occupational therapy evaluation, treatment planning, treatment, instruction and consultative services.

- **Orthotics/prostheses**
  CCHP covers orthotic and prosthetic appliances and services that are medically necessary and prescribed by your doctor.

- **Physical therapy**
  CCHP covers physical therapy services, including physical therapy evaluation, treatment planning, treatment, instruction, consultative services, and application of topical medications.

- **Pulmonary rehabilitation**
  CCHP covers pulmonary rehabilitation that is medically necessary and prescribed by a doctor.

- **Skilled nursing facility services**
  CCHP covers skilled nursing facility services as medically necessary, if you are disabled and need a high level of care. These services include room and board in a licensed facility with skilled nursing care on a 24 hour per day basis.

- **Speech therapy**
  CCHP covers speech therapy that is medically necessary. You may have limitations on how many visits to a speech therapist you get every month.

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracostaeahealthplan.org.
Laboratory services

CCHP covers outpatient and inpatient laboratory and x-ray services. Various advanced imaging procedures are covered based on medical necessity.

Preventive and wellness services and chronic disease management

The plan covers:

- Advisory Committee for Immunization Practices recommended vaccines
- Family planning services
- Health Resources and Service Administration’s Bright Futures recommendations
- Preventive services for women recommended by the Institute of Medicine
- Smoking cessation services
- United States Preventive Services Task Force A and B recommended preventive services

Family planning services are provided to members of childbearing age to enable them to determine the number and spacing of children. These services include all methods of birth control approved by the Food and Drug Administration. As a member, you pick a doctor who is located near you and will give you the services you need.

The plan’s PCP and Ob/Gyn specialists are available for family planning services. For family planning services, you may also pick a doctor or clinic not connected with CCHP without having to get pre-approval from CCHP. CCHP will pay that doctor or clinic for the family planning services you get.

Mental health services

The plan covers:

- **Outpatient mental health services (Mild to Moderate)**
  - The CCHP covers a member for mental health services. Your PCP would make a referral for additional mental health screening to a specialist within the CCHP network to determine your level of impairment. If your mental health screening results determine you are in mild or moderate distress or have impairment of mental, emotional, or behavioral functioning, then CCHP can provide mental health services. We cover these mental health services:
    - Outpatient mental health services

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteat healthplan.org.
4 | Benefits and services

- INDIVIDUAL AND GROUP MENTAL HEALTH TESTING AND TREATMENT (PSYCHOTHERAPY);
- PSYCHOLOGICAL TESTING TO EVALUATE A MENTAL HEALTH CONDITION;
- OUTPATIENT SERVICES THAT INCLUDE LAB WORK, DRUGS, AND SUPPLIES;
- OUTPATIENT SERVICES TO MONITOR DRUG THERAPY; AND
- PSYCHIATRIC CONSULTATION.

For help finding more information on mental health services provided by CCHP, you can call CCHP’s Mental Health Central Assessment and Referral Line toll free at 1-888-678-7277 or ask your Primary Care Provider (PCP) for the name of a plan mental health provider.

If your mental health screening results determine you need specialty mental health services (SMHS), the PCP will refer you to the county mental health plan to receive an assessment.

- **Specialty mental health services**

  County mental health plans provide specialty mental health services (SMHS) to Medi-Cal beneficiaries who meet medical necessary criteria. SMHS may include the following inpatient and outpatient services:
  - **Outpatient services:**
    - Mental health services (assessments, plan development, therapy, rehabilitation, and collateral)
    - Medication support services
    - Day treatment intensive services
    - Day rehabilitation services
    - Crisis intervention services
    - Crisis stabilization services
    - Targeted case management services
    - Therapeutic behavioral services
    - Intensive care coordination (ICC)
    - Intensive home-based services (IHBS)
    - Therapeutic foster care (TFC)
  - **Residential services:**
    - Adult residential treatment services
    - Crisis residential treatment services
  - **Inpatient services:**
    - Acute psychiatric inpatient hospital services

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
Benefits and services

- Psychiatric inpatient hospital professional services
- Psychiatric health facility services
- For help finding more information on specialty mental health services, provided by the county mental health plan, you can call the county. To locate all counties toll-free telephone numbers online, visit http://www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx.

Substance use disorder services

The plan covers:

- Outpatient substance use disorder services, including residential treatment services

Pediatric services

The plan covers:

- Early and periodic screening, diagnostic and treatment (EPSDT) services
  - These services are also called well-child visits. These visits include health screens, diagnosis, treatment and shots for children through the month of their 21st birthday. These services include:
    - Doctor, nurse practitioner and hospital services. It also includes physical, speech/language, occupational therapies and home health services.
    - Other services it covers are medical equipment, supplies, and devices; treatment for mental health and drug use, and treatment ear and mouth problems.
    - Vision care

Vision services

The plan covers:

- Eyeglasses for members under the age of 21 who qualify, as determined by CCHP
- Eyeglasses for pregnant women through postpartum
- Routine eye exam once in 24 months

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
Non-emergency medical transportation (NEMT)

You are entitled to use non-emergency medical transportation (NEMT) when you physically or medically are not able to get to your medical appointment by car, bus, train or taxi, and the plan pays for your medical or physical condition. Before getting NEMT, you need to request the service through your doctor and they will prescribe the correct type of transportation to meet your medical condition.

NEMT is an ambulance, litter van, wheelchair van or air transport. NEMT is not a car, bus or taxi. CCHP allows the lowest cost NEMT for your medical needs when you need a ride to your appointment. That means, for example, if you are physically or medically able to be transported by a wheelchair van, CCHP will not pay for an ambulance. You are only entitled to air transport if your medical condition makes any form of ground transportation not possible.

NEMT must be used when:

- It is physically or medically needed as determined with a written authorization by a physician; or you are not able to physically or medically use a bus, taxi, car or van to get to your appointment.
- You need assistance from the driver to and from your residence, vehicle or place of treatment due to a physical or mental disability.
- It is approved in advance by CCHP with a written authorization by a physician.

To ask for NEMT services that your provider has prescribed, please call CCHP’s Authorization Unit at: toll-free 1-877-661-6230 (press 4) at least 5-7 business days (Monday-Friday) before your appointment. Or call as soon as you can when you have an urgent appointment. Please have your member ID card ready when you call.

Limits of NEMT

There are no limits for receiving NEMT to or from medical appointments covered under CCHP when a provider has prescribed it for you and criteria are met. If the appointment type is covered by Medi-Cal but not through the health plan, your health plan will provide for or help you schedule your transportation.

What does not apply?

Transportation will not be provided if your physical and medical condition allows you to get to your medical appointment by car, bus, taxi, or other easily accessible method of transportation. Transportation will not be provided if the service is not covered by Medi-Cal. A list of covered services is in this Member Handbook.

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
Cost to member
There is no cost when transportation is authorized by CCHP.

Non-medical transportation (NMT)
You can use non-medical transportation (NMT) when you are:

- Traveling to and from an appointment for a Medi-Cal service authorized by your provider.

CCHP allows you to use a car, taxi, bus or other public/private way of getting to your medical appointment for Medi-Cal-covered services. CCHP provides mileage reimbursement when transportation is in a private vehicle arranged by the beneficiary and not through a transportation broker, bus passes, taxi vouchers or train tickets. CCHP allows the lowest cost NMT type that meets your medical needs. CCHP only reimburses private vehicle mileage if all other means are exhausted and it is pre-approved by CCHP.

To request NMT services please call CCHP’s NMT Transport Line at 855-222-1218 at least 5-7 business days (Monday-Friday) before your appointment. Or call as soon as you can when you have an urgent appointment. Please have your member ID card ready when you call.

For urgent appointments, please call as soon as possible.

Limits of NMT

There are no limits for receiving NMT to or from medical appointments covered under CCHP when a provider has authorized it for you. If the appointment type is covered by Medi-Cal but not through the health plan, your health plan will provide for or help you schedule your transportation.

What does not apply?

NMT does not apply if:

- An ambulance, litter van, wheelchair van, or other form of NEMT is medically needed to get to a covered service.
- You need assistance from the driver to and from the residence, vehicle or place of treatment due to a physical or medical condition.

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
The service is not covered by Medi-Cal.

Cost to member
There is no cost when transportation is authorized by CCHP.

Long-term services and supports (LTSS)
CCHP covers these LTSS benefits for members who qualify:
- Skilled nursing facility services (Month of admit and following month)
- Home and Community Based Services (For CBAS)

Moral objection
Some providers have a moral objection to some services. This means they have a right to not offer some covered services if they morally disagree. These services might include:
- Family planning services
- Abortion

If your provider has a moral objection, he or she will help you find another provider for the needed services. CCHP can also work with you to find a provider. If you need help getting a referral to a different provider, call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929.

Some hospitals and other providers do not offer one or more of the following services that may be covered under your plan contract and that you or your family member might need:
- Family planning
- Contraceptive services, including emergency contraception
- Sterilization, including tubal ligation at the time of labor and delivery
- Abortion

You should obtain more information before you enroll. Call your prospective doctor, medical group, independent practice association or clinic, or call the health plan at 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929 to ensure that you can obtain the health care services that you need.

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracostaehealthplan.org.
What your health plan does not cover

Other services you can get through Fee-For-Service (FFS) Medi-Cal

Sometimes CCHP does not cover services, but you can still get them through FFS Medi-Cal. This section lists these services. To learn more, call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929.

Dental services

Medi-Cal covers some dental services for children up to age 21, including:

- Dental x-rays,
- Dental hygiene,
- Any other dental services covered by Denti-Cal.

If you have questions or want to learn more about dental services, call Denti-Cal at 1-800-322-6384 (TTY 1-800-735-2922). You may also visit the Denti-Cal website at denti-cal.ca.gov.

Institutional long-term care

CCHP covers long-term care for the month you enter a facility and the month after that. CCHP does not cover long-term care if you stay longer.

Regular Medi-Cal covers your stay if it lasts longer than the month after you enter a facility. To learn more, call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929.

In addition, the following services are not covered benefits by CCHP. They may be covered under some other specially funded program or under Medi-Cal Fee-For-Service.

- Prayer Healing
- Dental and Orthodontics (Denti-Cal) Beneficiary Telephone Service Center 1-800-322-6384
- Chiropractic (unless provided at an FQHC or RHC)
- Methadone/Outpatient Heroin Drugs
- Alcohol and Drug Treatment Services available under Short-Doyle Medi-Cal (SDMC) Program
- Local Education Agency (LEA) Service
- Antipsychotic drugs specifically excluded under CCHP’s contract with DHCS,
- HIV/Antiviral, and

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
Benefits and services

- Amantadine and Benztropine Mesylate used for Parkinson Disease.

If you need Long-Term Care, or an organ transplant and are accepted as a transplant candidate (except renal or corneal) or enroll in a Medi-Cal home and community based waiver program you may be disenrolled by the state Health Care Options contractor and go back to Fee-For-Service Medi-Cal. Call a Member Services Representative to assist you. However, you may stay in CCHP if you enroll in the Multi-Purpose Senior Services Program (MSSP). If you are placed in a Medi-Cal Home and Community Based Services (HCBS) waiver program, you will continue to be enrolled in CCHP but you will receive your HCBS services from the waiver program. Long-term care includes care in a nursing facility such as a Skilled Nursing Facility, sub-acute nursing facility, pediatric sub-acute facility or intermediate care facility.

Services you cannot get through CCHP or Medi-Cal

There are some services that neither CCHP nor Medi-Cal will cover, including:

- California Children’s Services (CCS)

Read each of the sections below to learn more. Or call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929.

California Children’s Services (CCS)

CCS is a state program that treats children under 21 years of age with certain health conditions, diseases or chronic health problems and who meet the CCS program rules. If CCHP or your PCP believes your child has a CCS condition, he or she will be referred to the CCS program.

CCS program staff will decide if your child qualifies for CCS services. If your child qualifies to get this type of care, CCS providers will treat him or her for the CCS condition. CCHP will continue to cover types of service that do not have to do with the CCS condition such as physicals, vaccines and well-child checkups.

CCHP does not cover services provided by the CCS program. For CCS to cover these services, CCS must approve the provider, services and equipment.

CCS does not cover all health conditions. CCS covers most health conditions that physically disable or that need to be treated with medicines, surgery or rehabilitation (rehab). CCS covers children with health conditions such as:

- Congenital heart disease
- Cancers

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracostaehealthplan.org.
• Tumors
• Hemophilia
• Sickle cell anemia
• Thyroid problems
• Diabetes
• Serious chronic kidney problems
• Liver disease
• Intestinal disease
• Cleft lip/palate
• Spina bifida
• Hearing loss
• Cataracts
• Cerebral palsy
• Seizures under certain circumstances
• Rheumatoid arthritis
• Muscular dystrophy
• AIDS
• Severe head, brain or spinal cord injuries
• Severe burns
• Severely crooked teeth

The State pays for CCS services. If your child is not eligible for CCS program services, he or she will keep getting medically necessary care from CCHP.

To learn more about CCS, call CCHP’s Authorization Unit at (925) 957-7260 or call CCS at (925) 313-6400. The CCS Coordinator and CCS staff can tell you which providers you may use for services related to your child’s CCS-eligible condition.

Other programs and services for people with Medi-Cal

There are other programs and services for people with Medi-Cal, including:

• Organ and tissue donation

Read each of the sections below to learn more about other programs and services for people with Medi-Cal.

Organ and tissue donation

Anyone can help save lives by becoming an organ or tissue donor. If you are between

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
15 and 18 years old, you can become a donor with the written consent of your parent or guardian. You can change your mind about being an organ donor at any time. If you want to learn more about organ or tissue donation, talk to your PCP. You can also visit the United States Department of Health and Human Services website at organdonor.gov.

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**Coordination of benefits**

CCHP offers services to help you coordinate your health care needs at no cost to you. If you have questions or concerns about your health or the health of your child, call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929.

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**Evaluation of new and existing technologies**

As CCHP moves into the future, new medical technologies will bring new ways to treat patients. In evaluating these new technologies, evidence will be primary to CCHP’s determinations. CCHP may also consider other complexities including social, legal, ethical and economic issues.

New payment methods, cost controls and advances in technology have led to shorter hospital stays and increased use of alternative or subacute settings for care. One of these alternatives for patients who need nursing care is a Skilled Nursing Facility. Other types of subacute care are covered to the same extent as described in this booklet for Skilled Nursing Facility Care. If you have any questions about CCHP’s subacute care policy, please call the Authorizations Unit at 1-877-661-6230 (press 4).

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Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
5. Rights and responsibilities

As a member of CCHP, you have certain rights and responsibilities. This chapter will explain those rights and responsibilities. This chapter also includes legal notices that you have a right to as a member of CCHP.

Your rights

CCHP members have these rights:

- To be treated with respect, giving due consideration to your right to privacy and the need to maintain confidentiality of your medical information.
- To be provided with information about the plan and its services, including Covered Services.
- To be able to choose a primary care provider within the Contractor’s network.
- To participate in decision making regarding your own health care, including the right to refuse treatment.
- To voice grievances, either verbally or in writing, about the organization or the care received.
- To receive care coordination.
- To request an appeal of decisions to deny, defer, or limit services or benefits.
- To receive oral interpretation services for their language.
- To receive free legal help at your local legal aid office or other groups.
- To formulate advance directives.
- To have access to family planning services, Federally Qualified Health Centers, Indian Health Service Facilities, sexually transmitted disease services and Emergency Services outside the Contractor’s network pursuant to the federal law.
- To request a State Hearing, including information on the circumstances under which an expedited hearing is possible.
- To have access to, and where legally appropriate, receive copies of, amend or correct your Medical Record.

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
5 | Rights and responsibilities

- To disenroll upon request. Beneficiaries that can request expedited disenrollment include, but are not limited to, beneficiaries receiving services under the Foster Care, or Adoption Assistance Programs; and members with special health care needs.
- To access Minor Consent Services.
- To receive written member informing materials in alternative formats (including braille, large-size print, and audio format) upon request and in a timely fashion appropriate for the format being requested and in accordance with W & I Code Section 14182 (b)(12).
- To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- To receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand.
- To receive a copy of your medical records, and request that they be amended or corrected, as specified in 45 CFR §164.524 and 164.526.
- Freedom to exercise these rights without adversely affecting how you are treated by the Contractor, providers or the State.

Your responsibilities

CCHP members have these responsibilities:

- The responsibility to provide complete and accurate information about past and present medical illnesses including medications and other related matters.
- The responsibility to follow the treatment plan agreed upon with your health care practitioner.
- The responsibility to ask questions regarding condition and treatment plans until clearly understood.
- The responsibility to keep scheduled appointments or to call at least 24 hours in advance to cancel.
- The responsibility to call in advance for prescription refills.
- The responsibility to be courteous and cooperative to people who provide

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
health care services.

- The responsibility to actively participate in their health and the health of the member’s family. This means taking care of problems before they become serious, following provider’s instructions, taking all medications as prescribed, and participating in health programs that keep one well.

- The responsibility to understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.

- The responsibility to supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.

- The responsibility to understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.

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**Notice of Privacy Practices**

A STATEMENT DESCRIBING CCHP’s POLICIES AND PROCEDURES FOR PRESERVING THE CONFIDENTIALITY OF MEDICAL RECORDS IS BELOW.

**HIPAA NOTICE OF PRIVACY PRACTICES**

CCHP IS COMMITTED TO PROTECTING YOUR PRIVACY

HIPAA Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION PLEASE REVIEW IT CAREFULLY

**Who will follow this notice**

This Notice describes Contra Costa County’s privacy practices for:

- Contra Costa Regional Medical Center;
- The Ambulatory Care Health Centers and affiliated satellite clinics located in Antioch, Bay Point, Brentwood, Concord, Martinez, Pittsburg, Richmond and San Pablo;

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
• The Mental Health Centers of Contra Costa County, and the Contra Costa Mental Health Plan
• The Public Health Centers and programs of Contra Costa County;
• The Alcohol and Other Drug Services programs of Contra Costa County;
• Emergency Medical Services;
• The Contra Costa Health Plan;
• All employees, physicians, health care professional staff, and others authorized to enter information into your medical or health record.
• Volunteers or persons working with us to help you.
• Selected county employees responsible for payment and operational support.
• Self-insured group dental plans and flexible spending health accounts for County employees.
• All providers that the above named entities contract with to provide medical services.

All of the above named entities will follow the terms of this Notice. In addition, all of the above may share medical information with each other for treatment, payment, or health care operations purposes as described in this Notice.

**Our promise regarding your medical information**

Contra Costa County documents the care and services you receive in written and electronic records. In this Notice, we will refer to those records as “medical information”. We need this information to provide you with quality health care and customer services, evaluate benefits and claims, administer health care coverage, measure performance, and to fulfill legal and regulatory requirements. We understand that medical information about you and your health is personal.

We are committed to protecting your medical information and following all state and federal laws related to the protection of your medical information.

This Notice tells you about the ways in which we may use and disclose medical information about you. It also describes your rights and certain obligations we have regarding the use and disclosure of medical information.

We are required by law to:

• make sure that medical information that identifies you is kept private (with certain exceptions);

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
• give you this Notice describing our legal duties and privacy practices with respect to medical information about you; and

• follow the terms of the Notice that is currently in effect.

**How we may use and disclose medical information about you**

Sometimes we are allowed by law to use and disclose your medical information without your permission. We briefly describe these uses and disclosures and give you some examples. Some medical information, such as certain mental health and drug and alcohol abuse patient information, and HIV or genetic tests have stricter requirements for use and disclosure, and your permission will be obtained prior to some uses and disclosures. However, there are still circumstances in which these types of information may be used or disclosed without your permission.

How much medical information is used or disclosed without your permission will vary depending on the intended purpose of the use or disclosure. When we send you an appointment reminder, for example, a very limited amount of medical information will be used or disclosed. At other times, we may need to use or disclose more medical information such as when we are providing medical treatment.

**For Treatment**

We may use medical information about you to provide you with treatment or services. We may disclose medical information about you to doctors, nurses, therapists, technicians, interns, medical students, residents or other health care personnel who are involved in taking care of you, including offering you medical advice, or to interpreters needed in order to make your treatment accessible to you. For example, a doctor may use the information in your medical record to determine what type of medications, therapy, or procedures are appropriate for you. The treatment plan selected by your doctor will be documented in your record so that other health care professionals can coordinate the different things you need, such as prescriptions, lab tests, referrals, etc.

We also may disclose medical information about you to people outside our facilities who may be involved in your continuing medical care, such as skilled nursing facilities, other health care providers, case managers, transport companies, community agencies, family members, and contracted/affiliated pharmacies.

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracostaehealthplan.org.
For Payment

We may use and disclose medical information about you so that the treatment and services you receive may be billed to and payment may be collected from you, an insurance company, or a third party. For example, we may need to give your health plan information about a surgery you received so your health plan will pay us. We may also tell your health plan about a proposed treatment to determine whether your plan will cover the treatment or medication. We may also share your information, when appropriate, with other government programs such as Medicare or Medi-Cal in order to coordinate your benefits and payments, or with practitioners outside the hospital or health centers who are involved in your care, to assist them in obtaining payment for services they provide to you.

The County Health Plans (including the Contra Costa Health Plan and the self-insured group dental plans and flexible spending health accounts for County employees) may use or disclose medical information about you to determine eligibility for plan benefits, obtain premiums, facilitate payment for the treatment and services you receive from health care providers, determine plan responsibility for benefits, and to coordinate benefits.

For Health Care Operations

We may use and disclose medical information about you for certain health care operations. For example, we may use your medical information to review the quality of the treatment and services we provided, to educate our health care professionals, and to evaluate the performance of our staff in caring for you. We may also combine medical information about many patients to decide what additional services we should offer, or whether certain new treatments are effective. Your medical information may also be used or disclosed for licensing or accreditation purposes.

The County Health Plans may use and disclose health information about you to carry out necessary insurance-related activities. Examples include underwriting, premium rating, conducting or arranging medical review, legal and audit services, fraud and

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abuse detection, business planning, management, and general administration. However, the County Health Plans are prohibited from using or disclosing genetic information about you for underwriting purposes.

**Business Associates**

We sometimes obtain services through contracts with business associates. We require a business associate to sign a contract with a written agreement stating they will safeguard your protected health information. We may disclose your medical information to our business associates so that they can perform the job we have asked them to do.

**Electronic Health Information Exchange**

We participate in an electronic health information exchange (HIE) which allows healthcare providers to share your medical information that is necessary for your treatment. The information shared is maintained in a secure system and is not released outside of the healthcare setting without your written authorization. You may opt out of sharing your information by contacting the Health Information Management Department at 925-370-5220.

**For Reminders**

We may contact you to remind you that you have an appointment, or that you should make an appointment at one of our facilities.

**For Health-Related Benefits & Services**

We may contact you about benefits or services that we provide.

**For Treatment Alternatives**

We may tell you about or recommend possible treatment options or alternatives that may be of interest to you.

**For the Hospital Directory**

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
When you are a patient in Contra Costa Regional Medical Center, we create a hospital directory that only contains your name and location in the hospital. Unless you object in writing at the time of admission, this directory information will be released to people who ask for you by name. (Note: If you are admitted to a psychiatric care unit, no information about you will be listed in the hospital directory.)

To Family and Others When You Are Present

Sometimes a family member or other person involved in your care will be present when we are discussing your medical information. If you object, please tell us and we won’t discuss your medical information, or we will ask the person to leave.

To Family and Others When You Are Not Present

There may be times when it is necessary to disclose your medical information to a family member or other person involved in your care because there is an emergency, you are not present, or you lack the decision-making capacity to agree or object. In those instances, we will use our professional judgment to determine if it is in your best interest to disclose your medical information. If so, we will limit the disclosure to the medical information that is directly relevant to the person’s involvement with your health care. For example, we may allow someone to pick up a prescription for you.

For Research

Research of all kinds may involve the use or disclosure of your medical information. Your medical information can generally be used or disclosed for research without your permission if an Institutional Review Board (IRB) approves such use or disclosure. An IRB is a committee that is responsible, under federal law, for reviewing and approving human subjects research to protect the safety and welfare of the participants and the confidentiality of medical information. Your medical information may be important to further research efforts and the development of new knowledge. For example, a research study may involve a chart review to compare the outcomes of patients who received different types of treatment.

We may disclose medical information about you to researchers preparing to conduct a research project. On occasion, researchers contact patients regarding their interest in

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participating in certain research studies. Enrollment in those studies can only occur after you have been informed about the study, had an opportunity to ask questions, and indicated your willingness to participate by signing a consent form.

As Required By Law
We will disclose medical information about you when required to do so by federal, state, or local law.

To Avert a Serious Threat to Health Or Safety
We may use and disclose your medical information when necessary to prevent or lessen a serious and imminent threat to your health or safety or someone else’s. Any disclosure would be to someone able to help stop or reduce the threat.

For Disaster Relief
We may disclose your name, city where you live, age, sex, and general condition to a public or private disaster relief organization to assist disaster relief efforts, and to notify your family about your location and status, unless you object at the time.

For Organ and Tissue Donation
If you are an organ or tissue donor, we may release your medical information to organizations that handle organ procurement or organ, eye, or tissue transplantation or to an organ-donor bank, as necessary to facilitate organ or tissue donation and transplantation.

For Military Activity and National Security
We may sometimes use or disclose the medical information of armed forces personnel to the applicable military authorities when they believe it is necessary to properly carry out military missions. We may also disclose your medical information to authorized federal officials as necessary for national security and intelligence activities or for protection of the president and other government officials and dignitaries.

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
For Worker’s Compensation
We may release medical information about you to workers’ compensation or similar programs, as required by law. For example, we may communicate your medical information regarding a work-related injury or illness to claims administrators, insurance carriers, and others responsible for evaluating your claim for workers’ compensation benefits.

For Public Health Disclosures
We may use or disclose medical information about you for public health purposes. These purposes generally include the following:
• to prevent or control disease (such as cancer or tuberculosis), injury, or disability;
• to report births and deaths;
• to report suspected child abuse or neglect, or to identify suspected victims of abuse, neglect, or domestic violence;
• to report reactions to medications or problems with products or medical devices;
• to notify people of recalls of products they may be using;
• to notify a person who may have been exposed to a disease or may be at risk for contracting or spreading a disease or condition;
• to comply with federal and state laws that govern workplace safety; and
• to notify emergency response employees regarding possible exposure to HIV/AIDS, to the extent necessary to comply with state and federal laws.

For Health Oversight Activities
As health care providers and health plans, we are subject to oversight by accrediting, licensing, federal, and state agencies. These agencies may conduct audits on our operations and activities, and in that process they may review your medical information.

For Lawsuits and Other Legal Actions
In connection with lawsuits, or other legal proceedings, we may disclose medical information about you in response to a court or administrative order, or in response to a subpoena, discovery request, warrant, summons, or other lawful process. We may disclose your medical information to courts, attorneys, and court employees in the course of conservatorship and certain other judicial or administrative proceedings.

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
We may also use and disclose your medical information, to the extent permitted by law, without your consent to defend a lawsuit.

For Law Enforcement
If asked to do so by law enforcement, and as authorized or required by law, we may release medical information:

- to identify or locate a suspect, fugitive, material witness, or missing person;
- about a suspected victim of a crime if, under certain limited circumstances, we are unable to obtain the person’s agreement;
- about a death suspected to be the result of criminal conduct;
- about criminal conduct at one of our facilities; and
- in case of a medical emergency, to report a crime; the location of the crime or victims; or the identity, description, or location of the person who committed the crime.

To Coroners and Funeral Directors
We may release medical information to a coroner or medical examiner to identify a deceased person or determine the cause of death. We may also release medical information about patients to funeral directors as necessary to carry out their duties.

Inmates
If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release medical information about you to the correctional institution for certain purposes, for example, to protect your health or safety or someone else’s. Note: Under the federal law that requires us to give you this Notice, inmates do not have the same rights to control their medical information as other individuals.

Multi-Disciplinary Personnel Teams
We may disclose medical information to a multi-disciplinary personnel team relevant to the prevention, identification, management or treatment of an abused child and the child’s parents, or elder abuse and neglect.

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
Special Categories of Information

In some instances, your medical information may be subject to restrictions that limit or preclude some uses or disclosures described in this Notice. For example, there are special restrictions on the use or disclosure of certain categories of information, such as tests for HIV or treatment for mental health conditions or alcohol and drug abuse. Government health benefit programs, such as Medi-Cal, may also limit the disclosure of beneficiary information for purposes unrelated to the program.

All other uses and disclosures of your medical information require your prior written authorization

Other uses and disclosures of medical information not covered by this Notice or the laws that apply to us will be made only with your written permission. If you provide us permission to use or disclose medical information about you, you may revoke that permission, in writing, at any time. Please note that the revocation will not apply to any authorized use or disclosure of your medical information that took place before we received your revocation. Also, if you gave your authorization to secure a policy of insurance, including health care coverage from us, you may not be permitted to revoke it until the insurer can no longer contest the policy issued to you or a claim under the policy.

Marketing and Sales

We will not sell or give your information to an outside agency for the purposes of marketing their products without your written authorization.

Psychotherapy Notes

Most uses and disclosures of psychotherapy notes require written authorization.

Your rights regarding your medical information

Your medical information is the property of Contra Costa County. You have the following rights, however, regarding your medical information, such as your medical and billing records. This section describes how you can exercise these rights.

Right to Inspect And Copy

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
With certain exceptions, you have the right to see and receive copies of your medical information that was used to make decisions about your care, or decisions about your health plan benefits. If your medical information is maintained in an electronic health record, you may obtain a copy of that information, with certain exceptions, in electronic format, and if you choose, you may direct us to transmit an electronic copy directly to another entity or person. Any such designation must be clear, conspicuous, and specific.

If you would like to see or receive a copy of your record on paper or electronically, please write us at the address where you received care. If you don’t know where the record that you want is located, please write us at the Privacy Office of Contra Costa County, 50 Douglas Drive #310-E, Martinez, CA 94553.

We may charge a fee for the costs of copying, mailing, or other supplies associated with your request. If the copy is in an electronic form, the fee shall not be greater than the labor costs incurred in responding to your request. If we don’t have the record you asked for but we know who does, we will tell you who to contact to request it.

We may deny your request to inspect and copy in certain very limited circumstances. If you are denied access to medical information, in most cases, you may have the denial reviewed. Another licensed health care professional chosen by Contra Costa County will review your request and the denial. The person conducting the review will not be the person who denied your request. We will comply with the outcome of the review.

**Right to Correct Or Update Your Medical Information**

If you feel that your medical information is incorrect or important information is missing, you may request that we correct or add to (amend) your record. Please write to us and tell us what you are asking for and why we should make the correction or addition.

Submit your request to the Privacy Office of Contra Costa County, 50 Douglas Drive #310-E, Martinez, CA 94553. We may deny your request if it is not in writing or does not include a reason to support the request. In addition, we may deny your request if you ask us to amend information that:

- was not created by us;

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
• is not a part of the medical information kept by or for us;
• is not part of the information which you would be permitted to inspect and copy; or
• is accurate and complete in the record.

We will let you know our decision within 60 days of your request. If we agree with you, we will make the correction or addition to your record. If we deny your request, you have the right to submit an addendum, or piece of paper written by you, not to exceed 250 words, with respect to any item or statement you believe is incomplete or incorrect in your record. If you clearly indicate in writing that you want the addendum to be made part of your medical record, we will attach it to your records and include it whenever we make a disclosure of the item or statement you believe to be incomplete or incorrect.

Right to An Accounting Of Disclosures
You have the right to receive a list of the disclosures we have made of your medical information. An accounting or list does not include certain disclosures, for example, disclosures to carry out treatment, payment, and health care operations; disclosures that occurred prior to April 14, 2003; disclosures which you authorized us in writing to make; disclosures of your medical information made to you; disclosures to persons acting on your behalf.

To request this list or accounting of disclosures, you must submit your request in writing to the Privacy Office of Contra Costa County, 50 Douglas Drive #310-E, Martinez, CA 94553. Your request must state the time period to be covered, which may not be longer than six years and may not include dates before April 14, 2003. You are entitled to one disclosure accounting in any 12 month period at no charge. If you request any additional accountings less than 12 months later, we may charge a fee.

Notifications
We will notify you as required by law if your medical information is unlawfully accessed or disclosed.

Right To Request Limits On Uses And Disclosures Of Your Medical Information

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
You have the right to request a restriction or limitation on the medical information we use or disclose about you for treatment, payment, or health care operations. However, by law, we do not have to agree to your request. Because we strongly believe that this information is needed to appropriately manage the care of our members/patients, we rarely grant such a request. If we do agree, we will comply with your request unless the information is needed to provide you emergency treatment.

We will honor a request to restrict disclosures to a health plan for services that have been paid out of pocket, in full, unless the disclosure is required by law or is determined to be necessary for treatment purposes.

To request restrictions, you must make your request in writing to the Privacy Office of Contra Costa County, 50 Douglas Drive #310-E, Martinez, CA 94553. In your request, you must tell us:

(1) what information you want to limit;
(2) whether you want to limit our use, disclosure, or both; and
(3) to whom you want the limits to apply, for example, disclosures to your spouse.

Right To Choose How We Send Medical Information To You

You have the right to request that we communicate with you about medical matters in a certain way or at a certain location. For example, you can ask that we only phone you at work or use a P.O. Box when we send mail to you.

To request confidential communications, you must make your request in writing, specify how or where you wish to be contacted, and submit it to the Privacy Office of Contra Costa County at 50 Douglas Drive #310-E, Martinez, CA 94553. When we can reasonably and lawfully agree to your request, we will.

Right to A Paper Copy of This Notice

You have the right to a paper copy of this Notice upon request. One way to obtain a paper copy of this Notice is to ask at the registration area of any Contra Costa Health

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracostaehealthplan.org.
Rights and responsibilities

Services’ facility. Or, call the Contra Costa Health Plan Member Services at 1-877-661-6230, (press 2), or the Privacy Office of Contra Costa County at (925) 957-5430. You may also obtain a copy of this Notice of Privacy Practices on our website at: http://www.cchealth.org/policies/hipaa_statement.php

Changes to this Notice

We may change this Notice and our privacy practices at any time, as long as the change is consistent with state and federal law. Any revised Notice will apply both to the medical information we already have about you at the time of the change, and any medical information created or received after the change takes effect. We will post a copy of our current Notice in all of the Contra Costa Health Services’ facilities and on our website at:

www.cchealth.org/policies/hipaa_statement.php

The effective date of the Notice will be on the first page, in the top right-hand corner.

Questions

If you have any questions about this Notice, please contact the Privacy Office for Contra Costa County at (925) 957-5430.

If you have questions related to health information privacy, access the Office for Civil Rights’ database under “HIPAA” at: www.hhs.gov/ocr/privacy

Complaints

If you believe your privacy rights have been violated, you may file a complaint with any of the following:

Contra Costa Health Plan members, please call Member Services at 1-877-661-6230, (press 2).

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
Clients of the Contra Costa Mental Health Plan may call the Office of Quality Assurance at (925) 957-5160.

You can write the Privacy Office of Contra Costa County, 50 Douglas Drive, #310-E, Martinez, CA 94553, or call our 24-hour Privacy Hotline at 1-800-659-4611.

Medi-Cal beneficiaries may file a privacy complaint with the California Department of Health Care Services: Privacy Officer, c/o Office of Legal Services; P.O. Box 997413, MS0011, Sacramento, CA 95899-7413. (916) 440-7750 email: privacyofficer@dhcs.ca.gov

You may file a written complaint with the secretary of the Department of Health & Human Services. Instructions on how to file a complaint are found by clicking on “How to File a Complaint” under the section on “HIPAA” at: www.hhs.gov/ocr/privacy

Or, you can call the San Francisco Office for Civil Rights at (415) 437-8310 to request the Health Information Privacy Complaint Form package.

We will not take retaliatory action against you if you file a complaint about our privacy practices.

Other Uses of Medical Information
Other uses and disclosures of medical information not covered by this notice or the laws that apply to us will be made only with your written permission. If you provide us permission to use or disclose medical information about you, you may revoke that permission, in writing, at any time. If you revoke your permission, this will stop any further use or disclosure of your medical information for the purposes covered by your written okay, except if we have already acted in reliance on your permission. You understand that we are unable to take back any disclosures we have already made with your permission and that we are required to retain our records of the care that we provided to you.

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
Notice about laws

Many laws apply to this Member Handbook. These laws may affect your rights and responsibilities even if the laws are not included or explained in this handbook. The main laws that apply to this handbook are state and federal laws about the Medi-Cal program. Other federal and state laws may apply too.

Notice about Medi-Cal as a payer of last resort

Sometimes someone else has to pay first for the services CCHP provides you. For example, if you are in a car accident or if you are injured at work, insurance or Workers Compensation has to pay first.

The California Department of Health Care Services has the right and responsibility to collect for covered Medi-Cal services for which Medi-Cal is not the first payer.

The Medi-Cal program complies with state and federal laws and regulations relating to the legal liability of third parties for health care services to beneficiaries. CCHP will take all reasonable measures to ensure that the Medi-Cal program is the payer of last resort.

Notice about estate recovery

The State of California must seek repayment from the estate of a deceased CCHP member for:

- Services the member got on or after his or her 55th birthday.
- Any other payments for services the member got from providers not with CCHP.

To learn more about estate recovery, call (916) 650-0590.

Notice of Action

CCHP will send you a Notice of Action (NOA) letter any time CCHP denies, delays, terminates or modifies a request for health care services. If you disagree with the plan’s decision, you can always file an appeal with CCHP.

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracostaehealthplan.org.
Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
6. Reporting and solving problems

There are two kinds of problems that you may have with CCHP:

- A complaint (or grievance) is when you have a problem with CCHP or a provider, or with the health care or treatment you got from a provider.
- An appeal is when you don’t agree with our decision not to cover or change your services.

You can use the CCHP grievance and appeal process to let us know about your problem. This does not take away any of your legal rights and remedies. We will not discriminate or retaliate against you for complaining to us. Letting us know about your problem will help us improve care for all members.

You should always contact CCHP first to let us know about your problem. Call us between 8:00 a.m. to 5:00 p.m., Monday through Friday at 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929 to tell us about your problem. This will not take away any of your legal rights. We will also not discriminate or retaliate against you for complaining to us. Letting us know about your problem will help us improve care for all members.

If your grievance or appeal is still not resolved, or you are unhappy with the result, you can call the California Department of Managed Health Care (DMHC) at 1-888-HMO-2219 (TTY 1-877-688-9891).

The California Department of Health Care Services (DHCS) Medi-Cal Managed Care Ombudsman can also help. They can help if you have problems joining, changing, or leaving a health plan. They can also help if you moved and are having trouble getting your Medi-Cal transferred to your new county. You can call the Ombudsman Monday through Friday, between 8:00 a.m. to 5:00 p.m. at 1-888-452-8609.

You can also file a grievance with your county eligibility office about your Medi-Cal eligibility. If you are not sure who you can file your grievance with, call Member Services at 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-
Complaints

A complaint (or grievance) is when you have a problem or are unhappy with the services you are receiving from CCHP or a provider. There is no time limit to file a complaint. You can file a complaint with us at any time by phone, in writing or online.

- **By phone:** Call CCHP at 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929 between 8:00 a.m. to 5:00 p.m. Monday through Friday. Give your health plan ID number, your name and the reason for your complaint.

- **By mail:** Call CCHP at 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929 and ask to have a form sent to you. When you get the form, fill it out. Be sure to include your name, health plan ID number and the reason for your complaint. Tell us what happened and how we can help you.

Mail the form to:

Contra Costa Health Plan
Member Appeals/Grievance Resolution Unit
595 Center Avenue, Suite 100
Martinez, CA 94553

Your doctor’s office will have complaint forms available.

- **Online:** Visit CCHP website. Go to https://cchealth.org/healthplan/cchp/

If you need help filing your complaint, we can help you. We can give you free language services. Call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929.

Within 5 days of getting your complaint, we will send you a letter letting you know we received it. Within 30 days, we will send you another letter that tells you how we resolved your problem.

If you want us to make a fast decision because the time it takes to resolve your complaint would put your life, health or ability to function in danger, you can ask for an expedited (fast) review. To ask for an expedited review, call us at 1-877-661-6230

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracostaehealthplan.org.
(press 2) or for hearing impaired call California Relay at 1-800-735-2929. We will make a decision within 72 hours of receiving your complaint.

Appeals

An appeal is different from a complaint. An appeal is a request for CCHP to review and change a decision we made about coverage for a requested service. If we sent you a Notice of Action (NOA) letter telling you that we are denying, delaying, changing or ending a service, and you do not agree with our decision, you can file an appeal. Your PCP can also file an appeal for you with your written permission.

You must file an appeal within 60 calendar days from the date on the NOA you received. If you are currently getting treatment and you want to continue getting treatment, then you must ask for an appeal within 10 calendar days from the date the NOA was delivered to you, or before the date CCHP says services will stop. When you request the appeal, please tell us that you want to continue receiving services.

You can file an appeal by phone, in writing or online:

- **By phone:** Call CCHP at 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929 between 8:00 a.m. to 5:00 p.m., Monday through Friday. Give your name, health plan ID number and the service you are appealing.

- **By mail:** Call CCHP at 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929 and ask to have a form sent to you. When you get the form, fill it out. Be sure to include your name, health plan ID number and the service you are appealing.

Mail the form to:

Contra Costa Health Plan
Member Appeals/Grievance Resolution Unit
595 Center Avenue, Suite 100
Martinez, CA 94553

Your doctor’s office will have appeal forms available.

- **Online:** Visit CCHP website. Go to [https://cchealth.org/healthplan/cchp/](https://cchealth.org/healthplan/cchp/)

If you need help filing your appeal, we can help you. We can give you free language

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at [www.contracosteahealthplan.org](http://www.contracosteahealthplan.org).
Reporting and solving grievances

Within 5 days of getting your appeal, we will send you a letter letting you know we received it. Within 30 days, we will tell you our appeal decision.

If you or your doctor wants us to make a fast decision because the time it takes to resolve your appeal would put your life, health, or ability to function in danger, you can ask for an expedited (fast) review. To ask for an expedited review, call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929. We will make a decision within 72 hours of receiving your appeal.

What to do if you do not agree with an appeal decision

If you filed an appeal and received a letter from CCHP telling you that we did not change our decision, or you never received a letter telling you of our decision and it has been past 30 days, you can:

- Ask for a State Hearing from DSS, and a judge will review your case.
- Ask for an Independent Medical Review (IMR) from DMHC and an outside reviewer who is not part of CCHP will review your case.

You will not have to pay for a State Hearing or an IMR. You can ask for both a State Hearing and an IMR at the same time. You can also ask for one before the other to see if it will resolve your problem first. If you ask for an IMR first, but do not agree with the decision, you can still ask for a State Hearing later. But if you ask for a State Hearing first, and the hearing has already happened, you cannot ask for an IMR. In this case, the State Hearing has the final say.

The sections below will provide you with more information on how to ask for a State Hearing or an IMR.

Independent Medical Reviews (IMR)

An IMR is when an outside reviewer who is not related to the health plan reviews your case. If you want an IMR, you must first file an appeal with CCHP. If you do not hear from your health plan within 30 calendar days, or if you are unhappy with your health

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracostaeahealthplan.org.
plan’s decision, then you may then request an IMR. You must ask for an IMR within 6 months from the date on the notice telling you of the appeal decision.

You may be able to get an IMR right away without filing an appeal first. This is in cases where your health is in immediate danger or the request was denied because treatment was considered experimental or investigational.

The paragraph below will provide you with information on how to request an IMR. Note that the term “grievance” is talking about both “complaints” and “appeals.”

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929 and use your health plan’s grievance process before contacting the department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number (1-888-HMO-2219) and a TDD line (1-877-688-9891) for the hearing and speech impaired. The department's Internet Web site http://www.hmohelp.ca.gov has complaint forms, IMR application forms and instructions online.

State Hearings

A State Hearing is a meeting with people from the DSS. A judge will help to resolve your problem. You can ask for a State Hearing only if you have already filed an appeal with CCHP and you are still not happy with the decision, or if you have not received a decision on your appeal after 30 days.

You must ask for a State Hearing within 120 days from the date on the notice telling you of the appeal decision. Your PCP can ask for a State Hearing for you with your written permission and if he or she gets approval from DSS. You can also call DSS to ask the State to approve your PCP’s request for a State Hearing.

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracostaehealthplan.org.
You can ask for a State Hearing by phone or mail.

- **By phone**: Call the DSS Public Response Unit at 1-800-952-5253 (TTD 1-800-952-8349).
- **By mail**: Fill out the form provided with your appeals resolution notice. Send it to:
  
  California Department of Social Services  
  State Hearings Division  
  P.O. Box 944243, MS 09-17-37  
  Sacramento, CA 94244-2430

If you need help asking for a State Hearing, we can help you. We can give you free language services. Call 1-877-661-6230 (press 2) or for hearing impaired call California Relay at 1-800-735-2929.

At the hearing, you will give your side. We will give our side. It could take up to 90 days for the judge to decide your case. CCHP must follow what the judge decides.

If you want the DSS to make a fast decision because the time it takes to have a State Hearing would put your life, health or ability to function fully in danger, you or your PCP can contact the DSS and ask for an expedited (fast) State Hearing. DSS must make a decision no later than 3 business days after it gets your request.

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**Fraud, waste and abuse**

If you suspect that a provider or a person who gets Medi-Cal has committed fraud, waste or abuse, it is your right to report it.

Provider fraud, waste and abuse includes:

- Falsifying medical records
- Prescribing more medication than is medically necessary
- Giving more health care services than medically necessary
- Billing for services that were not given
- Billing for professional services when the professional did not perform the service

Fraud, waste and abuse by a person who gets benefits includes:

- Lending, selling or giving a health plan ID card or Medi-Cal Benefits Identification Card (BIC) to someone else
- Getting similar or the same treatments or medicines from more than one provider

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
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- Going to an emergency room when it is not an emergency
- Using someone else’s Social Security number or health plan ID number

To report fraud, waste and abuse, write down the name, address and ID number of the person who committed the fraud, waste or abuse. Give as much information as you can about the person, such as the phone number or the specialty if it is a provider. Give the dates of the events and a summary of exactly what happened.

Send your report to:

Contra Costa Health Plan Fraud Unit  
595 Center Ave. Ste. 100  
Martinez, CA 94553

Or call:

Contra Costa Health Services 24 hour Compliance/fraud Hotline at 1-800-304-9490.

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracostaeahealthplan.org.
7. Important numbers and words to know

Important phone numbers

- CCHP Member Services Representative at 1-877-661-6230 (press 2), for hearing impaired call California Relay at 1-800-735-2929
- CCHP Advice Nurse Program at 1-877-661-6230 (press 1)

Words to know

**Active labor:** The period of time when a woman is in the three stages of giving birth and either cannot be safely transferred in time to another hospital before delivery or a transfer may harm health and safety of the woman or unborn child.

**Acute:** A medical condition that is sudden, requires fast medical attention and does not last a long time.

**Appeal:** A member’s request for CCHP to review and change a decision made about coverage for a requested service.

**Benefits:** Health care services and drugs covered under this health plan.

**California Children’s Services (CCS):** A program that provides services for children up to age 21 with certain diseases and health problems.

**California Health and Disability Prevention (CHDP):** A public health program that reimburses public and private health care providers for early health assessments to detect or prevent disease and disabilities in children and youth. The program helps children and youth who qualify have access to regular health care. Your PCP can provide CHDP services.

**Case manager:** Registered nurses or social workers who can help you understand major health problems and arrange care with your providers.
**Chronic condition:** A disease or other medical problem that cannot be completely cured or that gets worse over time or that must be treated so you do not get worse.

**Clinic:** Clinic is a facility that members can select as a primary care provider (PCP). It can be either a Federally Qualified Health Center (FQHC), community clinic, Rural Health Clinic (RHC), American Indian Health Clinic or other primary care facility.

**Community-based adult services (CBAS):** Outpatient, facility-based services for skilled nursing care, social services, therapies, personal care, family and caregiver training and support, nutrition services, transportation, and other services for members who qualify.

**Complaint:** A member’s verbal or written expression of dissatisfaction about CCHP, a provider, or the quality of care or quality of services provided. A complaint is the same as a grievance.

**Continuity of care:** The ability of a plan member to keep getting Medi-Cal services from their existing provider for up to 12 months without a break in service, if the provider and CCHP agree.

**Copayment:** A payment you make, generally at the time of service, in addition to the insurer's payment.

**Coverage (covered services):** The health care services provided to members of CCHP, subject to the terms, conditions, limitations and exclusions of the Medi-Cal contract and as listed in this EOC and any amendments.

**DHCS:** The California Department of Health Care Services. This is the State office that oversees the Medi-Cal program.

**Disenroll:** To stop using this health plan because you no longer qualify or change to a new health plan. You must sign a form that says you no longer want to use this health plan or call HCO and disenroll by phone.

**DMHC:** The California Department of Managed Health Care. This is the State office that oversees managed care health plans.

**Durable medical equipment (DME):** Equipment that is medically necessary and ordered by your doctor or other provider. CCHP decides whether to rent or buy DME. Rental costs must not be more than the cost to buy. Repair of medical equipment is covered.

**Early and periodic screening, diagnosis and treatment (EPSDT):** A federal program to help find and prevent the health problems of Medi-Cal children from birth to 21 years.

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
of age. In California, this program is called the Child Health and Disability Prevention (CHDP) program.

**Emergency medical condition:** A medical or psychiatric (mental) condition with such severe symptoms, such as active labor (see definition above) or severe pain, that someone with a reasonable layperson’s knowledge of health and medicine could reasonably believe that not getting immediate medical care could:

- Place your health or the health of your unborn baby in serious danger
- Cause impairment to a body function
- Cause a body part or organ to not work right

**Emergency room care:** An exam performed by a doctor (or staff under direction of a doctor as allowed by law) to find out if an emergency medical condition exists. Medically necessary services needed to make you clinically stable within the capabilities of the facility.

**Emergency medical transportation:** Transportation in an ambulance or emergency vehicle to an emergency room to receive emergency medical care.

**Enrollee:** A person who is a member of a health plan and receives services through the plan.

**Excluded services:** Services not covered by CCHP; non-covered services.

**Family planning services:** Services to prevent or delay pregnancy.

**Federally Qualified Health Center (FQHC):** A health center in an area that does not have many health care providers. You can get primary and preventive care at an FQHC.

**Fee-For-Service (FFS):** This means you are not enrolled in a managed care health plan. Under FFS, your doctor must accept “straight” Medi-Cal and bills Medi-Cal directly for the services you got.

**Follow-up care:** Regular doctor care to check a patient’s progress after a hospitalization or during a course of treatment.

**Formulary:** A list of drugs or items that meet certain criteria and are approved for members.

**Fraud:** An intentional act to deceive or misrepresent by a person who knows the deception could result in some unauthorized benefit for the person or someone else.

**Grievance:** A member’s verbal or written expression of dissatisfaction about CCHP, a provider, or the quality of care or services provided. A complaint is the same as a

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracostaehealthplan.org.
Habilitation services and devices: Health care services that help you keep, learn or improve skills and functioning for daily living.

Health Care Options (HCO): The program that can enroll you in or disenroll you from the health plan.

Health care providers: Doctors and specialists such as surgeons, doctors who treat cancer, or doctors who treat special parts of the body and who work with CCHP or are in the CCHP network. CCHP network providers must have a license to practice in California and give you a service CCHP covers.

You usually need a referral from your PCP to see a specialist. Your PCP must get pre-approval from CCHP before you get care from the specialist.

You do not need a referral from your PCP for some types of service, such as family planning, emergency care, Ob/Gyn care or sensitive services.

Types of health care providers:

- Audiologist is a provider who tests hearing.
- Certified nurse-midwife is a nurse who cares for you during pregnancy and childbirth.
- Family practitioner is a doctor who treats common medical issues for people of all ages.
- General practitioner is a doctor who treats common medical issues.
- Internist is a doctor with special training in internal medicine, including diseases.
- Licensed vocational nurse is a licensed nurse who works with your doctor.
- A counselor is a person who helps you with family problems.
- Medical assistant or certified medical assistant is a non-licensed person who helps your doctors give you medical care.
- Mid-level practitioner is a name used for health care providers, such as nurse-midwives, physician’s assistants or nurse practitioners.
- Nurse anesthetist is a nurse who gives you anesthesia.
- Nurse practitioner or physician’s assistant is a person who works in a clinic or doctor’s office who diagnoses, treats and cares for you, within limits.
- Obstetrician/gynecologist (Ob/Gyn) is a doctor who takes care of a woman’s health, including during pregnancy and birth.
- Occupational therapist is a provider who helps you regain daily skills and activities after an illness or injury.

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
Pediatrician is a doctor who treats children from birth through the teen years.
Physical therapist is a provider who helps you build your body’s strength after an illness or injury.
Podiatrist is a doctor who takes care of your feet.
Psychologist is a person who treats mental health issues but does not prescribe drugs.
Registered nurse is a nurse with more training than a licensed vocational nurse and who has a license to do certain tasks with your doctor.
Respiratory therapist is a provider who helps you with your breathing.
Speech pathologist is a provider who helps you with your speech.

Health insurance: Insurance coverage that pays for medical and surgical expenses by repaying the insured for expenses from illness or injury or paying the care provider directly.

Home health care: Skilled nursing care and other services given at home.

Home health care providers: Providers who give you skilled nursing care and other services at home.

Hospice: Care to reduce physical, emotional, social and spiritual discomforts for a member with a terminal illness (not expected to live for more than 6 months).

Hospital: A place where you get inpatient and outpatient care from doctors and nurses.

Hospitalization: Admission to a hospital for treatment as an inpatient.

Hospital outpatient care: Medical or surgical care performed at a hospital without admission as an inpatient.

Inpatient care: When you have to stay the night in a hospital or other place for the medical care you need.

Long-term care: Care in a facility for longer than the month of admission.

Managed care plan: A Medi-Cal plan that uses only certain doctors, specialists, clinics, pharmacies and hospitals for Medi-Cal recipients enrolled in that plan. CCHP is a managed care plan.

Medical home: A model of care that will provide better health care quality, improve self-management by members of their own care and reduce avoidable costs over time.

Medically necessary (or medical necessity): Reasonable and necessary types of service to protect life; keep the patient from getting seriously ill or disabled; or reduce
severe pain through the diagnosis or treatment of disease, illness or injury.

**Medicare**: The federal health insurance program for people 65 years of age or older, certain younger people with disabilities, and people with end-stage renal disease (permanent kidney failure that requires dialysis or a transplant, sometimes called ESRD).

**Member**: Any eligible Medi-Cal beneficiary enrolled with CCHP who is entitled to receive Covered Services.

**Mental health services provider**: Licensed individuals who provide mental health and behavioral health services to patients.

**Network**: A group of doctors, clinics, hospitals and other providers contracted with CCHP to provide care.

**Network provider (or in-network provider)**: See “Participating provider” below.

**Non-covered service**: A service that CCHP does not cover.

**Non-emergency medical transportation (NEMT)**: Transportation when you cannot get to a covered medical appointment by car, bus, train or taxi. CCHP pays for the lowest cost NEMT for your medical needs when you need a ride to your appointment.

**Non-formulary drug**: A drug not listed in the drug formulary.

**Non-medical transportation**: Transportation when traveling to and from an appointment for a Medi-Cal covered service authorized by your provider.

**Non-participating provider**: A provider not in the CCHP network.

**Orthotic device**: A device used as a support or brace affixed externally to the body to support or correct an acutely injured or diseased body part and that is medically necessary for the medical recovery of the member.

**Out-of-area services**: Services while a member is anywhere outside of the service area.

**Out-of-network provider**: A provider who is not part of the CCHP network.

**Outpatient care**: When you do not have to stay the night in a hospital or other place for the medical care you need.

**Outpatient mental health services**: Outpatient services for members with mild to moderate mental health conditions including:

- Individual or group mental health evaluation and treatment (psychotherapy)

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
Important numbers and words to know

- Psychological testing when clinically indicated to evaluate a mental health condition
- Outpatient services for the purposes of monitoring medication therapy
- Psychiatric consultation
- Outpatient laboratory, supplies and supplements

**Palliative care:** Care to reduce physical, emotional, social and spiritual discomforts for a member with a serious illness.

**Participating hospital:** A licensed hospital that has a contract with CCHP to provide services to members at the time a member receives care. The covered services that some participating hospitals may offer to members are limited by CCHP’s utilization review and quality assurance policies or CCHP’s contract with the hospital.

**Participating provider (or participating doctor):** A doctor, hospital or other licensed health care professional or licensed health facility, including sub-acute facilities that have a contract with CCHP to offer covered services to members at the time a member receives care.

**Physician services:** Services given by a person licensed under state law to practice medicine or osteopathy, not including services offered by doctors while you are admitted in a hospital that are charged in the hospital bill.

**Plan:** See managed care plan.

**Post-stabilization services:** Services you receive after an emergency medical condition is stabilized.

**Pre-approval (or prior-authorization):** Your PCP must get approval from CCHP before you get certain services. CCHP will only approve the services you need. CCHP will not approve services by non-participating providers if CCHP believes you can get comparable or more appropriate services through CCHP providers. A referral is not an approval. You must get approval from CCHP.

**Premium:** An amount paid for coverage; cost for coverage.

**Prescription drug coverage:** Coverage for medications prescribed by a provider.

**Prescription drugs:** A drug that legally requires an order from a licensed provider to be dispensed, unlike over-the-counter (OTC) drugs that do not require a prescription.

**Preferred drug list (PDL):** A chosen list of drugs approved by this health plan from which your doctor may order for you. Also called a formulary.

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
Primary care: See routine care.

Primary care provider (PCP): The licensed provider you have for most of your health care. Your PCP helps you get the care you need. Some care needs to be approved first, unless:

- You have an emergency.
- You need Ob/Gyn care.
- You need sensitive services.
- You need family planning care.

Your PCP can be a:

- General practitioner
- Internist
- Pediatrician
- Family practitioner
- Ob/Gyn
- FQHC or RHC
- Nurse practitioner
- Physician assistant
- Clinic

Prior authorization (pre-approval): A formal process requiring a health care provider to get approval to provide specific services or procedures.

Prosthetic device: An artificial device attached to the body to replace a missing body part.

Provider Directory: A list of providers in the CCHP network.

Psychiatric emergency medical condition: A mental disorder where the symptoms are serious or severe enough to cause either an immediate danger to yourself or others or you are immediately unable to provide for or use food, shelter or clothing due to the mental disorder.

Psychiatric emergency services may include moving a member to a psychiatric unit inside a general hospital or to an acute psychiatric hospital. This move is done to avoid or lessen a psychiatric emergency medical condition. In addition, the treating provider believes the move would not result in making the member’s condition worse.

Public health services: Health services targeted at the population as a whole. These include, among others, health situation analysis, health surveillance, health promotion,
prevention services, infectious disease control, environmental protection and sanitation, disaster preparedness and response, and occupational health.

**Qualified provider:** Doctor qualified in the area of practice appropriate to treat your condition.

**Reconstructive surgery:** Surgery when there is a problem with a part of your body. This problem could be caused by a birth defect, disease or injury. It is medically necessary to make that part look or work better.

**Referral:** When your PCP says you can get care from another provider. Some covered care and services require a referral and pre-approval. You do **not** need a referral from your PCP for these services:

- Emergency care

- Ob/Gyn care from providers in the CCHP network
  - The prevention or treatment of pregnancy, including birth control, emergency contraceptive services, pregnancy tests, prenatal care, abortion and abortion-related procedures.

- Sensitive services
  - The screening, prevention, testing, diagnosis, and treatment of sexually transmitted infections and sexually transmitted diseases.
  - The diagnosis and treatment of sexual assault or rape, including the collection of medical evidence with regard to the alleged rape or sexual assault.
  - The screening, prevention, testing, diagnosis, and treatment of the human immunodeficiency virus (HIV).

- Family planning care

- Outpatient professional behavioral health services

**Routine care:** Medically necessary services and preventive care, well child visits, or care such as routine follow-up care. The goal of routine care is to prevent health problems.

**Rural Health Clinic (RHC):** A health center in an area that does not have many health care providers. You can get primary and preventive care at an RHC.

**Sensitive services:** Medically necessary services for family planning, sexually transmitted infections (STIs), HIV/AIDS, sexual assault and abortions.

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
Serious illness: A disease or condition that must be treated and could result in death.

Service area: The geographic area CCHP serves. This includes the county of Contra Costa.

Skilled nursing care: Covered services provided by licensed nurses, technicians and/or therapists during a stay in a Skilled Nursing Facility or in a member’s home.

Skilled nursing facility: A place that gives 24-hour-a-day nursing care that only trained health professionals may give.

Specialist (or specialty physician): A doctor who treats certain types of health care problems. For example, an orthopedic surgeon treats broken bones; an allergist treats allergies; and a cardiologist treats heart problems. In most cases, you will need a referral from your PCP to see a specialist.

Specialty mental health services:

- Outpatient services:
  - Mental health services (assessments, plan development, therapy, rehabilitation and collateral)
  - Medication support services
  - Day treatment intensive services
  - Day rehabilitation services
  - Crisis intervention services
  - Crisis stabilization services
  - Targeted case management services
  - Therapeutic behavioral services
  - Intensive care coordination (ICC)
  - Intensive home-based services (IHBS)
  - Therapeutic foster care (TFC)

- Residential services:
  - Adult residential treatment services
  - Crisis residential treatment services

- Inpatient services:
  - Acute psychiatric inpatient hospital services
  - Psychiatric inpatient hospital professional services
  - Psychiatric health facility services

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
**Terminal illness**: A medical condition that cannot be reversed and will most likely cause death within one year or less if the disease follows its natural course.

**Triage (or screening)**: The evaluation of your health by a doctor or nurse who is trained to screen for the purpose of determining the urgency of your need for care.

**Urgent care (or urgent services)**: Services provided to treat a non-emergency illness, injury or condition that requires medical care. You can get urgent care from an out-of-network provider if network providers are temporarily not available or accessible.

Call member services at 1-877-661-6230 (press 2); or if hearing impaired call California Relay at 1-800-735-2929. Visit online at www.contracosteahealthplan.org.
For appointments at Contra Costa Regional Medical Center (CCRMC)
Network Health Centers call: 1-800-495-8885

California Relay/TTY for the Hearing Impaired call: 1-800-735-2929

To leave a message for your Provider or your Provider’s Care Coordinator call: 1-877-905-4545

**Regional Medical Center Network**

**Antioch Health Center**
2335 Country Hills Drive, Antioch, CA 94509
**Hours:** Mon - Thurs: 7:45 a.m. - 8:30 p.m.  
Fri., 7:45 a.m. - 4:45 p.m.  
Closed daily from 11:45 a.m. – 12:45 p.m.

**Bay Point Family Health Center**
215 Pacifica Avenue  
Bay Point, CA 94565  
**Hours:** M, 7:45 a.m. - 8:30 p.m.  
Tues - Fri: 7:45 a.m. - 4:45 p.m.  
Closed daily from 11:45 a.m. – 12:45 p.m.  
Children’s Dental: (925) 427-8302

**Brentwood Health Center**
171 Sand Creek Road, Ste. A  
Brentwood, CA 94513  
**Hours:** Mon, Tues, Wed, 7:45 a.m. - 8:30 p.m.  
Thurs, Fri., 7:45 a.m. - 4:45 p.m.  
Closed daily from 11:45 a.m. – 12:45 p.m.

**Concord Health Center**
3052 Willow Pass Road  
Concord, CA 94519  
**Hours:** Mon – Thurs: 7:45 a.m. - 8:15 p.m.; Fri., 7:45 a.m. - 4:45 p.m.  
Closed daily from 11:45 a.m. – 12:45 p.m.  
(925) 681-4100

**Concord Health Center Bld. 2**
3024 Willow Pass Road  
Concord, CA 94519  
**Hours:** Mon - Fri., 8:00 a.m. – 5:00 p.m.; Wed: 8:00 a.m. – 9:00 p.m.  
(925) 681-4100

**George & Cynthia Miller Wellness Center**
25 Allen Street  
Martinez, CA 94553  
Mon, Wed, Fri, Sat: 7:45 a.m. - 4:45 p.m.  
Tues, Thurs: 7:45 a.m. – 6:15 p.m.  
Closed daily from 11:45 a.m. – 12:45 p.m.  
(925) 313-7900

**Martinez Family Practice Center (Building 1)**
2500 Alhambra Avenue  
Martinez, CA 94553  
**Hours:** Mon - Fri: 7:45 a.m. – 8:45 p.m.  
Dental Clinic: (925) 370-5300

**North Richmond Center for Health**
1501 Fred Jackson Way  
(formerly Third Street)  
Richmond, CA 94801  
**Hours:** M-Fri, 7:45 a.m. - 4:45 p.m.

**Pittsburg Health Center**
2311 Loveridge Road  
Pittsburg, CA 94565  
**Hours:** Mon – Thurs: 7:45 a.m. - 8:30 p.m.; Fri., 7:45 a.m. - 4:45 p.m.; Sat: 7:45-11:45 a.m., 12:45 - 4:45 p.m.  
*(evening hours by appt.)*  
Dental: (925) 431-2501  
Emergency Dental Only: call between 7:00 a.m. - 7:30 a.m. for same day appts.  
(925) 431-2502

**West County Health Center**
13601 San Pablo Ave.  
San Pablo, CA 94806  
**Hours:** Mon - Thurs, 8:00 a.m. – 8:45 p.m.; Fri. & Sat., 8 a.m. – 5 p.m.;  
Sat., 8:00 a.m. – 5:00 p.m. *(by appointment only)*  
(510) 231-9400

**Willow Pass Wellness Center**
1420 Willow Pass Road  
Concord, CA 94520  
**Hours:** Mon – Thurs: 1:00 p.m. – 5:00 p.m.  
Fri: 8:00 a.m. – 12:00 p.m.  
Appointments by Referral Only  
(925) 646-5480

Medi-Cal Rev. 05.10.18
Community Physician Network (CPN)
To find your CPN Provider office hours, address and phone number please call our Member Services number listed below or visit our website at: www.contracostahealthplan.org

Community Provider Network (CPN): For 24 Hour Urgently needed Services call your Provider’s office or the CCHP Advice Nurse: 1-877-661-6230 (press 1)

Kaiser Network: To reach the 24 hour Call Center for CCHP’s Medi-Cal members with Kaiser, call Appointments, Advice Nurse and Customer Service: 1-800-464-4000

CCHP Member Call Center 1-877-661-6230
Press 1: Advice Nurse (24 hour Emergency Service, 7 days a week)
Press 2: Member Services
Press 3: Pharmacy Services
Press 4: Authorizations / Referrals (Medical/Mental Health)
Press 5: Appointments (County Health Centers only)
Press 6: Marketing & Sales Department

Key CCHP Phone Numbers
Main Office: (925) 313-6000
Chief Executive Officer: (925) 313-6004

Pharmacy
For Prescription Refills call the phone number on your bottle. Order your refills 7 days in advance. Some medicines may require prior authorization.

To locate the closest CCHP contracting pharmacy through PerformRx call: 1-877-234-4269, or go to www.performrx.com.

Mental Health Services
1-888-678-7277

Substance Abuse Services
1-800-846-1652

Women’s Health
(925) 608-5360

HEALTH CARE OPTIONS (HCO), Opciones de Salud
1-800-430-4263

TOLL-FREE LANGUAGE NUMBERS FOR HEALTH CARE OPTIONS

NÚMERO DE TELÉFONOS GRATUITOS DE DIFERENTES IDIOMAS DEL HEALTHCHOICE

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<th>Language</th>
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<tr>
<td>Arabic</td>
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<tr>
<td>Armenian</td>
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<td>Cambodian/Camboyano</td>
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<td>1-800-430-5005</td>
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<tr>
<td>Cantonese/ Cantonés</td>
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<td>..................</td>
<td>1-800-430-6006</td>
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<tr>
<td>English and languages not listed/ Inglés y Idiomas No Enumerados</td>
<td>1-800-430-4263</td>
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<td>Farsi</td>
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HCO TDD LINE FOR THE HEARING IMPAIRED
LA LINEA TDD PARA LA AUDICIÓN MINUSVÁLIDO
1-800-430-7077

IMPORTANTE NÚMEROS DE TELÉFONO
Nombre del Seguro Contra Costa Health Plan Servicios a los Miembros 1-877-661-6230

Calif. Dept. of Health Care Services Office of Family Planning 1-800-942-1054

Health Insurance Counseling and Advocacy Program (HICAP) for Seniors 1-800-510-2020

Denti-Cal Beneficiary Telephone Service Center 1-800-322-6384

Medi-Cal Ombudsman 1-888-452-8609

Medi-Cal Rev. 05.10.18
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### Family Planning, Confidential HIV Testing and Sexually Transmitted Diseases

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Welcome to Contra Costa Health Plan
Provider Directory

This directory is a list of Contra Costa Health Plan medical services and where you can find them. You will find:

Doctors, Nurse Practitioners, Certified Nurse Midwives and Physician Assistants you can choose listed by location and in alphabetical order. If a doctor, nurse practitioner, nurse midwife or physician assistant speaks a language other than English, it will be in the listing.

- Hospitals by city
- Pharmacies and their addresses
- Vision Care Provider locations

This Provider Directory helps you find the right medical provider for you. As a member of Contra Costa Health Plan, you can choose your Primary Care Provider (PCP) from the Regional Medical Center Network, Kaiser Permanente, or the Community Provider Network. To reach the Kaiser Network’s 24 hour Call Center for CCHP’s Medi-Cal members – Appointments, Advice Nurse and Customer Service call: 1-800-464-4000. To access the Kaiser online directory, go to https://healthy.kaiserpermanente.org.

Finding Or Changing Your Primary Care Provider

Finding the right provider for you and your family is very important so look over the list and choose a provider that seems right for you. It is easy to change doctors if you feel you didn’t choose the right doctor the first time. Just call a Member Services Representative at 1-877-661-6230 to change your PCP.

Bienvenidos al Directorio de Proveedores de Contra Costa Health Plan

Este directorio contiene una lista de los servicios médicos que brinda el Contra Costa Health Plan, indicando dónde se encuentra cada uno de ellos. En este directorio, usted encontrará:

Médicos y enfermeras especializadas en atención primaria de salud de la familia, que usted podrá elegir por localidad y en orden alfabético. También le indicará si el doctor o enfermera de atención primaria de salud de la familia habla otro idioma además de inglés.

- Hospitales listados por ciudad
- Farmacias y sus direcciones
- Direcciones de los proveedores del cuidado de la vista

Este directorio de proveedores le ayudará a encontrar el proveedor médico que se ajuste a sus necesidades. Usted, como miembro de Contra Costa Health Plan, puede elegir a su Proveedor de Atención Primaria (PCP) de Regional Medical Center Network (la cadena de los Centros de Salud), de Kaiser Permanente, o Community Physician Network (la cadena de médicos de la comunidad). Para acceso al centro de llamadas de 24 horas del día de Káiser para miembros que tienen Medi-Cal de CCHP llamar 1-800-464-4000. Para tener acceso al directorio de Káiser en la página de Internet vaya a http://healthy.kaiserpermanente.org.

Cómo Encontrar O Cambiar De Proveedor De Atención Primaria

Encontrar al doctor adecuado para usted y su familia es muy importante por lo tanto mire en la siguiente lista y escoja el doctor que le parezca adecuado. Es fácil cambiar de doctor; si siente que no eligió al doctor adecuado la primera vez sólo llame a un representante de Servicios para Miembros al 1-877-661-6230 para cambiar su doctor de cabeza.
How To Enroll In Contra Costa Health Plan
Complete the Medi-Cal Choice Form. Sign the Medi-Cal Choice Form – this is very important! If there are two adults in the family, both adults must sign the form. Return the Medi-Cal Choice Form in the pre-paid envelope. The Medi-Cal choice form will ask you to choose a primary care provider. You may make your selection from the providers listed on pages 1 - 54.

Your Health Plan Card
Your Contra Costa Health Plan member card tells a provider that you are a health plan member. Always show your health plan card to your provider at each visit wherever you receive services.

* Benefit Exceptions
When you see providers marked with an asterisk, be aware that the services they provide are restricted and are only for the following CCHP Medi-Cal members:
- under the age of 21.
- residing in a skilled nursing facility, adult sub-acute facility, intermediate care facility or a facility for the developmentally disabled.
- who are developmentally disabled through the Regional Center and are not institutionalized.
- for pregnancy related services and services for the treatment of other conditions that might complicate the pregnancy. This benefit can be used for up to 60 days after termination of pregnancy.
- for conditions whose course of treatment began prior to July 1, 2009 and is scheduled to continue after July 1, 2009.

All exceptions above require a Prior Authorization from the referring provider, except if the member is under age 21.

Cómo Inscribirse En El “Contra Costa Health Plan”
Llene la forma de selección de Medi-Cal (“Medi-Cal Choice Form”). Firme la forma (“Medi-Cal Choice Form”) -- ¡ésto es muy importante! Si hay dos adultos en la familia, ambos deben firmar esta forma. Regrese la forma firmada dentro del sobre con timbre postal pagado. La forma de opciones de inscripción (“Medi-Cal Choice Form”) pedirá que usted elija a un Proveedor de Atención Primaria. Usted puede hacer su selección de los doctores listados en las páginas 1 - 54.

Su tarjeta del Plan de Salud
Su tarjeta de membresía de Contra Costa Health Plan le informa a un proveedor que usted es un miembro del plan de salud. Siempre muestre su tarjeta del plan de salud a su proveedor en cada visita en que usted reciba servicios.

* Excepciones en Beneficios
Los siguientes beneficios de pacientes externos son exclusivamente para miembros de CCHP con Medi-Cal quienes:
- sean menores de 21 años.
- residan en un centro de enfermería especializada, un centro sub-agudo para adultos, un centro de cuidados intermedios, o un centro para discapacitados mentales.
- tengan discapacidades mentales y son atendidos en el Centro Regional, no están internados.
- requieran servicios relacionados con el embarazo o tratamiento de otras condiciones que pudieran complicar el embarazo. Este beneficio se puede obtener hasta por 60 días después del término del embarazo.
- tengan una condición cuyo tratamiento empezó antes del 1º de julio de 2009 y está programado para continuar después del 1º de julio de 2009.
Language Services

Health Plan members have the right to get medical services in a language they can understand. These rights include being able to request interpreter services free of charge. Contra Costa Health Plan (CCHP) discourages the use of family members, friends or minors to interpret or translate materials.

We have interpreters available who know many languages, including sign language. So next time you see a doctor and need an interpreter, call a Member Services Representative at 1-877-661-6230.

Timely Access to Care

The California Department of Managed Health Care (DMHC) has regulations set forth in Title 28, Section 1300.67.2.2 for health plans to provide timely access to care for our members.

Timely access standards include:

- Urgent care appointments not requiring prior authorization: within 48 hours
- Urgent care appointments requiring prior authorization: within 96 hours
- Non-urgent appointments for primary care: within 10 business days
- Non-urgent appointments with specialists: within 15 business days
- Non-urgent appointments with a non-physician mental health care provider: within 10 business days
- Non-urgent appointments for ancillary services for the diagnosis or treatment of injury, illness or other health conditions: within 15 business days
- Telephone triage waiting time not to exceed 30 minutes

Exceptions may apply to the timely access standards if the DMHC has found exceptions to be permissible. Interpreter services are available at all CCHP points of contact where members may reasonably need such services.

Servicios de interpretación

Los afiliados del Plan de Salud tienen derecho a recibir servicios médicos en un idioma que puedan comprender. Estos derechos incluyen poder solicitar los servicios de un intérprete en forma gratuita. El Plan de Salud de Contra Costa (CCHP) desaconseja acudir a familiares, amigos o menores para interpretar o traducir los materiales.

Contamos con intérpretes que conocen muchos idiomas, incluso la lengua de señas. Por eso, la próxima vez que visite al médico y necesite un intérprete, llame a un representante de Servicios para Miembros al 1-877-661-6230.

Acceso oportuno a atención a la salud

El Departamento de Atención a la Salud Administrada de California (DMHC) tiene regulaciones establecidas en el Título 28, Sección 1300.67.2.2 para que los planes de salud provean acceso oportuno a la atención a la salud de nuestros miembros.

Los estándares de acceso oportuno incluyen:

- Citas de atención urgente que no requieren de autorización previa: en el plazo de 48 horas
- Citas de atención urgente que requieren de autorización previa: en el plazo de 96 horas
- Citas no urgentes para atención primaria: en el plazo de 10 días laborables
- Citas no urgentes con especialistas: en el plazo de 15 días laborables
- Citas no urgentes con un proveedor de atención a la salud mental que no sea médico: en el plazo de 10 días laborables
- Citas no urgentes para servicios auxiliares para el diagnóstico o tratamiento de lesiones, enfermedades u otras afecciones de la salud: en el plazo de 15 días laborables
- El tiempo de espera para el triaje telefónico no debe superar los 30 minutos
If you have a timely access concern, you can contact CCHP's Utilization Management at 1-877-661-6230 option 4 or file a complaint with the California Department of Managed Health Care by calling the DMHC Toll-free provider complaint line at: 1-877-525-1295.

Access to Services
Health Plan members have the right to receive full and equal access to covered services including enrollees with disabilities as required under federal law.

Se pueden aplicar excepciones a los estándares de acceso oportuno si el DMHC ha encontrado que las excepciones son permisibles. Hay disponibilidad de servicios de intérprete en todos los puntos de contacto de CCHP donde los miembros puedan razonablemente necesitar tales servicios.

Si usted tiene una preocupación de acceso oportuno, puede comunicarse con la Administración de Utilización de CCHP al 1-877-661-6230 opción 4, o bien puede presentar una queja ante el Departamento de Atención a la Salud Administrada de California llamando a la línea gratuita para quejas de proveedores de DMHC al: 1-877-525-1295.

Accesso a los servicios
Los afiliados del Plan de Salud tienen derecho a recibir servicio completo y el mismo acceso de servicios incluyendo a los inscritos con incapacidades como los que requiere la ley federal.
What’s a PCP?

You may be new to a health plan. How is that different from regular Medi-Cal? You’ll hear words like Managed Care, PCP, Provider Group. Here are a few things you should know…

**MANAGED CARE** means you will have your own personal doctor to oversee, coordinate and provide all your necessary medical care services. This will help you and your family receive the right care at the right time, in the right setting.

**YOUR PCP** is your Primary Care Provider, which is another name for the doctor that you will see most of the time when you need medical care. You may also receive your care from a nurse practitioner or physician assistant. If you need to see a specialist, your PCP will arrange all authorized referrals and help pull it all together for you.

**IF YOU NEED HOSPITALIZATION** you will probably go to the hospital where your PCP has admitting privileges. Your PCP will decide when you need to go to a hospital and which hospital is best able to care for you.

**CHANGING PCPS** is easy. All you need to do is call Member Services at 1-877-661-6230 (press 2) and they will help you choose another PCP.

**YOUR PROVIDER GROUP** is the group that your doctor belongs to. At Contra Costa Health Plan you have the choice of three doctor groups: 1) Regional Medical Center Network where you have the choice of doctors at ten Health Centers; 2) Kaiser Permanente locations in Contra Costa County; and 3) Community Provider Network made up of private doctors throughout the community.

**CHANGING YOUR PROVIDER GROUP** is a simple matter. You can call Member Services at 1-877-661-6230 (press 2) to change your Provider Group. No matter what group you are in, you must see the PCP and the specialists from the group you choose. For example, you cannot go to Kaiser if you choose Regional Medical Center Network. If you choose Kaiser you will receive all your care from Kaiser unless you call Member Services and change groups. If you choose Regional Medical Center Network, you will get all your care at one of the eight Health Centers unless you call and change groups.

**WHEN YOU PICK A PCP**, you must get your care from that doctor and the other providers within your PCP’s Network.

**KAISER PERMANENTE.** To select the Kaiser Permanente Medical Group as your PCP, you must already have an established relationship with Kaiser. In addition, Kaiser occasionally must close their panel to new assignments from CCHP, except in certain situations. If you have been a recent Kaiser member and you want Kaiser again, call Member Services at 1-877-661-6230 (press 2) to see if you qualify.

**IF YOU OR YOUR FAMILY JOIN** Contra Costa Health Plan, and you were a Kaiser member within the past twelve months, you may continue to use Kaiser. However, you must call Contra Costa Health Plan Member Services at 1-877-661-6230 (press 2) as soon as you become a member to discuss reassignment to the Kaiser Network since automated assignment using the Medi-Cal Choice form is no longer an option.

**IF YOU HAVE ANY QUESTIONS** or need help in filling out your Choice Enrollment Form please call Health Care Options at 1-800-430-4263.
¿Qué es un PCP?
Es posible que el tener un plan de salud sea algo nuevo para usted.
¿En qué se diferencia ésto del Medi-Cal regular?

**ATENCIÓN MÉDICA ADMINISTRADA** significa que su propio médico personal estará a cargo de supervisar, coordinar y proveer todos los servicios médicos que usted necesite. De este modo usted y su familia podrán recibir la atención apropiada, en el momento adecuado y en el lugar adecuado.

**SU PCP ES SU PROVEEDOR DE ATENCIÓN PRIMARIA**, lo cual es otro nombre que se le da al doctor que usted verá la mayoría de las veces cuando necesite atención médica. También puede recibir atención médica de la enfermera especializada en atención primaria. Si usted necesita ver a un especialista, su Proveedor de Atención Primaria hará los arreglos necesarios para la autorización de todos los detalles de su visita.

**SI NECESITA SER INTERNADO EN UN HOSPITAL,** es probable que usted vaya al hospital donde su PCP tiene autorización para atender a sus pacientes internados. Su PCP decidirá cuando deberá ser admitido a un hospital, y cuál hospital es el más indicado para atenderlo.

**CAMBIAR DE PCP** es muy fácil. Lo único que usted tiene que hacer es llamar al departamento de Servicios para Miembros al 1-877-661-6230 (oprima 2). Allí le ayudarán a elegir otro Proveedor de Atención Primaria.

**SU GRUPO DE PROVEEDORES** es el grupo al cual pertenece su médico. En el Contra Costa Health Plan, usted podrá elegir de entre tres grupos de médicos: 1) Regional Medical Center Network, donde usted tiene la opción de acudir a los médicos de ocho Centros de Salud; 2) Kaiser Permanente, en todos sus centros del Condado de Contra Costa; 3) Community Provider Network, compuesto por médicos privados dentro de la comunidad.

**CAMBIAR DE GRUPO DE PROVEEDORES** es algo sencillo de hacer. Puede llamar a Servicios para Miembros al 1-877-661-6230 (oprima 2) para cambiar su grupo de proveedores. No importa en que grupo esté, deberá acudir al PCP y los especialistas del grupo que elija. Por ejemplo, no puede ir a Kaiser si elige Regional Medical Center Network. Si elige Kaiser, recibirá todo su cuidado médico por parte de Kaiser, a menos que llame a Servicios para Miembros y cambie de grupo. Si elige Regional Medical Center Network, usted recibirá todo su cuidado médico en uno de los ocho Centros de Salud, a menos que llame para cambiar de grupo.

**CUANDO USTED ELIGE SU PCP,** usted necesita recibir su atención médica por parte de ese médico y los otros proveedores de la misma red que el PCP.

**KAISER PERMANENTE.** Para seleccionar a Kaiser Permanente Medical Group como su PCP, debe tener ya una relación establecida con Kaiser. Además, Kaiser ocasionalmente debe cerrar su panel para nuevas asignaciones de CCHP, excepto en ciertas situaciones. Si usted ha sido miembro de Kaiser recientemente y desea estar nuevamente en Kaiser, llame a Servicio a Miembros al 1-877-661-6230 (oprima 2) para averiguar si califica.

**SI USTED O SU FAMILIA SE AFILIAN CON CONTRA COSTA HEALTH PLAN,** y era(n) miembro(s)/a(s) de Kaiser Permanente dentro los últimos doce meses, se puede continuar usando Kaiser. Sin embargo, usted debe llamar a Servicios de Miembros del Plan de Salud de Contra Costa al 1-877-661-6230 (oprima 2) tan pronto se convierta en miembro, para hablar de la re asignación a la red de Kaiser, ya que la asignación automática por medio del formulario Medi-Cal Choice ya no es una opción.

**SI USTED TIENE PREGUNTAS O NECESITA AYUDA** en llenar su Forma de Opciones de Inscripción (Choice Enrollment Form), por favor de llamar a Health Care Options al 1-800-430-4263
Below is a Diagram That Describes How Providers are listed in the Directory:

A continuación hay un diagrama que describe cómo están enumerados los proveedores en el directorio:

**Medical Field**
Especialidad Médica

**Contra Costa Regional Medical Center (CCRMC)**

**Doctor Group**
Grupo de Proveedores

**County**
Condado de

**City**
Cuidad

---

**Provider Name**
Nombre del Proveedor

**Medical Field**
Especialidad Médica

**Provider Address**
Dirección del Proveedor

**Plan Reference Number**
El Número del Plan de Referencia

**National Provider Identifier (NPI)**
Número de Registro Nacional del Proveedor (NPI)

**California Medical License Number**
Número de licencia médica de California

**Cultural Competency Training**
Capacitación en competencias culturales

---

**Provider Name**
Doc, John, MD

**Medical Field**
Family Medicine, Pediatrics

**Provider Address**
Antioch Health Center
Delta Professional Plaza
3505 Lone Tree Way, Ste 4
Antioch, CA 94509
(800) 495-8885

**Hours**
M, W, F
7:45 AM – 4:45 PM
T, Th 12:45 PM – 8:45 PM

**Accessibility Indicators**
P|EB|IB|R|E|T|B|L|ME|PA|PD

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**Practice Name**
Nombre del Practico

**Phone Number**
Número de Teléfono para citas

**Hours**
Horas

**Physical Accessibility Indicators**
Indicadores de Accesibilidad Física

**Languages Spoken in Office**
Idiomas que se hablan en la oficina

**Accepting New Patients**
Aceptar Nuevos Pacientes

---

X
### Physical Accessibility Indicators:

<table>
<thead>
<tr>
<th>Accessibility Indicator</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>P=PARKING</td>
<td>Parking spaces, including van accessible spaces(s), are accessible. Pathways have curb ramps between the parking lot, office, and at drop off locations.</td>
</tr>
<tr>
<td>EB = EXTERIOR BUILDING</td>
<td>Curb ramps and other ramps to the building are wide enough for a wheelchair or scooter user. Handrails are provided on both sides of the ramp. There is an “accessible” entrance to the building. Doors open wide enough to let a wheelchair or scooter user enter, and have handles that are easy to use.</td>
</tr>
<tr>
<td>IB = INTERIOR BUILDING</td>
<td>Doors open wide enough to let a wheelchair or scooter user enter, and have handles that are easy to use. Interior ramps are wide enough and have handrails. Stairs, if present, have handrails. If there is an elevator, it is available for public/patient use at all times the building is open. The elevator has easy to hear sounds and Braille buttons within reach. The elevator has enough room for a wheelchair or scooter user to turn around. If there is a platform lift, it can be used without help.</td>
</tr>
<tr>
<td>R = RESTROOM</td>
<td>The restroom is accessible and the doors are wide enough to accommodate a wheelchair or scooter and are easy to open. The restroom has enough room for a wheelchair or scooter to turn around and close the door. There are grab bars which allow easy transfer from wheelchair to toilet. The sink is easy to get to and the faucets, soap, and toilet paper are easy to reach and use.</td>
</tr>
<tr>
<td>E = EXAM ROOM</td>
<td>The entrance to the exam room is accessible, with a clear path. The doors open wide enough to accommodate a wheelchair or scooter and are easy to open. The exam room has enough room for a wheelchair or scooter to turn around.</td>
</tr>
<tr>
<td>T = EXAM TABLE/SCALE</td>
<td>The exam table moves up and down and the scale is accessible with handrails to assist people with wheelchairs and scooters. The weight scale is able to accommodate a wheelchair.</td>
</tr>
<tr>
<td>B = BASIC ACCESS</td>
<td>Demonstrates facility site access for the members with disabilities to parking, building, elevator, doctor’s office, exam room and restroom.</td>
</tr>
<tr>
<td>L = LIMITED ACCESS</td>
<td>Demonstrates facility site access for the members with a disability is missing or is incomplete in one or more features for parking, building, elevator, doctor’s office, exam room, and restroom.</td>
</tr>
<tr>
<td>ME = MEDICAL EQUIPMENT ACCESS</td>
<td>PCP site has height adjustable exam table and patient accessible weight scales per guidelines (for wheelchair/scooter plus patient).</td>
</tr>
</tbody>
</table>
Physical Accessibility Indicators (Continued):

<table>
<thead>
<tr>
<th>Accessibility Indicator</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>PA = PARTICIPANT AREAS</td>
<td>Patient/client areas are accessible including wheelchair or scooter users to use activity, therapy and quiet rooms.</td>
</tr>
<tr>
<td>PD = PATIENT DIAGNOSTIC AND TREATMENT USE</td>
<td>Diagnostic apparatus and treatment rooms are accessible for the wheelchair/scooter user; apparatus is height adjustable; weight scale is accessible; patient transfer is provided by trained staff.</td>
</tr>
</tbody>
</table>
### Indicadores de Accesibilidad Física:

<table>
<thead>
<tr>
<th>Indicador de Accesibilidad</th>
<th>Explicación</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>P=ESTACIONAMIENTO</strong></td>
<td>Los espacios para estacionarse, incluyendo el/los espacio(s) accesible(s) para furgonetas (van), son accesibles. Los senderos tienen rampas en las aceras entre los estacionamientos, oficinas, y en los sitios de desembarque.</td>
</tr>
<tr>
<td><strong>EB = EDIFICIO EXTERIOR</strong></td>
<td>Las rampas en la acera y otras rampas hacia el edificio son lo suficientemente anchas para una persona que use una silla de ruedas o un triciclo (scooter). Se provee pasamanos a ambos lados de la rampa. Hay una entrada “accesible” al edificio. Las puertas se abren de forma suficientemente amplia para permitir que las personas que usen sillas de ruedas o triciclos entren, y tienen agarraderas que son fáciles de usar.</td>
</tr>
<tr>
<td><strong>IB = EDIFICIO INTERIOR</strong></td>
<td>Las puertas se abren de forma suficientemente amplia para permitir que personas que usen sillas de ruedas o triciclos entren, y tienen agarraderas que son fáciles de usar. Las rampas interiores son lo suficientemente anchas y tienen pasamanos. Las escaleras, si están presentes, tiene pasamanos. Si hay un ascensor, está disponible para el uso del público/pacientes en todo momento que el edificio esté abierto. El ascensor tiene sonidos fáciles de escuchar y botones con Braille al alcance. El ascensor tiene suficiente espacio para que una persona que use una silla de ruedas o un triciclo pueda darse la vuelta. Si hay una plataforma de elevación, ésta puede ser usada sin ayuda.</td>
</tr>
<tr>
<td><strong>R = BAÑO</strong></td>
<td>Los baños son accesibles y las puertas son lo suficientemente anchas para acomodar una silla de ruedas o un triciclo y son fáciles de abrir. El baño tiene suficiente espacio para que una persona en una silla de ruedas o triciclo pueda darse la vuelta y cierre la puerta. Hay barras para agarrarse las cuales permiten una transferencia fácil desde la silla de ruedas al inodoro. El lavamanos es de fácil acceso y las llaves de agua, el jabón y las toallas de papel son fáciles de alcanzar y de usar.</td>
</tr>
<tr>
<td><strong>E = CUARTO DE EVALUACIÓN</strong></td>
<td>La entrada al cuarto de evaluación es accesible, con un sendero sin obstáculos. Las puertas se abren de forma suficientemente amplia para acomodar una silla de ruedas o un triciclo y son fáciles de abrir. El cuarto de evaluación tiene espacio suficiente para que una persona en una silla de ruedas o triciclo pueda darse la vuelta.</td>
</tr>
<tr>
<td><strong>T = MESA/BALANZA DE EVALUACIÓN</strong></td>
<td>La mesa de evaluación se mueve de arriba hacia abajo y la balanza es accesible con pasamanos para ayudar a las personas con sillas de ruedas y triciclos. La balanza para tomar el peso puede acomodar una silla de ruedas.</td>
</tr>
<tr>
<td><strong>B = ACCESO BASICO</strong></td>
<td>Demuestra que la instalación tiene acceso para los miembros con discapacidades al estacionamiento, edificio, elevador, consultorio médico, sala de exámenes y/o baño.</td>
</tr>
</tbody>
</table>
### Indicadores de Accesibilidad Física (Continua):

<table>
<thead>
<tr>
<th>Indicador de Accesibilidad</th>
<th>Explicación</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>L = ACCESO LIMITADO</strong></td>
<td>Demuestra que el acceso a la instalación para los miembros con una discapacidad está incompleta en una o más de las siguientes características: Estacionamiento, edificio, elevador, consultorio médico, sala de exámenes y/o baño.</td>
</tr>
<tr>
<td><strong>ME = ACCESO A EQUIPO MEDICO (ME, por sus siglas en inglés)</strong></td>
<td>El consultorio médico tiene mesas de examen de altura ajustable y básculas accesibles para los pacientes según las siguientes pautas (para silla de ruedas/silla eléctrica con pacientes).</td>
</tr>
<tr>
<td><strong>PA = ÁREAS PARA PARTICIPANTES</strong></td>
<td>Las áreas para pacientes/clientes son accesibles para usuarios de sillas de ruedas/scooters, para que utilicen las salas de actividades, de terapia y de tranquilidad.</td>
</tr>
<tr>
<td><strong>PD = USO PARA DIAGNÓSTICO Y TRATAMIENTO DE PACIENTES</strong></td>
<td>Las salas de equipos de diagnóstico y tratamiento son accesibles para usuarios de sillas de ruedas/scooters; se puede ajustar la altura de los equipos; la balanza médica es accesible; el traslado de pacientes es realizado por personal capacitado.</td>
</tr>
</tbody>
</table>
Contra Costa Health Plan (CCHP) follows Federal civil rights laws. CCHP does not discriminate, exclude people, or treat them differently because of race, color, national origin, age, disability, or sex.

CCHP provides:
Free aids and services to people with disabilities to help them communicate better, such as:
Qualified sign language interpreters, written information in other formats (large print, audio, accessible electronic formats, other formats), free language services to people whose primary language is not English, such as: qualified interpreters and information written in other languages. If you need these services, contact CCHP between 8 AM - 5 PM by calling 1-877-661-6230. Or, if you cannot hear or speak well, please call (TTY: 1-800-735-2929.)

HOW TO FILE A GRIEVANCE
If you believe that CCHP has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with CCHP. You can file a grievance by phone, in writing, in person, or electronically:

By phone: Contact CCHP between 8 AM - 5 PM by calling 1-877-661-6230. Or, if you cannot hear or speak well, please call TTY/TDD 1-800-735-2929.

In writing: Fill out a complaint form or write a letter and send it to: CCHP Member Appeals/Grievance Resolution Unit, 595 Center Avenue, Suite 100, Martinez, CA 94553 or fax it to 1-925-313-6047

In person: Visit your doctor’s office or CCHP and say you want to file a grievance.

Electronically: Visit CCHP’s website at www.contracostahealthplan.org Go to: Member Services, click on Grievance Form.

OFFICE OF CIVIL RIGHTS
You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:
• By phone: Call 1-800-368-1019. If you cannot speak or hear well, please call TTY/TDD 1-800-537-7697.
• In writing: Fill out a complaint form or send a letter to:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html
Electronically: Visit the Office for Civil Rights Complaint Portal at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf
ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-877-661-6230 (TTY: 1-800-735-2929).

Español (Spanish)
ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-661-6230 ”2” (TTY: 1-800-735-2929).

Tiếng Việt (Vietnamese)

Tagalog (Tagalog – Filipino)

한국어 (Korean)

繁體中文 (Chinese)
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-877-661-6230 (TTY: 1-800-735-2929)。

Հայերեն (Armenian)
ՊՆԳԱՐՈՒԹՅՈՒՆԸ ԵՐԵՔ ՀՆԱՄԻՆՔ ԵՐՀԱՐՀԱՅ, ԱՅԻՆ ԱՏԵՐ ԱՐՑԱԽԱԾ ԸՆՐԵՆ ՄԻ ԱՐԱՐՈՒԹՅՈՒՆԵՐԻ ԱՐՑԱԽԱԾ ԱՅՆԸՆՏՐԵԼՈՒՄՆԵՐԻ: ՕԲԱՔԱՅՈՒԹԵՐ 1-877-661-6230 (TTY (հեռախոս): 1-800-735-2929):

Русский (Russian)
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-661-6230 (телетайп: 1-800-735-2929).

بی‌تایبگی (Farsi)

日本語 (Japanese)
注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-877-661-6230 (TTY: 1-800-735-2929) まで、お電話にてご連絡ください。
Hmoob (Hmong)

Punjabi (Punjabi)

العربية (Arabic)

Hindi (Hindi)
ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।
1-877-661-6230 (TTY: 1-800-735-2929) पर कॉल करें।

ภาษาไทย (Thai)
เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี.
1-877-661-6230 (TTY: 1-800-735-2929).

柬埔寨 (Cambodian)
ប្រយ溴: ប្រឈិត្យប្រការសីបី សាលាកំពូល, ប្រែស្តុកស្តីសាលា លោឃីជាតិភាសា ស្រើស្វាងការសរសេរថាមកជាកើត 1-877-661-6230 (TTY: 1-800-735-2929).

ພາສາລາວ (Lao)
ປະដៅ: ຈើអាហារទំព័រស្ថាន, ទូរគោលគូរាប់នារីស្ថាន, ដើមឈីងស្ថាន, បែកប្រេងទូរគោល។ 
1-877-661-6230 (TTY: 1-800-735-2929)
### Primary Care Providers | Family Medicine

### Proveedores de Atención Primaria | Medicina Familiar

<table>
<thead>
<tr>
<th>Contra Costa Regional Medical Center (CCRMC)</th>
<th>Kirkpatrick, Haley, NP</th>
<th>Rogers, Kerry, NP</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTRA COSTA Antioch</td>
<td>Family Medicine</td>
<td>Family Medicine</td>
</tr>
<tr>
<td>Firestein, Talia, MD Family Medicine</td>
<td>Antioch Health Center</td>
<td>Antioch Health Center</td>
</tr>
<tr>
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<tr>
<td>(800) 495-8885</td>
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<td>3052 Willow Pass Rd Ste 103 Concord, CA 94519</td>
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Sealey, Chere, FNP
Family Medicine
Concord Health Center
3052 Willow Pass Rd Ste 103
Concord, CA 94519
(800) 495-8885
Hours:
M-F 8 am - 5 pm
Accessibility Indicator: L|ME|EB|R
Plan Reference Number: 0011484
NPI: 1316298011
CA LIC: NPF21847
Accepting New Patients: No
Completed Cultural Competency Training: Yes

Wong, Christina, MD
Family Medicine
Concord Health Center
3052 Willow Pass Rd Ste 103
Concord, CA 94519
(800) 495-8885
Hours:
M-F 8 am - 5 pm
Accessibility Indicator: L|ME|EB|R
Plan Reference Number: 0010294
NPI: 1003068420
CA LIC: A111288
Board Certified: American Board of Obstetrics and Gynecology
Languages: CAN|ONE|SE
Accepting New Patients: No
Completed Cultural Competency Training: Yes

Bhatt, Veda, MD
Family Medicine
Martinez Health Center
2500 Alhambra Ave
Martinez, CA 94553
(800) 495-8885
Hours:
M-F 7:45 am - 12 pm, 1 pm - 9 pm
Sat 9 am - 12 pm, 1 pm - 5 pm
Accessibility Indicator: L|ME|EB|IB|P|T
Plan Reference Number: 0000721
NPI: 1501788536
CA LIC: A62337
Board Certified: American Board of Family Medicine
Accepting New Patients: No
Completed Cultural Competency Training: Yes

Strych, Deborah, NP
Family Medicine
Concord Integrated Primary Care
1420 Willow Pass Road
First Floor
Concord, CA 94520
(800) 495-8885
Hours:
(By Appointment Only)
Plan Reference Number: 0000805
NPI: 1881754752
CA LIC: NP7273
Accepting New Patients: No
Completed Cultural Competency Training: No

Wong, Michelle, MD
Family Medicine
Concord Health Center
3052 Willow Pass Rd Ste 103
Concord, CA 94519
(800) 495-8885
Hours:
M-F 8 am - 5 pm
Accessibility Indicator: L|ME|EB|R
Plan Reference Number: 0003644
NPI: 1184781064
CA LIC: G70467
Board Certified: American Board of Family Medicine
Accepting New Patients: No
Completed Cultural Competency Training: No

Bliss, Judith, MD
Family Medicine
Martinez Health Center
2500 Alhambra Ave
Martinez, CA 94553
(800) 495-8885
Hours:
M-F 7:45 am - 12 pm, 1 pm - 9 pm
Sat 9 am - 12 pm, 1 pm - 5 pm
Accessibility Indicator: L|ME|EB|IB|P|T
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CA LIC: G70467
Board Certified: American Board of Family Medicine
Accepting New Patients: No
Completed Cultural Competency Training: No

Tzieli, Ori, MD
Family Medicine
Concord Health Center
3052 Willow Pass Rd Ste 103
Concord, CA 94519
(800) 495-8885
Hours:
M-F 8 am - 5 pm
Accessibility Indicator: L|ME|EB|R
Plan Reference Number: 0010294
NPI: 1316298011
CA LIC: A56424
Accepting New Patients: Yes
Completed Cultural Competency Training: Yes

Cherayil, Annie, MD
Family Medicine
Martinez Health Center
2500 Alhambra Ave
Martinez, CA 94553
(800) 495-8885
Hours:
M-F 7:45 am - 12 pm, 1 pm - 9 pm
Sat 9 am - 12 pm, 1 pm - 5 pm
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NPI: 1568528750
CA LIC: A56424
Board Certified: American Board of Family Medicine
Languages: MALAYALAM
Accepting New Patients: Yes
Completed Cultural Competency Training: Yes

Tzvieli, Ori, MD
Family Medicine
Concord Health Center
3052 Willow Pass Rd Ste 103
Concord, CA 94519
(800) 495-8885
Hours:
M-F 8 am - 5 pm
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Plan Reference Number: 0000805
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CA LIC: NP7273
Accepting New Patients: No
Completed Cultural Competency Training: No

Martinez
Barrow, Roger, MD
Family Medicine
Martinez Health Center
2500 Alhambra Ave
Martinez, CA 94553
(800) 495-8885
Hours:
M-F 7:45 am - 12 pm, 1 pm - 9 pm
Sat 9 am - 12 pm, 1 pm - 5 pm
Accessibility Indicator: L|ME|EB|IB|P|T
Plan Reference Number: 0000721
NPI: 1501788536
CA LIC: A62337
Board Certified: American Board of Family Medicine
Accepting New Patients: No
Completed Cultural Competency Training: No

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Farnitano, Christopher, MD
Family Medicine
Pittsburg Health Center
2311 Loveridge Rd
Pittsburg, CA 94565
(800) 495-8885
Hours:
M,W 7:45 am - 8:30 pm
T, Th, F 7:45 am - 4:45 pm
Sat 7:45 am - 11:45 am, 12:45 pm - 4:45 pm
Accessibility Indicator: L|ME|E|EB|IB|P|T
Plan Reference Number: 0000744
NPI: 1770673832
CA LIC: A51083
Board Certified: American Board of Family Medicine
Accepting New Patients: No
Completed Cultural Competency Training: No

Hamlin, Kathryn, MD
Family Medicine
Pittsburg Health Center
2311 Loveridge Rd
Pittsburg, CA 94565
(800) 495-8885
Hours:
M,W 7:45 am - 8:30 pm
T, Th, F 7:45 am - 4:45 pm
Sat 7:45 am - 11:45 am, 12:45 pm - 4:45 pm
Accessibility Indicator: L|ME|E|EB|IB|P|T
Plan Reference Number: 0010862
NPI: 1457780165
CA LIC: A133158
Languages: SPANISH
Accepting New Patients: No
Completed Cultural Competency Training: Yes

Madrigal, Teresa, MD
Family Medicine
Pittsburg Health Center
2311 Loveridge Rd
Pittsburg, CA 94565
(800) 495-8885
Hours:
M,W 7:45 am - 8:30 pm
T, Th, F 7:45 am - 4:45 pm
Sat 7:45 am - 11:45 am, 12:45 pm - 4:45 pm
Accessibility Indicator: L|ME|E|EB|IB|P|T
Plan Reference Number: 0000776
NPI: 1710915871
CA LIC: A65683
Board Certified: American Board of Family Medicine
Languages: SPANISH
Accepting New Patients: No
Completed Cultural Competency Training: Yes

Pizzo, Anthony, NP
Family Medicine
Pittsburg Health Center
2311 Loveridge Rd
Pittsburg, CA 94565
(800) 495-8885
Hours:
M,W 7:45 am - 8:30 pm
T, Th, F 7:45 am - 4:45 pm
Sat 7:45 am - 11:45 am, 12:45 pm - 4:45 pm
Accessibility Indicator: L|ME|E|EB|IB|P|T
Plan Reference Number: 0000788
NPI: 1528135894
CA LIC: NPF6602
Board Certified: American Board of Family Medicine
Languages: SPANISH
Accepting New Patients: Yes
Completed Cultural Competency Training: No

Richmond, Marcie, MD
Family Medicine
Pittsburg Health Center
2311 Loveridge Rd
Pittsburg, CA 94565
(800) 495-8885
Hours:
M,W 7:45 am - 8:30 pm
T, Th, F 7:45 am - 4:45 pm
Sat 7:45 am - 11:45 am, 12:45 pm - 4:45 pm
Accessibility Indicator: L|ME|E|EB|IB|P|T
Plan Reference Number: 0010845
NPI: 1154752814
CA LIC: A133951
Accepting New Patients: No
Completed Cultural Competency Training: No

Romero-Duran, Adolfo, MD
Family Medicine
Pittsburg Health Center
2311 Loveridge Rd
Pittsburg, CA 94565
(800) 495-8885
Hours:
M,W 7:45 am - 8:30 pm
T, Th, F 7:45 am - 4:45 pm
Sat 7:45 am - 11:45 am, 12:45 pm - 4:45 pm
Accessibility Indicator: L|ME|E|EB|IB|P|T
Plan Reference Number: 0005315
NPI: 1275690836
CA LIC: A84197
Board Certified: American Board of Family Medicine
Languages: SPANISH
Accepting New Patients: No
Completed Cultural Competency Training: No

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### Primary Care Providers | Family Medicine
### Proveedores de Atención Primaria | Medicina Familiar

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<td>Boisvert, Nichole, MD</td>
<td>Family Medicine</td>
<td>West County Health Center 13601 San Pablo Ave San Pablo, CA 94806 (800) 495-8885</td>
<td>M, T, W, Th 8 am - 8:45 pm F, Sat 8 am - 5 pm</td>
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<td>West County Health Center 13601 San Pablo Ave San Pablo, CA 94806 (800) 495-8885</td>
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<td>T Plan Reference Number: 0010979 NPI: 1285910976 CA LIC: NPI: 216285 Languages: SPANISH Accepting New Patients: Yes Completed Cultural Competency Training: No</td>
</tr>
<tr>
<td>Kaji, Troy, MD</td>
<td>Family Medicine</td>
<td>West County Health Center 13601 San Pablo Ave San Pablo, CA 94806 (800) 495-8885</td>
<td>M, T, W, Th 8 am - 8:45 pm F, Sat 8 am - 5 pm</td>
<td>Accessibility Indicator: B</td>
<td>E</td>
<td>EB</td>
<td>IB</td>
<td>P</td>
<td>R</td>
<td>T Plan Reference Number: 0004043 NPI: 1770652422 CA LIC: G61656 Board Certified: American Board of Family Medicine Accepting New Patients: No Completed Cultural Competency Training: No</td>
</tr>
<tr>
<td>Gordon, Amy, MD</td>
<td>Family Medicine</td>
<td>West County Health Center 13601 San Pablo Ave San Pablo, CA 94806 (800) 495-8885</td>
<td>M, T, W, Th 8 am - 8:45 pm F, Sat 8 am - 5 pm</td>
<td>Accessibility Indicator: B</td>
<td>E</td>
<td>EB</td>
<td>IB</td>
<td>P</td>
<td>R</td>
<td>T Plan Reference Number: 0006880 NPI: 1629357264 CA LIC: A117659 Accepting New Patients: No Completed Cultural Competency Training: No</td>
</tr>
</tbody>
</table>

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### Orengo-McFarlane, Michelle, MD
- **Specialty:** Family Medicine
- **Practice Name:** West County Health Center
- **Address:** 13601 San Pablo Ave, San Pablo, CA 94806
- **Phone:** (800) 495-8885
- **Hours:**
  - M, T, W, Th: 8 am - 8:45 pm
  - F: 8 am - 5 pm
- **Languages:** English, Spanish
- **Board Certified:** American Board of Family Medicine
- **Accepting New Patients:** No
- **Completed Cultural Competency Training:** No

### Pizzo, Anthony, NP
- **Specialty:** Family Medicine
- **Practice Name:** West County Health Center
- **Address:** 13601 San Pablo Ave, San Pablo, CA 94806
- **Phone:** (800) 495-8885
- **Hours:**
  - M, T, W, Th: 8 am - 8:45 pm
  - F: 8 am - 5 pm
- **Accessibility Indicator:** B/E|E|B/P|R|T
- **Plan Reference Number:** 0000788
- **NPI:** 1528135894
- **CA LIC:** NPF6602
- **Board Certified:** American Board of Family Medicine
- **Accepting New Patients:** No
- **Completed Cultural Competency Training:** No

### Pehling, James, MD
- **Specialty:** Family Medicine
- **Practice Name:** West County Health Center
- **Address:** 13601 San Pablo Ave, San Pablo, CA 94806
- **Phone:** (800) 495-8885
- **Hours:**
  - M, T, W, Th: 8 am - 8:45 pm
  - F: 8 am - 5 pm
- **Accessibility Indicator:** B/E|E|B/P|R|T
- **Plan Reference Number:** 0004750
- **NPI:** 1497774160
- **CA LIC:** A108738
- **Board Certified:** American Board of Family Medicine
- **Languages:** Spanish
- **Accepting New Patients:** Yes
- **Completed Cultural Competency Training:** Yes

### Pierson-Brown, Leigh, NP
- **Specialty:** Family Medicine
- **Practice Name:** West County Health Center
- **Address:** 13601 San Pablo Ave, San Pablo, CA 94806
- **Phone:** (800) 495-8885
- **Hours:**
  - M, T, W, Th: 8 am - 8:45 pm
  - F: 8 am - 5 pm
- **Accessibility Indicator:** B/E|E|B/P|R|T
- **Plan Reference Number:** 0002649
- **NPI:** 1336216696
- **CA LIC:** NPF2500
- **Accepting New Patients:** No
- **Completed Cultural Competency Training:** No

### Radhakrishna, Rohan, MD
- **Specialty:** Family Medicine
- **Practice Name:** West County Health Center
- **Address:** 13601 San Pablo Ave, San Pablo, CA 94806
- **Phone:** (800) 495-8885
- **Hours:**
  - M, T, W, Th: 8 am - 8:45 pm
  - F: 8 am - 5 pm
- **Accessibility Indicator:** B/E|E|B/P|R|T
- **Plan Reference Number:** 0000789
- **NPI:** 1881035681
- **CA LIC:** A105935
- **Board Certified:** American Board of Family Medicine
- **Languages:** Spanish
- **Accepting New Patients:** No
- **Completed Cultural Competency Training:** Yes

### Scott, Malaika, MD
- **Specialty:** Family Medicine
- **Practice Name:** West County Health Center
- **Address:** 13601 San Pablo Ave, San Pablo, CA 94806
- **Phone:** (800) 495-8885
- **Hours:**
  - M, T, W, Th: 8 am - 8:45 pm
  - F: 8 am - 5 pm
- **Accessibility Indicator:** B/E|E|B/P|R|T
- **Plan Reference Number:** 0006015
- **NPI:** 1396908125
- **CA LIC:** A104233
- **Board Certified:** American Board of Family Medicine
- **Accepting New Patients:** No
- **Completed Cultural Competency Training:** Yes

### Sheldon, Will, MD
- **Specialty:** Family Medicine
- **Practice Name:** West County Health Center
- **Address:** 13601 San Pablo Ave, San Pablo, CA 94806
- **Phone:** (800) 495-8885
- **Hours:**
  - M, T, W, Th: 8 am - 8:45 pm
  - F: 8 am - 5 pm
- **Accessibility Indicator:** B/E|E|B/P|R|T
- **Plan Reference Number:** 0006310
- **NPI:** 1154568012
- **CA LIC:** A105935
- **Board Certified:** American Board of Family Medicine
- **Accepting New Patients:** No
- **Completed Cultural Competency Training:** Yes

---

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Siegel, Alan, MD  
Family Medicine  
West County Health Center  
13601 San Pablo Ave  
San Pablo, CA 94806  
(800) 495-8885  
Hours:  
M, T, W, Th 8 am - 8:45 pm  
F, Sat 8 am - 5 pm  
Accessibility Indicator: B[E][EB][IB][P][R][T]  
Plan Reference Number: 0003032  
NPI: 1063579860  
CA LIC: A65135  
Board Certified: American Board of Family Medicine  
Languages: SPANISH  
Accepting New Patients: No  
Completed Cultural Competency Training: Yes

Tai, Denice, MD  
Family Medicine  
West County Health Center  
13601 San Pablo Ave  
San Pablo, CA 94806  
(800) 495-8885  
Hours:  
M, T, W, Th 8 am - 8:45 pm  
F, Sat 8 am - 5 pm  
Accessibility Indicator: B[E][EB][IB][P][R][T]  
Plan Reference Number: 0005539  
NPI: 1164603064  
CA LIC: A97952  
Board Certified: American Board of Family Medicine  
Accepting New Patients: No  
Completed Cultural Competency Training: No

Wadle, Dawn, MD  
Family Medicine  
West County Health Center  
13601 San Pablo Ave  
San Pablo, CA 94806  
(800) 495-8885  
Hours:  
M, T, W, Th 8 am - 8:45 pm  
F, Sat 8 am - 5 pm  
Accessibility Indicator: B[E][EB][IB][P][R][T]  
Plan Reference Number: 0000816  
NPI: 1255497459  
CA LIC: G69776  
Board Certified: American Board of Family Medicine  
Accepting New Patients: No  
Completed Cultural Competency Training: Yes

Walls, James, MD  
Family Medicine  
West County Health Center  
13601 San Pablo Ave  
San Pablo, CA 94806  
(800) 495-8885  
Hours:  
M, T, W, Th 8 am - 8:45 pm  
F, Sat 8 am - 5 pm  
Accessibility Indicator: B[E][EB][IB][P][R][T]  
Plan Reference Number: 0004134  
NPI: 1841356037  
CA LIC: A83344  
Board Certified: American Board of Family Medicine  
Accepting New Patients: No  
Completed Cultural Competency Training: No

Warne, Thomas, MD  
Family Medicine  
West County Health Center  
13601 San Pablo Ave  
San Pablo, CA 94806  
(800) 495-8885  
Hours:  
M, T, W, Th 8 am - 8:45 pm  
F, Sat 8 am - 5 pm  
Accessibility Indicator: B[E][EB][IB][P][R][T]  
Plan Reference Number: 0001003  
NPI: 1053380519  
CA LIC: A66461  
Board Certified: American Board of Family Medicine  
Accepting New Patients: Yes  
Completed Cultural Competency Training: No

Weinreich, Don, MD  
Family Medicine  
West County Health Center  
13601 San Pablo Ave  
San Pablo, CA 94806  
(800) 495-8885  
Hours:  
M, T, W, Th 8 am - 8:45 pm  
F, Sat 8 am - 5 pm  
Accessibility Indicator: B[E][EB][IB][P][R][T]  
Plan Reference Number: 0001003  
NPI: 1053380519  
CA LIC: A66461  
Board Certified: American Board of Family Medicine  
Accepting New Patients: Yes  
Completed Cultural Competency Training: No

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Primary Care Providers | Geriatric Medicine
Proveedores de Atención Primaria | Medicina Geriatrica

Contra Costa Regional Medical Center (CCRMC)

CONTRA COSTA

Antioch

Lively, Daniel, MD
Geriatric Medicine
Antioch Health Center
2335 Country Hills Drive
Antioch, CA 94509
(800) 495-8885
Hours:
M-Th 7:45 am - 11:45 am, 12:45 pm - 8:30 pm
F 7:45 am - 11:45 am, 12:45 pm - 4:45 pm
Accessibility Indicator: L|M|E|[E]|B|I|B|P|T
Plan Reference Number: 0000773
NPI: 1801966718
CA LIC: G51791
Board Certified: American Board of Internal Medicine
Accepting New Patients: No
Completed Cultural Competency Training: No

San Pablo

Stromberg, Lynette, MD
Geriatric Medicine
West County Health Center
13601 San Pablo Ave
San Pablo, CA 94806
(800) 495-8885
Hours:
M, T, W, Th 8 am - 8:45 pm
F, Sat 8 am - 5 pm
Accessibility Indicator: B|E|[E]|B|I|B|P|R|T
Plan Reference Number: 0006902
NPI: 1750367462
CA LIC: G57324
Board Certified: American Board of Internal Medicine
Accepting New Patients: No
Completed Cultural Competency Training: No

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| Contra Costa Regional Medical Center (CCRMC) |  |
| --- |  |
| **CONTRA COSTA** |  |
| **Brentwood** |  |
| **Yang, Janet, MD** | Internal Medicine  
Conrad Health Center  
3052 Willow Pass Rd Ste 103  
Concord, CA 94519  
(800) 495-8885  
Hours: M-F 8 am - 5 pm  
Accessibility Indicator: L|ME|EB|R  
Plan Reference Number: 0000735  
NPI: 1386867422  
CA LIC: A40392  
Board Certified: American Board of Internal Medicine  
Accepting New Patients: No  
Completed Cultural Competency Training: No  |
| **Cremin, Daniel, MD** | Internal Medicine  
Concord Health Center  
3052 Willow Pass Rd Ste 103  
Concord, CA 94519  
(800) 495-8885  
Hours: M-F 8 am - 5 pm  
Accessibility Indicator: L|ME|EB|R  
Plan Reference Number: 0000735  
NPI: 1386867422  
CA LIC: A40392  
Board Certified: American Board of Internal Medicine  
Accepting New Patients: No  
Completed Cultural Competency Training: No  |
| **Sreenivasan, Meera, MD** | Internal Medicine  
Concord Health Center  
3052 Willow Pass Rd Ste 103  
Concord, CA 94519  
(800) 495-8885  
Hours: M-F 8 am - 5 pm  
Accessibility Indicator: L|ME|EB|R  
Plan Reference Number: 0013862  
NPI: 1639490816  
CA LIC: C133964  
Board Certified: American Board of Internal Medicine  
Accepting New Patients: No  
Completed Cultural Competency Training: No  |
| **Concord** |  |
| **Bhandari, Vijay, MD** | Internal Medicine  
Conrad Health Center  
3052 Willow Pass Rd Ste 103  
Concord, CA 94519  
(800) 495-8885  
Hours: M-F 8 am - 5 pm  
Accessibility Indicator: L|ME|EB|R  
Plan Reference Number: 0000735  
NPI: 1386867422  
CA LIC: A40392  
Board Certified: American Board of Internal Medicine  
Accepting New Patients: No  
Completed Cultural Competency Training: No  |
| **Pandurangi, Maya, DO** | Internal Medicine  
Concord Health Center  
3052 Willow Pass Rd Ste 103  
Concord, CA 94519  
(800) 495-8885  
Hours: M-F 8 am - 5 pm  
Accessibility Indicator: L|ME|EB|R  
Plan Reference Number: 0015765  
NPI: 1104243211  
CA LIC: 20A14552  
Board Certified: American Board of Internal Medicine  
Accepting New Patients: No  
Completed Cultural Competency Training: No  |
| **Martinez** |  |
| **Chen, Sophia, DO** | Internal Medicine  
Miller Wellness Center  
25 Allen St Ste A  
Martinez, CA 94553  
(800) 495-8885  
Hours: M 1 pm - 5 pm  
Tu 8 am - 12 pm, 1 pm - 5 pm  
W 1 pm - 5 pm  
F 8 am - 12 pm, 1 pm - 5 pm  
Plan Reference Number: 0015668  
NPI: 1225371016  
CA LIC: 20A13633  
Board Certified: American Board of Internal Medicine  
Accepting New Patients: No  
Completed Cultural Competency Training: Yes  |
| **Rhoades, Chelsea, MD** | Internal Medicine  
Concord Health Center  
3052 Willow Pass Rd Ste 103  
Concord, CA 94519  
(800) 495-8885  
Hours: M-F 8 am - 5 pm  
Accessibility Indicator: L|ME|EB|R  
Plan Reference Number: 0015479  
NPI: 1235571019  
CA LIC: A138125  
Board Certified: American Board of Internal Medicine  
Accepting New Patients: No  
Completed Cultural Competency Training: Yes  |

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Peng, Yu-Hung, MD  
Internal Medicine  
Miller Wellness Center  
25 Allen St Ste A  
Martinez, CA 94553  
(800) 495-8885  
**Hours:**  
M 8 am - 12 pm  
Tu 8 am - 5 pm  
W 1 pm - 5 pm  
Th 8 am - 12 pm  
F 8 am - 12 pm  
Plan Reference Number: 0015425  
NPI: 1922298520  
CA LIC: A78615  
Board Certified: American Board of Internal Medicine  
Accepting New Patients: No  
Completed Cultural Competency Training: Yes

Sullivan, Gabriela, MD  
Internal Medicine  
Martinez Health Center  
2500 Alhambra Ave  
Martinez, CA 94553  
(800) 495-8885  
**Hours:**  
M-F 7:45 am - 12 pm, 1 pm - 9 pm  
Sat 9 am - 12 pm, 1 pm - 5 pm  
Accessibility Indicator: L|ME|E|EB|IB|P|T  
Plan Reference Number: 0004804  
NPI: 1275620023  
CA LIC: A77056  
Board Certified: American Board of Internal Medicine  
Languages: SPANISH  
Accepting New Patients: No  
Completed Cultural Competency Training: No

Wille, Mark, MD  
Internal Medicine  
Martinez Health Center  
2500 Alhambra Ave  
Martinez, CA 94553  
(800) 495-8885  
**Hours:**  
M-F 7:45 am - 12 pm, 1 pm - 9 pm  
Sat 9 am - 12 pm, 1 pm - 5 pm  
Accessibility Indicator: L|ME|E|EB|IB|P|T  
Plan Reference Number: 0000114  
NPI: 1205904133  
CA LIC: G25177  
Board Certified: American Board of Internal Medicine  
Accepting New Patients: No  
Completed Cultural Competency Training: No

Pittsburg  
Boly, Lawrence, MD  
Internal Medicine  
Pittsburg Health Center  
2311 Loveridge Rd  
Pittsburg, CA 94565  
(800) 495-8885  
**Hours:**  
M,W 7:45 am - 8:30 pm  
T, Th, F 7:45 am - 4:45 pm  
Sat 7:45 am - 11:45 am, 12:45 pm - 4:45 pm  
Accessibility Indicator: L|ME|E|EB|IB|P|T  
Plan Reference Number: 0009853  
NPI: 1053537852  
CA LIC: G48825  
Board Certified: American Board of Internal Medicine  
Accepting New Patients: No  
Completed Cultural Competency Training: No

Graham, Oliver, MD  
Internal Medicine  
Pittsburg Health Center  
2311 Loveridge Rd  
Pittsburg, CA 94565  
(800) 495-8885  
**Hours:**  
M,W 7:45 am - 8:30 pm  
T, Th, F 7:45 am - 4:45 pm  
Sat 7:45 am - 11:45 am, 12:45 pm - 4:45 pm  
Accessibility Indicator: L|ME|E|EB|IB|P|T  
Plan Reference Number: 0004318  
NPI: 1972705424  
CA LIC: A66957  
Board Certified: American Board of Internal Medicine  
Accepting New Patients: No  
Completed Cultural Competency Training: No

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Primary Care Providers | Internal Medicine
Proveedores de Atención Primaria | Medicina Interna

Wille, Mark, MD
Internal Medicine
Pittsburg Health Center
2311 Loveridge Rd
Pittsburg, CA 94565
(800) 495-8885
Hours:
M, W 7:45 am - 8:30 pm
T, Th, F 7:45 am - 4:45 pm
Sat 7:45 am - 11:45 am, 12:45 pm - 4:45 pm
Accessibility Indicator: L|ME|E|EB|IB|P|T
Plan Reference Number: 0000114
NPI: 1205904133
CA LIC: G25177
Board Certified: American Board of Internal Medicine
Accepting New Patients: No
Completed Cultural Competency Training: No

McCullough, Kalyani, MD
Internal Medicine
West County Health Center
13601 San Pablo Ave
San Pablo, CA 94806
(800) 495-8885
Hours:
M, T, W, Th 8 am - 8:45 pm
F, Sat 8 am - 5 pm
Accessibility Indicator: B|E|EB|IB|P|R|T
Plan Reference Number: 0010794
NPI: 1841525303
CA LIC: A111044
Board Certified: American Board of Internal Medicine
Accepting New Patients: No
Completed Cultural Competency Training: Yes

San Pablo

Levin, Sara, MD
Internal Medicine
West County Health Center
13601 San Pablo Ave
San Pablo, CA 94806
(800) 495-8885
Hours:
M, T, W, Th 8 am - 8:45 pm
F, Sat 8 am - 5 pm
Accessibility Indicator: B|E|EB|IB|P|R|T
Plan Reference Number: 0004995
NPI: 1184707853
CA LIC: A77340
Board Certified: American Board of Internal Medicine
Accepting New Patients: No
Completed Cultural Competency Training: No

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Contra Costa Regional Medical Center (CCRMC)

CONTRA COSTA

Antioch

Agnost, Victoria, MD
Pediatrics
Antioch Health Center
2335 Country Hills Drive
Antioch, CA 94509
(800) 495-8885

Hours:
M-Th 7:45 am - 11:45 am, 12:45 pm - 8:30 pm
F 7:45 am - 11:45 am, 12:45 pm - 4:45 pm
Accessibility Indicator: L|ME|E|EB|IB|P|T
NPI: 1972630804
CA LIC: G71056
Board Certified: American Board of Pediatrics
Languages: SPANISH
Accepting New Patients: No
Completed Cultural Competency Training: Yes

Jamwal, Abhilasha, MD
Pediatrics
Antioch Health Center
2335 Country Hills Drive
Antioch, CA 94509
(800) 495-8885

Hours:
M-Th 7:45 am - 11:45 am, 12:45 pm - 8:30 pm
F 7:45 am - 11:45 am, 12:45 pm - 4:45 pm
Accessibility Indicator: L|ME|E|EB|IB|P|T
NPI: 1558551143
CA LIC: C56052
Board Certified: American Board of Pediatrics
Accepting New Patients: Yes
Completed Cultural Competency Training: No

Brentwood

Duque-Silva, Alexandra, MD
Pediatrics
Brentwood Health Center
171 Sand Creek Rd Ste A
Brentwood, CA 94513
(800) 495-8885

Hours:
M-F 7:30 am - 11:45 am, 12:45 pm - 4:45 pm
M, W 5:15 pm - 8:30 pm
Accessibility Indicator: B|ME|E|EB|IB|P|R|T
Plan Reference Number: 0013121
NPI: 1174758585
CA LIC: A116268
Board Certified: American Board of Pediatrics
Languages: SPANISH
Accepting New Patients: No
Completed Cultural Competency Training: No

Ha, Nikki, NP
Pediatrics
Brentwood Health Center
171 Sand Creek Rd Ste A
Brentwood, CA 94513
(800) 495-8885

Hours:
M-F 7:30 am - 11:45 am, 12:45 pm - 4:45 pm
M, W 5:15 pm - 8:30 pm
Accessibility Indicator: B|ME|E|EB|IB|P|R|T
Plan Reference Number: 0013314
NPI: 1225278138
CA LIC: NPF18682
Accepting New Patients: No
Completed Cultural Competency Training: No

Concord

Joseph, Mary, MD
Pediatrics
Brentwood Health Center
171 Sand Creek Rd Ste A
Brentwood, CA 94513
(800) 495-8885

Hours:
M-F 7:30 am - 11:45 am, 12:45 pm - 4:45 pm
M, W 5:15 pm - 8:30 pm
Accessibility Indicator: B|ME|E|EB|IB|P|R|T
Plan Reference Number: 0015133
NPI: 1285803460
CA LIC: A102706
Board Certified: American Board of Pediatrics
Accepting New Patients: Yes
Completed Cultural Competency Training: No

Kelly, Olga, MD
Pediatrics
Concord Health Center
3052 Willow Pass Rd Ste 103
Concord, CA 94519
(800) 495-8885

Hours:
M-F 8 am - 5 pm
Accessibility Indicator: L|ME|EB|R
Plan Reference Number: 0006328
NPI: 1255403069
CA LIC: C50766
Board Certified: American Board of Pediatrics
Languages: SPANISH
Accepting New Patients: No
Completed Cultural Competency Training: No

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<table>
<thead>
<tr>
<th>Name</th>
<th>Specialty</th>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
<th>Hours</th>
<th>Accessibility Indicator</th>
<th>Plan Reference Number</th>
<th>NPI</th>
<th>CA LIC</th>
<th>Board Certified</th>
<th>Languages</th>
<th>Accepting New Patients</th>
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San Pablo

Ghori, Imtiaz, MD
Pediatrics
West County Health Center
13601 San Pablo Ave
San Pablo, CA 94806
(800) 495-8885
Hours:
M, T, W, Th 8 am - 8:45 pm
F, Sat 8 am - 5 pm
Accessibility Indicator: B|E|EB|IB|P|R|T
Plan Reference Number: 0003097
NPI: 1710055215
CA LIC: A65334
Board Certified: American Board of Pediatrics
Accepting New Patients: Yes
Completed Cultural Competency Training: No

Jett, Margaret, DO
Pediatrics
West County Health Center
13601 San Pablo Ave
San Pablo, CA 94806
(800) 495-8885
Hours:
M, T, W, Th 8 am - 8:45 pm
F, Sat 8 am - 5 pm
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This list of providers is for your information, and current as of 2017-12-15. CCHP does not guarantee that providers are still in the network or accepting new members. Please contact Member Services at 1-877-661-6230 (press 2).

Esta lista de Proveedores de Atención Primaria (PCP) es para su información y entra en vigencia a partir del 2017-12-15. CCHP no garantiza que los Proveedores continúen en la lista o aceptando nuevos miembros. Por favor comuníquese con el Departamento de Servicios a Miembros al 1-877-661-6230 (oprima 2).
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### Primary Care Providers | Family Medicine
### Proveedores de Atención Primaria | Medicina Familiar

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<td>Languages: VIETNAMESE</td>
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<td>Completed Cultural Competency Training: No</td>
</tr>
<tr>
<td><strong>Vu, Cuong, MD</strong></td>
<td>Family Medicine</td>
<td>Cuong Vu MD 412 8th St Ste B Oakland, CA 94607</td>
<td>(510) 452-4690</td>
<td>M 9:30 am - 5:30 pm</td>
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<td>Tu 9:30 am - 5:30 pm</td>
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<td>Completed Cultural Competency Training: No</td>
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</tbody>
</table>

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<table>
<thead>
<tr>
<th>Name</th>
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<th>Accepting New Patients</th>
<th>Completed Cultural Competency Training</th>
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</table>
| Williams, Danielle, MD | Family Medicine | Roots Community Health Center  
2700 International Blvd Ste 11  
Oakland, CA 94601  
(510) 533-1248 |               | M 9 am - 6 pm  
Tu 9 am - 5 pm  
W 9 am - 6 pm  
Th 9 am - 5 pm  
F 9 am - 6 pm |                         | 0015861               | 1821404344 | A140388 | American Board of Family Medicine | Yes                  | No                                      |
| Piedmont           | Valverde-Salas, Vicky, MD | Piedmont Primary Care  
1345 Grand Ave Ste 103  
Piedmont, CA 94610  
(510) 428-4900 |               | M 9 am - 5:30 pm  
Tu 10:30 am - 7 pm  
W 9 am - 5:30 pm  
Th 9 am - 5:30 pm  
F 9 am - 5:30 pm  
Sat 9 am - 4 pm |                         | 0007269               | 1669551883 | G54090 | SPANISH                    | No                     | No                                     |
| Kallem, Priyanka, MD | Family Medicine | Axis Community Health  
5925 Las Positas Blvd. Ste 100  
Pleasanton, CA 94588  
(925) 462-1755 |               | M 8:30 am - 4:30 pm  
W 8:30 am - 4:30 pm  
Th 8:30 am - 4:30 pm  
Sat 9 am - 1 pm |                         | 0015558               | 1417114067 | A106553 |                          | No                                    | No                                     |
| Lay, Cho Cho, MD    | Family Medicine | Axis Community Health  
5925 Las Positas Blvd. Ste 100  
Pleasanton, CA 94588  
(925) 462-1755 |               | M 8:15 am - 5 pm  
W 8:15 am - 5 pm  
F 8:15 am - 5 pm |                         | 0015554               | 1982681524 | A88327 |                          | No                                    | No                                     |
| Moghaddam, Amennah, NP | Family Medicine | Axis Community Health  
4361 Railroad Ave  
Pleasanton, CA 94566  
(925) 462-1755 |               | Sat 8:30 am - 1 pm |                         | 0011550               | 1285046557 | NPF950004 | PERSIAN|SPANISH             | No                                    | Yes                                   |

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Perumal, Deepa, MD  
Family Medicine  
Axis Community Health  
5925 Las Positas Blvd. Ste 100  
Pleasanton, CA 94588  
(925) 462-1755  
Hours:  
M 8 am - 5 pm  
Tu 8 am - 5 pm  
W 12 pm - 9 pm  
Th 8 am - 5 pm  
F 8 am - 5 pm  
Sat 12 pm - 9 pm  
Plan Reference Number: 0014464  
NPI: 1972732931  
CA LIC: A133102  
Board Certified: American Board of Family Medicine  
Accepting New Patients: No  
Completed Cultural Competency Training: No

Zafer, Sadaf, MD  
Family Medicine  
Axis Community Health  
5925 Las Positas Blvd. Ste 100  
Pleasanton, CA 94588  
(925) 462-1755  
Hours:  
M 8 am - 3 pm  
Tu 8 am - 3 pm  
W 8 am - 3 pm  
Th 8 am - 12 pm  
F 8 am - 3 pm  
Plan Reference Number: 0014465  
NPI: 1821295882  
CA LIC: A124985  
Board Certified: American Board of Family Medicine  
Accepting New Patients: Yes  
Completed Cultural Competency Training: No

Khonsari, Hamidreza, MD  
Family Medicine  
BASS - Full Care Medical Group  
3903 Lone Tree Way Ste 104  
Antioch, CA 94509  
(925) 755-1255  
Hours:  
M-F 7 am - 6:30 pm  
Accessibility Indicator: L|E|EB|IB|P  
Plan Reference Number: 0015834  
NPI: 1306874714  
CA LIC: A48607  
Languages: PERSIAN|SPANISH  
Accepting New Patients: No  
Completed Cultural Competency Training: No

Shrestha, Swechha, NP  
Family Medicine  
Axis Community Health  
5925 Las Positas Blvd. Ste 100  
Pleasanton, CA 94588  
(925) 462-1755  
Hours:  
M-F 8:15 am - 5 pm  
Plan Reference Number: 0015583  
NPI: 1356772941  
CA LIC: NPF23167  
Accepting New Patients: Yes  
Completed Cultural Competency Training: No

Moultrie, Jasmin, NP  
Family Medicine  
Brighter Beginnings Family Health Clinic  
2213 Buchanan Rd Ste 103  
Antioch, CA 94509  
(925) 303-4780  
Hours:  
M 8 am - 5 pm  
Tu 8 am - 5 pm  
W 8 am - 5 pm  
Th 8 am - 5 pm  
Accessibility Indicator: L|E|EB|IB|P  
Plan Reference Number: 0014621  
NPI: 1295272565  
CA LIC: NPF950059  
Languages: SPANISH  
Accepting New Patients: Yes  
Completed Cultural Competency Training: No

CONTRA COSTA

Duke, Florentina, NP  
Family Medicine  
BASS - Full Care Medical Group  
3903 Lone Tree Way Ste 104  
Antioch, CA 94509  
(925) 755-1255  
Hours:  
M 7:30 am - 5:30 pm  
Tu 7:30 am - 5:30 pm  
W 7:30 am - 5:30 pm  
Th 7:30 am - 11:30 am  
Accessibility Indicator: L|E|EB|IB|P  
Plan Reference Number: 0014621  
NPI: 1356772941  
CA LIC: NPF23167  
Accepting New Patients: No  
Completed Cultural Competency Training: No

Navolanic, Peter, MD  
Family Medicine  
Brighter Beginnings Family Health Clinic  
2213 Buchanan Rd Ste 103  
Antioch, CA 94509  
(925) 303-4780  
Hours:  
M-F 8:30 am - 5 pm  
Accessibility Indicator: L|E|EB|IB|P  
Plan Reference Number: 0014530  
NPI: 1427121896  
CA LIC: G25971  
Languages: SPANISH  
Accepting New Patients: No  
Completed Cultural Competency Training: No

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<tr>
<td>Wright, Lisa, NP</td>
<td>Family Medicine</td>
<td>Brighter Beginnings Family Health Clinic</td>
<td>2213 Buchanan Rd Ste 103, Antioch, CA 94509</td>
<td>(925) 303-4780</td>
<td>Th 8:30 am - 5 pm, F 8:30 am - 5 pm</td>
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<tr>
<td>Honbo, Brian, MD</td>
<td>Family Medicine</td>
<td>John Muir Physician Network</td>
<td>2700 Grant St Ste 200, Concord, CA 94520</td>
<td>(925) 677-0515</td>
<td>M 8:30 am - 5 pm, Tu 8:30 am - 5 pm, W 8:30 am - 5 pm, Th 8:30 am - 5 pm</td>
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<tr>
<td>Loeliger, Scott, MD</td>
<td>Family Medicine</td>
<td>La Clinica De La Raza</td>
<td>2000 Sierra Rd, Concord, CA 94518</td>
<td>(925) 363-2000</td>
<td>M 8:15 am - 8:30 pm, Tu 8:15 am - 8:30 pm, W 8:15 am - 6:30 pm, Th 8:15 am - 5:30 pm, F 8:15 am - 5:30 pm, Sat 8:15 am - 5 pm</td>
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<td>Brentwood</td>
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<td>Elyasi, Siamak, MD</td>
<td>Family Medicine</td>
<td>Springhill Medical Group</td>
<td>2400 Balfour Rd Ste 306, Brentwood, CA 94513</td>
<td>(925) 634-0425</td>
<td>M-F 8:30 am - 5:30 pm, Accessibility Indicator: B</td>
</tr>
<tr>
<td>Khan, Farhat, MD</td>
<td>Family Medicine</td>
<td>La Clinica De La Raza</td>
<td>2000 Sierra Rd, Concord, CA 94518</td>
<td>(925) 363-2000</td>
<td>M 8:15 am - 8:30 pm, Tu 8:15 am - 8:30 pm, W 8:15 am - 6:30 pm, Th 8:15 am - 5:30 pm, F 8:15 am - 5:30 pm</td>
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<tr>
<td>Mbadike-Obiora, Maureen</td>
<td>Family Medicine</td>
<td>BASS - Maureen Mbadike-Obiora MD</td>
<td>2415 High School Ave Ste 300, Concord, CA 94520</td>
<td>(925) 685-8894</td>
<td>M-F 9 am - 5 pm</td>
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### Morales, Katie, NP
**Family Medicine**
La Clinica De La Raza
2000 Sierra Rd
Concord, CA 94518
(925) 363-2000

**Hours:**
- M 12 pm - 8:30 pm
- Tu 8:30 am - 5:30 pm
- W 8:30 am - 5:30 pm
- Th 8:30 am - 5:30 pm
- F 8:30 am - 5:30 pm

**Accessibility Indicator:** L|E|EB|IB|R
**Plan Reference Number:** 0014219
**NPI:** 1518337948
**CA LIC:** 95003164
**Languages:** SPANISH|ENGLISH
**Accepting New Patients:** No
**Completed Cultural Competency Training:** Yes

### Ospina, Esperanza, PA
**Family Medicine**
La Clinica De La Raza
2000 Sierra Rd
Concord, CA 94518
(925) 363-2000

**Hours:**
- M 8:30 am - 8 pm
- Tu 8:30 am - 8 pm
- W 8:30 am - 5:30 pm
- Th 8:30 am - 5:30 pm
- F 8:30 am - 5:30 pm
- Sat 8:30 am - 5 pm

**Accessibility Indicator:** L|E|EB|IB|R
**Plan Reference Number:** 0006171
**NPI:** 1518337948
**CA LIC:** 95003164
**Languages:** SPANISH
**Accepting New Patients:** No
**Completed Cultural Competency Training:** Yes

### Ngadon, Tenzin, NP
**Family Medicine**
La Clinica De La Raza
2000 Sierra Rd
Concord, CA 94518
(925) 363-2000

**Hours:**
- M 8:30 am - 7:30 pm
- Tu 8:30 am - 7:30 pm
- W 8:30 am - 7:30 pm
- F 8:30 am - 5:30 pm

**Accessibility Indicator:** L|E|EB|IB|R
**Plan Reference Number:** 0015626
**NPI:** 1912324757
**CA LIC:** 95003164
**Languages:** SPANISH|ENGLISH
**Accepting New Patients:** Yes
**Completed Cultural Competency Training:** No

### Quinones, Lisa, MD
**Family Medicine**
John Muir Physician Network
2700 Grant St Ste 200
Concord, CA 94520
(925) 677-0515

**Hours:**
- M-F 9 am - 5 pm

**Accessibility Indicator:** L|E|EB|IB|R
**Plan Reference Number:** 0005542
**NPI:** 1124210323
**CA LIC:** 95003164
**Board Certified:** American Board of Family Medicine
**Accepting New Patients:** No
**Completed Cultural Competency Training:** Yes

### Raumer, Sheila, MD
**Family Medicine**
La Clinica De La Raza
2000 Sierra Rd
Concord, CA 94518
(925) 363-2000

**Hours:**
- M 8:15 am - 8:30 pm
- Tu 8:15 am - 8:30 pm
- W 8:15 am - 8:30 pm
- Th 8:15 am - 5:30 pm
- F 8:15 am - 5:30 pm
- Sat 8:15 am - 5 pm

**Accessibility Indicator:** L|E|EB|IB|R
**Plan Reference Number:** 0001360
**NPI:** 1477530988
**CA LIC:** 95003164
**Languages:** SPANISH|ENGLISH
**Accepting New Patients:** Yes
**Completed Cultural Competency Training:** Yes

### Rostai, Aklil, PA
**Family Medicine**
La Clinica De La Raza
2000 Sierra Rd
Concord, CA 94518
(925) 363-2000

**Hours:**
- M 8:30 am - 5:30 pm
- Tu 8:30 am - 5:30 pm
- W 8:30 am - 5:30 pm
- Th 8:30 am - 5:30 pm
- F 8 am - 4 pm

**Accessibility Indicator:** L|E|EB|IB|R
**Plan Reference Number:** 0015586
**NPI:** 1174823454
**CA LIC:** 95003164
**Languages:** SPANISH
**Accepting New Patients:** No
**Completed Cultural Competency Training:** Yes

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Sadoff, Benjamin, MD  
Family Medicine  
John Muir Physician Network  
2700 Grant St Ste 200  
Concord, CA 94520  
(925) 677-0515  

Hours:
M-F 9 am - 5 pm  
Accessibility Indicator: L|ME|E|EB|P|T  
Plan Reference Number: 0006942  
NPI: 1720003163  
CA LIC: A75660  
Board Certified: American Board of  
Family Medicine  
Accepting New Patients: No  
Completed Cultural Competency Training: No  

Kim, Edward, MD  
Family Medicine  
La Clinica De La Raza  
2021 Main St.  
Oakley, CA 94561  
(925) 776-8200  

Hours:
M-F 8:30 am - 5:30 pm  
Accessibility Indicator: L|E|EB|IB|P  
Plan Reference Number: 0015876  
NPI: 1124342977  
CA LIC: A126368  
Board Certified: American Board of  
Family Medicine  
Accepting New Patients: Yes  
Completed Cultural Competency Training: Yes  

Wong, Griselda, PA  
Family Medicine  
La Clinica De La Raza  
2000 Sierra Rd  
Concord, CA 94518  
(925) 363-2000  

Hours:
M-F 8:30 am - 5:30 pm  
Accessibility Indicator: L|E|EB|IB|R  
Plan Reference Number: 0011494  
NPI: 1629154224  
CA LIC: PA18453  
Languages: SPANISH  
Accepting New Patients: No  
Completed Cultural Competency Training: No  

Oakley  

Curbelo, Gustavo, MD  
Family Medicine  
La Clinica De La Raza  
2021 Main St.  
Oakley, CA 94561  
(925) 776-8200  

Hours:
M-F 8:30 am - 5:30 pm  
Accessibility Indicator: L|E|EB|IB|P  
Plan Reference Number: 0006271  
NPI: 1629298153  
CA LIC: A98595  
Languages: SPANISH  
Accepting New Patients: No  
Completed Cultural Competency Training: Yes  

Kim, Edward, MD  
Family Medicine  
La Clinica De La Raza  
2021 Main St.  
Oakley, CA 94561  
(925) 776-8200  

Hours:
M-F 8:30 am - 5:30 pm  
Accessibility Indicator: L|E|EB|IB|P  
Plan Reference Number: 0015876  
NPI: 1124342977  
CA LIC: A126368  
Board Certified: American Board of  
Family Medicine  
Accepting New Patients: Yes  
Completed Cultural Competency Training: Yes  

Yastro, Kalynn, NP  
Family Medicine  
La Clinica De La Raza  
2021 Main St.  
Oakley, CA 94561  
(925) 776-8200  

Hours:
M-F 8:30 am - 5:30 pm  
Accessibility Indicator: L|E|EB|IB|R  
Plan Reference Number: 0014901  
NPI: 1043766678  
CA LIC: NPF950049  
Accepting New Patients: Yes  
Completed Cultural Competency Training: Yes  

Stephens, Claudell, MD  
Family Medicine  
Healthy Living Clinic  
1063 San Pablo Ave # B  
Pinole, CA 94564  
(510) 964-9275  

Hours:
M-F 5 pm - 9 pm  
Accessibility Indicator: L|E|EB|IB|R  
Plan Reference Number: 0003354  
NPI: 1437240850  
CA LIC: G34895  
Board Certified: American Board of  
Family Medicine  
Accepting New Patients: No  
Completed Cultural Competency Training: No  

Wadhwa, Gurinder, DO  
Family Medicine  
LifeLong Medical Care  
806 San Pablo Ave Ste 1  
Pinole, CA 94564  
(510) 981-3255  

Hours:
M 9 am - 12:30 pm, 1:30 pm - 4 pm  
Tu 9 am - 12:30 pm, 1:30 pm - 4 pm  
W 9 am - 12:30 pm, 1:30 pm - 4 pm  
Th 12:30 pm - 6:30 pm  
F 9 am - 12:30 pm, 1:30 pm - 4 pm  
Accessibility Indicator: L|ME|E|EB|IB|P|T  
Plan Reference Number: 0010922  
NPI: 1437161346  
CA LIC: 20A9566  
Board Certified: American Osteopathic  
Board of Family Physicians  
Accepting New Patients: Yes  
Completed Cultural Competency Training: Yes  

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### Primary Care Providers | Family Medicine

**Proveedores de Atención Primaria | Medicina Familiar**

<table>
<thead>
<tr>
<th>Name</th>
<th>Specialty</th>
<th>Clinic Details</th>
<th>Phone Number</th>
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<th>NPI</th>
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<th>Board Certified</th>
<th>Languages</th>
<th>Accepting New Patients</th>
<th>Completed Cultural Competency Training</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Banks, Norman, MD</strong></td>
<td>Family Medicine</td>
<td>LifeLong Medical Care, 1030 Nevin Ave</td>
<td>(510) 215-5001</td>
<td>M 8:30 am - 8 pm, Tu 8:30 am - 8 pm, W 8:30 am - 8 pm, Th 8:30 am - 8 pm, F 8:30 am - 5 pm</td>
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<tr>
<td><strong>Eaglin, Olga, PA</strong></td>
<td>Family Medicine</td>
<td>LifeLong Medical Care, 1030 Nevin Ave</td>
<td>(510) 215-5001</td>
<td>M 7 am - 5 pm, Tu 7 am - 5 pm, W 7 am - 5 pm, Th 7 am - 5 pm, F 8:30 am - 5 pm</td>
<td>L</td>
<td>E</td>
<td>EB</td>
<td>IB</td>
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<td>0004285</td>
<td>1457480410</td>
<td>CA LIC: PA13833</td>
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<tr>
<td><strong>Rene, Paterson, PA</strong></td>
<td>Family Medicine</td>
<td>LifeLong Medical Care, 2600 MacDonald Ave</td>
<td>(510) 981-4100</td>
<td>M 8:30 am - 3:45 pm, W 8:30 am - 3:45 pm, Th 8:30 am - 3:45 pm</td>
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### Primary Care Providers | Family Medicine
#### Proveedores de Atención Primaria | Medicina Familiar

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<td>John C. Yu MD</td>
<td>2089 Vale Rd Ste 20 San Pablo, CA 94806</td>
<td>(510) 234-1194</td>
<td>M 9 am - 5 pm, Tu 9 am - 5 pm, W 9 am - 5 pm, Th 9 am - 12 pm, F 9 am - 5 pm</td>
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<td>John Muir Physician Network</td>
<td>1450 Treat Blvd Ste 320 Walnut Creek, CA 94597</td>
<td>(925) 296-9880</td>
<td>M 8 am - 12 pm, Tu 8 am - 12 pm, W 1 pm - 5 pm, F 8 am - 12 pm</td>
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<tr>
<td><strong>Maheshwari, Rajesh, MD</strong></td>
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<td>(925) 361-5959</td>
<td>M-F 8:30 am - 7:30 pm</td>
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<td>(925) 935-5425</td>
<td>M-F 9 am - 6 pm, Sat 10 am - 3 pm</td>
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<td>(925) 943-5757</td>
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### Livermore

**Ayyala, Sreedevi, MD**  
Internal Medicine  
Axis Community Health  
3311 Pacific Ave  
Livermore, CA 94550  
(925) 462-1755  

<table>
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**Hu, Rebecca, PA**  
Internal Medicine  
LifeLong Medical Care  
616 16th St  
Oakland, CA 94612  
(510) 981-4100  

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### Oakland

**Ferguson, Susan, MD**  
Internal Medicine  
LifeLong Medical Care  
616 16th St  
Oakland, CA 94612  
(510) 981-4100  

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**Nelson, Lisa, NP**  
Internal Medicine  
East Bay AIDS Center  
3100 Summit St 2nd Flr  
Oakland, CA 94609  
(510) 869-8400  

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**Umeh, Christiana, NP**  
Internal Medicine  
Roots Community Health Center  
9925 International Blvd #5  
Oakland, CA 94603  
(510) 777-1177  

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### Pleasanton

**Barua, Upama, MD**  
Internal Medicine  
Axis Community Health  
5925 Las Positas Blvd Ste 100  
Pleasanton, CA 94588  
(925) 462-1755  

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**Chen, Xiaochuan, MD**  
Internal Medicine  
Xiaochuan Chen MD  
5776 Stoneridge Mall Rd Ste 230  
Pleasanton, CA 94588  
(510) 403-1699  

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Primary Care Providers | Internal Medicine
Proveedores de Atención Primaria | Medicina Interna

Garg, Anuja, MD
Internal Medicine
Axis Community Health
5925 Las Positas Blvd. Ste 100
Pleasanton, CA 94588
(925) 462-1755
Hours:
M 8:15 am - 5 pm
Tu 8:15 am - 5 pm
W 8:15 am - 5 pm
Th 8:15 am - 5 pm
F 8 am - 12 pm
Plan Reference Number: 0015556
NPI: 1841466471
CA LIC: A108416
Board Certified: American Board of Internal Medicine
Accepting New Patients: Yes
Completed Cultural Competency Training: No

Quismorio, William, MD
Internal Medicine
BAART Community Healthcare
3707 Sunset Ln
Antioch, CA 94509
(925) 522-0124
Hours:
M 6 am - 2 pm
Tu 6 am - 1 pm
W 6 am - 2 pm
Th 6 am - 2 pm
F 6 am - 2 pm
Accessibility Indicator: L|EB|IB
Plan Reference Number: 0005490
NPI: 1326052572
CA LIC: A41861
Languages: ILOCANO|TAGALOG|BULGARIAN
Accepting New Patients: No
Completed Cultural Competency Training: Yes

CONTRA COSTA
Antioch

Enrique, Louis, MD
Internal Medicine
Bay Area Surgical Specialists Inc.
3432 Hillcrest Ave Ste 150
Antioch, CA 94531
(925) 754-6611
Hours:
M-F 8:30 am - 5 pm
Sat 8 am - 1 pm
Plan Reference Number: 0015576
NPI: 1003140153
CA LIC: A139031
Board Certified: American Board of Internal Medicine
Accepting New Patients: Yes
Completed Cultural Competency Training:

Yang, Xiao, MD
Internal Medicine
Enlight Consulting Co
3737 Lone Tree Way Ste E
Antioch, CA 94509
(925) 301-8487
Hours:
M 1 pm - 5 pm
Tu 1 pm - 5 pm
W 10 am - 12 pm, 1 pm - 5 pm
Th 1 pm - 5 pm
F 10 am - 12 pm, 1 pm - 5 pm
Accessibility Indicator: L|P
Plan Reference Number: 0013647
NPI: 1548220304
CA LIC: A94954
Board Certified: American Board of Internal Medicine
Languages: CHINESE
Accepting New Patients: No
Completed Cultural Competency Training:

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**Brentwood**

**Bell, Milenna, PA**  
**Internal Medicine**  
**BASS - Diablo Valley Specialists in Internal Medicine**  
100 Cortona Way Ste 160  
Brentwood, CA 94513  
(925) 687-6111  
**Hours:**  
M 9 am - 5 pm  
W 9 am - 5 pm  
Th 9 am - 5 pm  
**Accessibility Indicator:** L|E|B|P  
**Plan Reference Number:** 0007699  
**NPI:** 1659551877  
**CA LIC:** PA19366  
**Accepting New Patients:** Yes  
**Completed Cultural Competency Training:** No

**Kassels, Michael, DO**  
**Internal Medicine**  
**BASS - Diablo Valley Specialists in Internal Medicine**  
2400 Balfour Rd Ste 300  
Brentwood, CA 94513  
(925) 687-6111  
**Hours:**  
M 9 am - 5 pm  
Tu 9 am - 6 pm  
W 9 am - 5 pm  
Th 9 am - 5 pm  
F 9 am - 2 pm  
**Accessibility Indicator:** L|E|B|P  
**Plan Reference Number:** 0002925  
**NPI:** 1245348655  
**CA LIC:** 20A5953  
**Accepting New Patients:** Yes  
**Completed Cultural Competency Training:** Yes

**Del Rio, Gerald, MD**  
**Internal Medicine**  
**Springhill Medical Group**  
2400 Balfour Rd Ste 306  
Brentwood, CA 94513  
(925) 634-0425  
**Hours:**  
W 8:30 am - 5 pm  
F 8:30 am - 5 pm  
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**Plan Reference Number:** 0006998  
**NPI:** 1568417889  
**CA LIC:** G32797  
**Languages:** SPANISH  
**Accepting New Patients:** No  
**Completed Cultural Competency Training:** Yes

**Gallo, John, DO**  
**Internal Medicine**  
**Springhill Medical Group**  
2400 Balfour Rd Ste 306  
Brentwood, CA 94513  
(925) 634-0425  
**Hours:**  
M-F 8:30 am - 5:30 pm  
**Accessibility Indicator:** B|E|B|P|R  
**Plan Reference Number:** 0012044  
**NPI:** 1558446229  
**CA LIC:** 20A7460  
**Board Certified:** American Board of Internal Medicine  
**Languages:** RUSSIAN|SPANISH  
**Accepting New Patients:** Yes  
**Completed Cultural Competency Training:** No

**Concord**

**Arias Vera, Jose, MD**  
**Internal Medicine**  
**Jose Arias-Vera MD**  
2211 East St  
Concord, CA 94520  
(925) 603-1363  
**Hours:**  
M-F 8:30 am - 5:30 pm  
**Accessibility Indicator:** L|E  
**Plan Reference Number:** 0010958  
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**CA LIC:** C55350  
**Board Certified:** American Board of Internal Medicine  
**Languages:** SPANISH  
**Accepting New Patients:** No  
**Completed Cultural Competency Training:** No

**Kolomey, Irina, DO**  
**Internal Medicine**  
**Springhill Medical Group**  
2400 Balfour Rd Ste 306  
Brentwood, CA 94513  
(925) 634-0425  
**Hours:**  
M 8 am - 5 pm  
F 8 am - 5 pm  
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**Languages:** RUSSIAN|SPANISH  
**Accepting New Patients:** Yes  
**Completed Cultural Competency Training:** No

**Zhang, Wengang, MD**  
**Internal Medicine**  
**Springhill Medical Group**  
2400 Balfour Rd Ste 306  
Brentwood, CA 94513  
(925) 634-0425  
**Hours:**  
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<td>(925) 687-6111</td>
<td>M 9 am - 5 pm Tu 9 am - 6 pm W 9 am - 5 pm Th 9 am - 5 pm F 9 am - 12 pm</td>
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<td>M 8:30 am - 8:30 pm Tu 8:30 am - 8:30 pm W 8:30 am - 6:30 pm Th 8:30 am - 5:30 pm F 8:30 am - 5:30 pm Sat 8:30 am - 5 pm</td>
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<td>M-F 5 pm - 9 pm</td>
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<td>2240 Gladstone Dr Ste 4</td>
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### Richmond

**Zhang, Wengang, MD**  
Internal Medicine  
Springhill Medical Group  
2220 Gladstone Dr. Ste. 3  
Pittsburg, CA 94565  
(925) 452-3318  
**Hours:**  
M 9 am - 5 pm  
W 9 am - 5 pm  
Th 9 am - 5 pm  
F 9 am - 5 pm  
**Accessibility Indicator:** L|E|P  
**Plan Reference Number:** 0007194  
**NPI:** 1063451243  
**CA LIC:** A65147  
**Board Certified:** American Board of Internal Medicine  
**Languages:** CHINESE|SPANISH  
**Accepting New Patients:** No  
**Completed Cultural Competency Training:** No

**Jackson, George, MD**  
Internal Medicine  
LifeLong Medical Care  
1030 Nevin Ave  
Richmond, CA 94801  
(510) 215-5001  
**Hours:**  
M-F 7 am - 5 pm  
**Accessibility Indicator:** L|E|B|I|B/T  
**Plan Reference Number:** 0015394  
**NPI:** 1770517666  
**CA LIC:** G39327  
**Board Certified:** American Board of Internal Medicine  
**Accepting New Patients:** Yes  
**Completed Cultural Competency Training:** No

**Richmond**

**Carter, Brazell, MD**  
Internal Medicine  
LifeLong Medical Care  
2600 MacDonald Ave. Suite B  
Richmond, CA 94804  
(510) 981-4100  
**Hours:**  
M 9 am - 5 pm  
Tu 9 am - 5 pm  
W 9 am - 5 pm  
Th 9 am - 5 pm  
**Accessibility Indicator:** L|E|B|I|B  
**Plan Reference Number:** 0006993  
**NPI:** 1578736328  
**CA LIC:** A30396  
**Board Certified:** American Board of Internal Medicine  
**Accepting New Patients:** No  
**Completed Cultural Competency Training:** No

**Jones, Sharon, MD**  
Internal Medicine  
Sharon J Jones MD  
2970 Hilltop Mall Rd #300  
Richmond, CA 94806  
(510) 233-1990  
**Hours:**  
M-F 7 am - 5 pm  
**Accessibility Indicator:** L|E|B|I|B  
**Plan Reference Number:** 0015750  
**NPI:** 1962767780  
**CA LIC:** NPF950058  
**Accepting New Patients:** Yes  
**Completed Cultural Competency Training:** No

**Kolovos, Valorie, NP**  
Internal Medicine  
LifeLong Medical Care  
2600 MacDonald Ave. Suite B  
Richmond, CA 94804  
(510) 981-4100  
**Hours:**  
M 7:30 am - 5 pm  
Tu 7:30 am - 5 pm  
W 7:30 am - 5 pm  
Th 7:30 am - 5 pm  
F 8:30 am - 5 pm  
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**Plan Reference Number:** 0015750  
**NPI:** 1962767780  
**CA LIC:** NPF950064  
**Accepting New Patients:** Yes  
**Completed Cultural Competency Training:** No

**Moore, Kyle, MD**  
Internal Medicine  
BAART Community Healthcare  
1313 Cutting Blvd  
Richmond, CA 94804  
(510) 232-0874  
**Hours:**  
M-F 8 am - 1:30 pm  
**Accessibility Indicator:** L|E|B|I|B  
**Plan Reference Number:** 0001895  
**NPI:** 1568580321  
**CA LIC:** A43351  
**Accepting New Patients:** No  
**Completed Cultural Competency Training:** No

**Tostenson, Lisa, NP**  
Internal Medicine  
LifeLong Medical Care  
1030 Nevin Ave  
Richmond, CA 94801  
(510) 215-5001  
**Hours:**  
M 9 am - 4:30 pm  
Tu 9 am - 4:30 pm  
W 9 am - 4:30 pm  
Th 9 am - 4:30 pm  
**Accessibility Indicator:** L|E|B|I|B  
**Plan Reference Number:** 0015417  
**NPI:** 1043750128  
**CA LIC:** NPF950058  
**Accepting New Patients:** Yes  
**Completed Cultural Competency Training:** No

**San Pablo**

**Bottomley, Sarah, NP**  
Internal Medicine  
LifeLong Medical Care  
2023 Vale Rd Ste 207  
San Pablo, CA 94806  
(510) 215-9092  
**Hours:**  
M-F 8:30 am - 5:30 pm  
**Accessibility Indicator:** L|E|B|I|B  
**Plan Reference Number:** 0014858  
**NPI:** 1003369471  
**CA LIC:** NPF950047  
**Languages:** SPANISH  
**Accepting New Patients:** No  
**Completed Cultural Competency Training:** No
### Primary Care Providers | Internal Medicine
### Proveedores de Atención Primaria | Medicina Interna

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<td>William W. Chen MD Medical Clinic</td>
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<td>Lyudmila Beyzer MD</td>
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<td>San Pablo, CA 94806</td>
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<td>110 La Casa Via Ste 210</td>
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<td>(510) 235-9247</td>
<td>San Ramon, CA 94583</td>
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Meza, Angelica, PA  
Internal Medicine  
BASS - Walnut Creek Urgent Medical Care (PCP SERVICES ONLY)  
108 La Casa Via #100  
Walnut Creek, CA 94598  
(925) 930-9120  
Hours:  
M 1:30 pm - 7 pm  
Tu 4:30 pm - 7 pm  
W 8 am - 1:30 pm  
Th 9 am - 7 pm  
F 1:30 pm - 7 pm  
Sat 9 am - 2 pm  
Accessibility Indicator: L|E|EB|IB  
Plan Reference Number: 0014432  
NPI: 1386687945  
CA LIC: PA17033  
Languages: SPANISH  
Accepting New Patients: No  
Completed Cultural Competency Training: No  

Veale, Megan, PA  
Internal Medicine  
BASS - Walnut Creek Urgent Medical Care (PCP SERVICES ONLY)  
108 La Casa Via #100  
Walnut Creek, CA 94598  
(925) 930-9120  
Hours:  
M 8 am - 1:30 pm  
Tu 8 am - 4:30 pm  
W 1:30 pm - 7 pm  
Th 8 am - 4 pm  
F 8 am - 1:30 pm  
Sat 9 am - 2 pm  
Accessibility Indicator: L|E|EB|IB  
Plan Reference Number: 0014433  
NPI: 1922477330  
CA LIC: PA52687  
Accepting New Patients: No  
Completed Cultural Competency Training: No
### Community Provider Network (CPN)

**ALAMEDA**

#### Berkeley

**Omotoso, Omoniyi, MD**
- Pediatrics
- LifeLong Medical Care
- 3075 Adeline St Ste 280
- Berkeley, CA 94703
- (510) 981-4100
- Hours:
  - M-F 9 am - 5 pm
- Accessibility Indicator: B|E|IB|PR|T
- Plan Reference Number: 0010184
- NPI: 1871875344
- CA LIC: A94033
- Board Certified: American Board of Pediatrics
- Languages: YORUBA
- Accepting New Patients: No
- Completed Cultural Competency Training: Yes

### Livermore

**Lavelle, Laura, NP**
- Pediatrics
- Axis Community Health
- 3311 Pacific Ave
- Livermore, CA 94550
- (925) 462-1755
- Hours:
  - M 8:15 am - 5 pm
  - Tu 8:15 am - 5 pm
  - W 8:15 am - 5 pm
- Accessibility Indicator: L|E|IB|P
- Plan Reference Number: 0001811
- NPI: 1497702138
- CA LIC: NPF8317
- Accepting New Patients: Yes
- Completed Cultural Competency Training: No

**Gee, Doris, PA**
- Pediatrics
- Comprehensive Allergy Services
- 2940 Summit St 1st Fl
- Oakland, CA 94609
- (510) 834-4897
- Hours:
  - M-F 9 am - 5 pm
- Accessibility Indicator: L|E|IB|P
- Plan Reference Number: 0003143
- NPI: 1801839535
- CA LIC: PA10548
- Languages: CHINESE
- Accepting New Patients: No
- Completed Cultural Competency Training: No

**LeNoir, Denise, NP**
- Pediatrics
- Comprehensive Allergy Services
- 2940 Summit St 1st Fl
- Oakland, CA 94609
- (510) 834-4897
- Hours:
  - M-F 9 am - 5 pm
- Accessibility Indicator: L|E|IB|P
- Plan Reference Number: 0001811
- NPI: 1497702138
- CA LIC: NPF8317
- Accepting New Patients: No
- Completed Cultural Competency Training: No

**LeNoir, Michael, MD**
- Pediatrics
- Comprehensive Allergy Services
- 2940 Summit St 1st Fl
- Oakland, CA 94609
- (510) 834-4897
- Hours:
  - M-F 9 am - 5 pm
- Accessibility Indicator: L|E|IB|P
- Plan Reference Number: 0001805
- NPI: 1023065760
- CA LIC: C33136
- Board Certified: American Board of Pediatrics
- Accepting New Patients: Yes
- Completed Cultural Competency Training: No

**Veal, Ulanda, MD**
- Pediatrics
- Comprehensive Allergy Services
- 2940 Summit St 1st Fl
- Oakland, CA 94609
- (510) 834-4897
- Hours:
  - M-F 9 am - 5 pm
- Accessibility Indicator: L|E|IB|P
- Plan Reference Number: 0005503
- NPI: 1558374793
- CA LIC: G71310
- Languages: SPANISH
- Accepting New Patients: Yes
- Completed Cultural Competency Training: No

### Oakland

**Bean, Gary, MD**
- Pediatrics
- Gary Bean MD (dba Pediatric Care Group)
- 4180 Park Blvd
- Oakland, CA 94602
- (510) 530-5437
- Hours:
  - M-F 9 am - 5 pm
- Accessibility Indicator: L|E|IB|P
- Plan Reference Number: 0001049
- NPI: 1871875344
- CA LIC: A94033
- Board Certified: American Board of Pediatrics
- Accepting New Patients: No
- Completed Cultural Competency Training: No

**Pham, An, MD**
- Pediatrics
- International Pediatrics
- 600 International Blvd Ste 102
- Oakland, CA 94606
- (510) 208-3540
- Hours:
  - M 9 am - 5 pm
  - Tu 9 am - 5 pm
  - W 9 am - 5 pm
  - Th 9 am - 12 pm
  - F 9 am - 5 pm
  - Sat 9 am - 2 pm
- Accessibility Indicator: L|E|IB|P
- Plan Reference Number: 0003685
- NPI: 1205996048
- CA LIC: A67904
- Board Certified: American Board of Pediatrics
- Languages: VIETNAMESE
- Accepting New Patients: No
- Completed Cultural Competency Training: No

**Veal, Ulanda, MD**
- Pediatrics
- Comprehensive Allergy Services
- 2940 Summit St 1st Fl
- Oakland, CA 94609
- (510) 834-4897
- Hours:
  - M-F 9 am - 5 pm
- Accessibility Indicator: L|E|IB|P
- Plan Reference Number: 0005503
- NPI: 1558374793
- CA LIC: G71310
- Languages: SPANISH
- Accepting New Patients: Yes
- Completed Cultural Competency Training: No

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### Primary Care Providers | Pediatrics

#### Proveedores de Atención Primaria | Pediatría

<table>
<thead>
<tr>
<th>Name</th>
<th>Specialization</th>
<th>Practice Details</th>
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</table>
| **Wimett, Marie, NP**    | Pediatrics     | Roots Community Health Center  
2700 International Blvd Ste 11  
Oakland, CA 94601  
(510) 533-1248  
Hours:  
M-F 9 am - 4 pm  
Accessibility Indicator: L|P  
Plan Reference Number: 0015701  
NPI: 1487803623  
CA LIC: NPF18375  
Languages: SPANISH  
Accepting New Patients: Yes  
Completed Cultural Competency Training: No |
| **Moody, Dawnell, DO**   | Pediatrics     | Axis Community Health  
5925 Las Positas Blvd. Ste 100  
Pleasanton, CA 94588  
(925) 462-1755  
Hours:  
M 8:15 am - 5 pm  
F 8:15 am - 5 pm  
Sat 9 am - 5 pm  
Plan Reference Number: 0015552  
NPI: 1144431750  
CA LIC: 20A10468  
Board Certified: American Board of Pediatrics  
Accepting New Patients: Yes  
Completed Cultural Competency Training: No |
| **Cortez, Paul, MD**     | Pediatrics     | John Muir Physician Network  
1505 St. Alphonsus Way  
Alamo, CA 94507  
(925) 838-7337  
Hours:  
M-F 8:30 am - 5:30 pm  
Sat 9 am - 12 pm  
Accessibility Indicator: L|EB|IB|P  
Plan Reference Number: 0006017  
NPI: 1629018171  
CA LIC: A65966  
Board Certified: American Board of Pediatrics  
Languages: SPANISH  
Accepting New Patients: Yes  
Completed Cultural Competency Training: No |
| **Pleasanton**           |                |                                                                                  |
| **Jumig, Elmer, MD**     | Pediatrics     | Elmer Jumig MD  
2324 Santa Rita Rd Ste 12  
Pleasanton, CA 94566  
(925) 462-7700  
Hours:  
M-F 8:30 am - 5 pm  
Accessibility Indicator: E|EB|IB|P|R  
Plan Reference Number: 0006758  
NPI: 1417926437  
CA LIC: A77244  
Board Certified: American Board of Pediatrics  
Languages: TAGALOG|SPANISH  
Accepting New Patients: No  
Completed Cultural Competency Training: No |
| **Moody, Soniya, MD**    | Pediatrics     | Axis Community Health  
4361 Railroad Ave  
Pleasanton, CA 94566  
(925) 462-1755  
Hours:  
M-F 8:15 am - 5 pm  
Sat 12 pm - 9 pm  
Accessibility Indicator: L|EB|IB|P  
Plan Reference Number: 0015552  
NPI: 1295026318  
CA LIC: A126242  
Board Certified: American Board of Pediatrics  
Languages: POLISH|SPANISH  
Accepting New Patients: Yes  
Completed Cultural Competency Training: No |
| **CONTRA COSTA**         |                |                                                                                  |
| **Alamo**                |                |                                                                                  |
| **Brown, Katharine, MD** | Pediatrics     | John Muir Physician Network  
1505 St. Alphonsus Way  
Alamo, CA 94507  
(925) 838-7337  
Hours:  
M-F 8:30 am - 5:30 pm  
Sat 9 am - 12 pm  
Accessibility Indicator: L|EB|IB|P  
Plan Reference Number: 0005594  
NPI: 1891739819  
CA LIC: G30281  
Board Certified: American Board of Pediatrics  
Accepting New Patients: Yes  
Completed Cultural Competency Training: No |
| **Moody, Soniya, MD**    | Pediatrics     | John Muir Physician Network  
1505 St. Alphonsus Way  
Alamo, CA 94507  
(925) 838-7337  
Hours:  
M-F 8:30 am - 5:30 pm  
Sat 9 am - 12 pm  
Accessibility Indicator: L|EB|IB|P  
Plan Reference Number: 0004819  
NPI: 1831135003  
CA LIC: G14309  
Board Certified: American Board of Pediatrics  
Accepting New Patients: No  
Completed Cultural Competency Training: No |

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### Primary Care Providers | Pediatrics

#### Antioch

<table>
<thead>
<tr>
<th>Name</th>
<th>Specialty</th>
<th>Network</th>
<th>Address</th>
<th>Phone</th>
<th>Hours</th>
<th>Accessibility</th>
<th>Plan Reference Number</th>
<th>NPI</th>
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<th>Board Certified</th>
<th>Languages</th>
<th>Accepting New Patients</th>
<th>Completed Cultural Competency Training</th>
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<tbody>
<tr>
<td>Palmer, Genevieve, MD</td>
<td>Pediatrics</td>
<td>John Muir Physician Network</td>
<td>1505 St. Alphonsus Way Alamo, CA 94507</td>
<td>(925) 838-7337</td>
<td>M-F 8:30 am - 5:30 pm, Sat 9 am - 12 pm</td>
<td>L</td>
<td>EB</td>
<td>IB</td>
<td>P</td>
<td>1629224175</td>
<td>A111241</td>
<td>American Board of Pediatrics</td>
<td>PERSIAN</td>
</tr>
<tr>
<td>Whyte, Lynne, MD</td>
<td>Pediatrics</td>
<td>John Muir Physician Network</td>
<td>1505 St. Alphonsus Way Alamo, CA 94507</td>
<td>(925) 838-7337</td>
<td>M-F 8:30 am - 5:30 pm, Sat 9 am - 12 pm</td>
<td>L</td>
<td>EB</td>
<td>IB</td>
<td>P</td>
<td>1194134049</td>
<td>A31325</td>
<td>American Board of Pediatrics</td>
<td>PERSIAN</td>
</tr>
<tr>
<td>Mostaghasi, Taraneh, MD</td>
<td>Pediatrics</td>
<td>Concord Pediatric Care</td>
<td>3711 Sunset Ln Ste D Antioch, CA 94509</td>
<td>(925) 732-3623</td>
<td>M 1 pm - 5 pm, Tu 1 pm - 5 pm, W 9:30 am - 12:30 pm, Th 1 pm - 5 pm, F 9:30 am - 12:30 pm</td>
<td>L</td>
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<td>P</td>
<td>11457671414</td>
<td>A105503</td>
<td>American Board of Pediatrics</td>
<td>PERSIAN</td>
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<tr>
<td>Mostaghasi, Abbas, MD</td>
<td>Pediatrics</td>
<td>Delta Pediatrics (Abbas Mahdavi Inc.)</td>
<td>3700 Sunset Ln Ste 3 Antioch, CA 94509</td>
<td>(925) 754-7200</td>
<td>M 8:30 am - 5 pm, Tu 8:30 am - 5 pm, W 8:30 am - 5 pm, Th 9 am - 2 pm, F 8:30 am - 12 pm</td>
<td>L</td>
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<td>A31325</td>
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<td>PERSIAN</td>
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Yang, Lucia, MD  
Pediatics  
Diablo Valley Pediatrics Medical Group  
4049 Lone Tree Way Ste G  
Antioch, CA 94531  
(925) 754-7070  
Hours:  
M-F 8:30 am - 5:30 pm  
Sat 8:30 am - 12 pm  
Accessibility Indicator: L|E|EB|IB  
Plan Reference Number: 0003802  
NPI: 1407890205  
CA LIC: A73199  
Languages: MANDARIN|SPANISH  
Accepting New Patients: Yes  
Completed Cultural Competency Training: No  

Huang, Harry, MD  
Pediatics  
Bayside Medical Group Inc  
100 Cortona Way Ste 230  
Brentwood, CA 94513  
(925) 755-8500  
Hours:  
M-F 8:30 am - 5:30 pm  
Accessibility Indicator: L|E|EB|IB  
Plan Reference Number: 0007492  
NPI: 1073577979  
CA LIC: A85073  
Board Certified: American Board of Pediatrics  
Languages: SPANISH  
Accepting New Patients: No  
Completed Cultural Competency Training: No  

Rood, Lisa, MD  
Pediatics  
John Muir Physician Network  
2400 Balfour Rd Ste 229  
Brentwood, CA 94513  
(925) 308-8113  
Hours:  
M-F 8:30 am - 5 pm  
Accessibility Indicator: L|E|EB|IB|P  
Plan Reference Number: 0006913  
NPI: 1891719035  
CA LIC: A81020  
Board Certified: American Board of Pediatrics  
Accepting New Patients: Yes  
Completed Cultural Competency Training: No  

Patel, Nita, MD  
Pediatics  
John Muir Physician Network  
2400 Balfour Rd Ste 229  
Brentwood, CA 94513  
(925) 308-8113  
Hours:  
M-F 8:30 am - 5:30 pm  
Accessibility Indicator: L|E|EB|IB|P  
Plan Reference Number: 0007628  
NPI: 1396759817  
CA LIC: C52978  
Board Certified: American Board of Pediatrics  
Languages: GUJARATI|SPANISH  
Accepting New Patients: No  
Completed Cultural Competency Training: No  

Tracy, Ryan, MD  
Pediatics  
Diablo Valley Pediatrics Medical Group  
1200 Central Blvd Ste A  
Brentwood, CA 94513  
(925) 516-6888  
Hours:  
M-F 8:30 am - 5:30 pm  
Accessibility Indicator: L|E|EB|IB|P  
Plan Reference Number: 0011123  
NPI: 1699966804  
CA LIC: A104308  
Board Certified: American Board of Pediatrics  
Languages: RUSSIAN|SPANISH  
Accepting New Patients: Yes  
Completed Cultural Competency Training: No  

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### Primary Care Providers | Pediatrics

#### Proveedores de Atención Primaria | Pediatría

<table>
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<tr>
<th>Name</th>
<th>Specialty</th>
<th>Clinic/Practice Information</th>
<th>Language(s)</th>
<th>Accepting New Patients</th>
<th>Cultural Competency Training</th>
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<tbody>
<tr>
<td>Risgalla, Habib, MD</td>
<td>Pediatrics</td>
<td>La Clinica De La Raza 2000 Sierra Rd Concord, CA 94518 (925) 363-2000</td>
<td>SPANISH</td>
<td>No</td>
<td>No</td>
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<tr>
<td>Singh, Tina, MD</td>
<td>Pediatrics</td>
<td>John Muir Physician Network 2700 Grant St Ste 200 Concord, CA 94520 (925) 677-0515</td>
<td>SPANISH</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Taft, Wesley, MD</td>
<td>Pediatrics</td>
<td>Diablo Valley Pediatrics Medical Group 2299 Bacon St Ste 7 Concord, CA 94520 (925) 676-6500</td>
<td>SPANISH</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Warren, Kaitlin, NP</td>
<td>Pediatrics</td>
<td>Diablo Valley Pediatrics Medical Group 2299 Bacon St Ste 7 Concord, CA 94520 (925) 676-6500</td>
<td>SPANISH</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Tracy, Ryan, MD</td>
<td>Pediatrics</td>
<td>Diablo Valley Pediatrics Medical Group 2299 Bacon St Ste 7 Concord, CA 94520 (925) 676-6500</td>
<td>RUSSIAN</td>
<td>SPANISH</td>
<td>Yes</td>
</tr>
<tr>
<td>Yang, Lucia, MD</td>
<td>Pediatrics</td>
<td>Diablo Valley Pediatrics Medical Group 2299 Bacon St Ste 7 Concord, CA 94520 (925) 676-6500</td>
<td>MANDARIN</td>
<td>SPANISH</td>
<td>Yes</td>
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<tr>
<td>Enz, Jose, MD</td>
<td>Pediatrics</td>
<td>Herculean Babies Pediatrics 500 Alfred Nobel Dr Ste 255A Hercules, CA 94547 (510) 964-9647</td>
<td>SPANISH</td>
<td>Yes</td>
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</table>

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<th>Provider Name</th>
<th>Specialty</th>
<th>Practice Name</th>
<th>Address</th>
<th>Phone</th>
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<th>Plan Reference Number</th>
<th>NPI</th>
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<th>Completed Cultural Competency Training</th>
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<tbody>
<tr>
<td>Oakley</td>
<td>Botelho, Barbara, MD</td>
<td>Pediatrics</td>
<td>La Clinica De La Raza</td>
<td>2021 Main St, Oakley, CA 94561</td>
<td>(925) 776-8200</td>
<td>Hours: Th 8:30 am - 5:30 pm</td>
<td>Accessibility Indicator: L</td>
<td>E</td>
<td>EB</td>
<td>P</td>
<td>Plan Reference Number: 0005910</td>
<td>NPI: 1104925841</td>
<td>CA LIC: A51147</td>
<td>Board Certified: American Board of Pediatrics</td>
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<tr>
<td>Evans, James, MD</td>
<td>Pediatrics</td>
<td>John Muir Physician Network</td>
<td>3 Altarinda Rd Ste 300, Orinda, CA 94563</td>
<td>(925) 254-9500</td>
<td>Hours: M-F 8:30 am - 5 pm</td>
<td>Accessibility Indicator: L</td>
<td>E</td>
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<td>P</td>
<td>Plan Reference Number: 0011524</td>
<td>NPI: 1750466090</td>
<td>CA LIC: A88662</td>
<td>Board Certified: American Board of Pediatrics</td>
<td>Accepting New Patients: No</td>
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<tr>
<td>Pittsburg</td>
<td>Botelho, Barbara, MD</td>
<td>Pediatrics</td>
<td>La Clinica De La Raza</td>
<td>2240 Gladstone Dr Ste 4, Pittsburg, CA 94565</td>
<td>(925) 431-2100</td>
<td>Hours: M 8:30 am - 5:30 pm</td>
<td>Accessibility Indicator: L</td>
<td>E</td>
<td>EB</td>
<td>P</td>
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<td>NPI: 1104925841</td>
<td>CA LIC: A51147</td>
<td>Board Certified: American Board of Pediatrics</td>
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### Pleasant Hill

**Im, Carol, MD**  
Pediatrics  
John Muir Physician Network  
380 Civic Dr Ste 100  
Pleasant Hill, CA 94523  
(925) 682-7871  
**Hours:** M-F 8:30 am - 5 pm  
**Accessibility Indicator:** L|E|EB|IB  
**Plan Reference Number:** 0007376  
**NPI:** 1518987825  
**CA LIC:** A80693  
**Board Certified:** American Board of Pediatrics  
**Accepting New Patients:** No  
**Completed Cultural Competency Training:** No

**Nuti, Elizabeth, MD**  
Pediatrics  
Night Owl Pediatrics-Early Bird  
425 Gregory Lane- Ste.- 201  
Pleasant Hill, CA 94523  
(925) 288-3600  
**Hours:** M 9 am - 1 pm  
Tu 9 am - 1 pm  
W 9 am - 1 pm  
Th 9 am - 1 pm  
**Accessibility Indicator:** L|E|EB|IB  
**Plan Reference Number:** 0005812  
**NPI:** 1609982875  
**CA LIC:** A68426  
**Board Certified:** American Board of Pediatrics  
**Languages:** SPANISH  
**Accepting New Patients:** No  
**Completed Cultural Competency Training:** No

**Morgan, John, MD**  
Pediatrics  
John Muir Physician Network  
380 Civic Dr Ste 100  
Pleasant Hill, CA 94523  
(925) 682-7871  
**Hours:** M-F 9 am - 5 pm  
**Accessibility Indicator:** E|EB|IB  
**Plan Reference Number:** 0001900  
**NPI:** 1669406708  
**CA LIC:** A38226  
**Board Certified:** American Board of Pediatrics  
**Languages:** SPANISH  
**Accepting New Patients:** No  
**Completed Cultural Competency Training:** No

**Rush, Philip, MD**  
Pediatrics  
John Muir Physician Network  
91 Gregory Ln Ste 15  
Pleasant Hill, CA 94523  
(925) 685-0843  
**Hours:** M-F 8:30 am - 5 pm  
**Accessibility Indicator:** L|E|EB|IB  
**Plan Reference Number:** 0002020  
**NPI:** 1922023993  
**CA LIC:** G28043  
**Board Certified:** American Board of Pediatrics  
**Accepting New Patients:** Yes  
**Completed Cultural Competency Training:** No

**Wagner, David, MD**  
Pediatrics  
John Muir Physician Network  
91 Gregory Ln Ste 15  
Pleasant Hill, CA 94523  
(925) 685-0843  
**Hours:** M-F 8:30 am - 5 pm  
**Accessibility Indicator:** L|E|EB|IB  
**Plan Reference Number:** 0002182  
**NPI:** 1700804077  
**CA LIC:** G55652  
**Board Certified:** American Board of Pediatrics  
**Accepting New Patients:** Yes  
**Completed Cultural Competency Training:** No

### Richmond

**Chatterton-Kirchmeier, Sam, MD**  
Pediatrics  
LifeLong Medical Care  
150 Harbour Way  
Richmond, CA 94801  
(510) 237-9537  
**Hours:** M-F 9 am - 4 pm  
**Accessibility Indicator:** L|E|IB|P  
**Plan Reference Number:** 0014450  
**NPI:** 1790043347  
**CA LIC:** A138537  
**Board Certified:** American Board of Pediatrics  
**Accepting New Patients:** Yes  
**Completed Cultural Competency Training:** Yes

**Merchant, Kanwal, MD**  
Pediatrics  
LifeLong Medical Care  
150 Harbour Way  
Richmond, CA 94801  
(510) 237-9537  
**Hours:** M-F 9 am - 5 pm  
**Accessibility Indicator:** L|E|IB|P  
**Plan Reference Number:** 0013697  
**NPI:** 1306054184  
**CA LIC:** A53712  
**Board Certified:** American Board of Pediatrics  
**Accepting New Patients:** Yes  
**Completed Cultural Competency Training:** No

**Miller, Deborah, MD**  
Pediatrics  
LifeLong Medical Care  
150 Harbour Way  
Richmond, CA 94801  
(510) 237-9537  
**Hours:** M 9 am - 1 pm  
**Accessibility Indicator:** L|E|IB|P  
**Plan Reference Number:** 0013632  
**NPI:** 1306054184  
**CA LIC:** A53712  
**Board Certified:** American Board of Pediatrics  
**Accepting New Patients:** Yes  
**Completed Cultural Competency Training:** No

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### Primary Care Providers | Pediatrics

#### Proveedores de Atención Primaria | Pediatría

<table>
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<tr>
<th>Name</th>
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<td>Omotoso, Omoniyi, MD</td>
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<td>Desai, Manoj, MD</td>
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<td>Manoj Desai MD</td>
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<td>(510) 237-3785</td>
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<tr>
<td>Merchant, Kanwal, MD</td>
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<td>(510) 215-9092</td>
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<td>200 Porter Dr, Ste 300</td>
<td>(925) 838-6511</td>
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<td>(925) 275-3888</td>
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<td>Sachdeva, Suresh, MD</td>
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<td>Suresh K Sachdeva MD</td>
<td>1081 Market Pl Ste 800</td>
<td>(925) 275-0404</td>
<td>M-F 9 am - 5 pm</td>
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### Primary Care Providers | Pediatrics

#### Proveedores de Atención Primaria | Pediatría

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<td>(925) 838-6511</td>
<td>(925) 933-4383</td>
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### Walnut Creek

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<td>S Ming Chang MD</td>
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<tr>
<td>1816 San Miguel Dr</td>
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<tr>
<td>Walnut Creek, CA 94596</td>
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<tr>
<td>(925) 935-1298</td>
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<td><strong>Hours:</strong></td>
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<td>M-F 9 am - 5 pm</td>
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Medical Specialties

In addition to our Primary Care Providers, Contra Costa HEALTH PLAN has hundreds of specialists to take care of specific medical problems. Your regular doctor has a list of the specialists in your Plan. He or she will refer you to a specialist if you need one.

Here are some examples of specialty services:

- Allergy
- Applied Behavior Analysis
- Audiology *
- Cardiology
- Cardiovascular Disease
- Child Development
- Dermatology
- Diagnostic Imaging
- Endocrinology
- ENT (Otolaryngology)
- Family Planning
- Gastroenterology
- General Surgery
- Gynecology
- Hematology
- Immunology
- Infectious Diseases
- Internal Medicine
- Maternal Fetal Medicine
- Neonatology
- Nephrology
- Neurology
- Neurosurgery
- Obstetrics
- Occupational and Physical Therapy
- Ocularist Prosthesis
- Oncology
- Ophthalmology
- Optometry *
- Orthopedics
- Otolaryngology (ENT)
- Pediatric Allergy
- Pediatric Oncology
- Pediatric Ophthalmology
- Perinatology
- Plastic Surgery (reconstructive)
- Podiatry *
- Pulmonary Medicine
- Rheumatology
- Speech Pathology
- Speech Therapy *
- Teen Medicine (Adolescent Medicine)
- Thoracic Surgery
- Urology
- Vascular

Note: For Mental Health Counseling Services please call 1-888-678-7277.

* Services provided in these specialties are restricted. Please refer to the section Benefit Exceptions on page V to see if you qualify for these specialty services.
Especialidades Médicas

Además de nuestros proveedores de atención primaria, el Contra Costa Health Plan ofrece cientos de especialistas que se ocupan de problemas médicos específicos. Su médico general Proveedor de Atención Primaria tiene una lista de los especialistas en su plan. Si usted necesita atención médica especializada, su doctor le referirá a un especialista.

Los siguientes son ejemplos de servicios de especialidad:

- Alergia
- Alergia Pediátrica
- Análisis del comportamiento aplicado
- Audiología (oído) *
- Cardiología (corazón)
- Cardiovascular
- Cirugía
- Cirugía Plástica (de reconstrucción)
- Cirugía Torácica
- Dermatología
- Desarrollo de Niños
- Endocrinología
- Enfermedades Infecciosas
- Especialista del Feto y Materno
- Gastroenterología (estómago)
- Genética
- Ginecología
- Hematología
- Imágenes para Diagnóstico
- Inmunología
- Medicina Interna
- Nefrología
- Neonatología (recién nacidos)
- Neurocirugía
- Neurología
- Obstetricia
- Oncología (cáncer)
- Oncología Pediátrica
- Oftalmología (ojos)
- Oftalmología Pediátrica
- Optometría *
- Ortopedia (huesos y articulaciones)
- Otorrinolaringología (oído, nariz y garganta)
- Patología del Habla
- Perinatólogo
- Planificación de la Familia
- Podiatría (pie y tobillo) *
- Programa de Buena Salud para adolescentes
- Prótesis Ocular
- Pulmonar (pulmones)
- Reumatología (articulaciones)
- Terapia del Habla *
- Terapia Fisica
- Terapia Ocupacional
- Urología
- Vascular

Nota: Para Servicios de Consejería de Salud Mental llame al 1-888-678-7277.

* Los servicios provistos en estas especialidades están restringidos. Por favor refiérase a la sección de Excepciones de Beneficios en la página V para ver si usted califica para estos servicios de especialidad.
Family Planning, Confidential HIV Testing, and Sexually Transmitted Diseases

Planificación Familiar, Examen Confidencial de VIH, y Enfermedades Transmitidas Sexualmente

CONTRA COSTA

Antioch

Planned Parenthood
Family Planning
1104 Buchanan Rd Ste C10
Antioch, CA 94509
(925) 754-4550
Hours:
M 8:30 am - 7:30 pm
Tu 8:30 am - 7:30 pm
W 8:30 am - 5 pm
Th 8:30 am - 5 pm
F 8:30 am - 5 pm
Accessibility Indicator: L|E|R
Plan Reference Number: MG2530OFFAntioch
NPI: 1215095575
Accepting New Patients: Yes
Completed Cultural Competency Training: No

Concord

Planned Parenthood
Family Planning
2185 Pacheco St
Concord, CA 94520
(925) 676-0300
Hours:
M 8:30 am - 5 pm
Tu 8:30 am - 8 pm
W 8:30 am - 5 pm
Th 8:30 am - 8 pm
F 8:30 am - 5 pm
Sat 8 am - 12 pm
Accessibility Indicator: L|E|EB|IB|R
Plan Reference Number: MG2530OFFConcord
NPI: 1982763090
Accepting New Patients: Yes
Completed Cultural Competency Training: No

El Cerrito

Planned Parenthood
Family Planning
320 El Cerrito Plaza
El Cerrito, CA 94530
(510) 527-5806
Hours:
M 8:30 am - 5 pm
Tu 8:30 am - 5 pm
W 11:30 am - 8 pm
Th 8:30 am - 5 pm
F 8:30 am - 5 pm
Sat 8:30 am - 2 pm
Plan Reference Number: MG2530OFFElCerrito
NPI: 1740505262
Accepting New Patients: Yes
Completed Cultural Competency Training: No

San Ramon

Planned Parenthood
Family Planning
200 Porter Dr Ste 200
San Ramon, CA 94583
(925) 838-2108
Hours:
M 8:30 am - 5 pm
Tu 8:30 am - 5 pm
W 8:30 am - 5 pm
Th 8:30 am - 5 pm
F 8:30 am - 5 pm
Sat 8:30 am - 1 pm
Plan Reference Number: MG2530OFFSanRamon1
NPI: 1295893550
Accepting New Patients: Yes
Completed Cultural Competency Training: No

Richmond

Planned Parenthood
Family Planning
2970 Hilltop Mall Rd Ste 307
Richmond, CA 94806
(510) 222-5290
Hours:
M 8:30 am - 5 pm
Tu 8:30 am - 5 pm
W 8 am - 5 pm
Th 8:30 am - 5 pm
F 8:30 am - 5 pm
Sat 9:30 am - 2 pm
Accessibility Indicator: L|E|EB|IB|P
Plan Reference Number: MG2530OFFRichmond1
NPI: 1770641482
Accepting New Patients: Yes
Completed Cultural Competency Training: No

Walnut Creek

Planned Parenthood
Family Planning
1357 Oakland Blvd
Walnut Creek, CA 94596
(925) 935-3010
Hours:
M 8:30 am - 8 pm
Tu 8:30 am - 5 pm
W 8:30 am - 8 pm
Th 8:30 am - 5 pm
F 7:30 am - 5 pm
Sat 8:30 am - 2 pm
Plan Reference Number: MG2530OFFWalnutCreek
NPI: 1003974064
Accepting New Patients: Yes
Completed Cultural Competency Training: No

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<td>UHA - Ob/Gyn Partners For Health Medical Group Inc.</td>
<td>3000 Colby St Ste 206 Berkeley, CA 94705 (510) 893-1700</td>
<td>M-F 8 am - 5 pm Accessibility Indicator: L</td>
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<td>Girgis, Magdy, MD</td>
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<td>UHA - Ob/Gyn Partners For Health Medical Group Inc.</td>
<td>3000 Colby St Ste 206 Berkeley, CA 94705 (510) 893-1700</td>
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<td>Lennox, John, DO</td>
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<td>3075 Adeline St Ste 280 Berkeley, CA 94703 (510) 981-4100</td>
<td>M 8:30 am - 5 pm Tu 1:30 pm - 5 pm Th 8:30 am - 5 pm Accessibility Indicator: B</td>
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<td>365 Hawthorne Avenue- Ste 301 Oakland, CA 94609 (510) 893-1700</td>
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<td>365 Hawthorne Avenue- Ste 301 Oakland, CA 94609 (510) 893-1700</td>
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<td><strong>Emmanuel, Charlene, MD</strong></td>
<td>Obstetrics and Gynecology</td>
<td>UHA - Ob/Gyn Partners For Health Medical Group Inc.</td>
<td>365 Hawthorne Avenue- Ste 301 Oakland, CA 94609</td>
<td>(510) 893-1700</td>
</tr>
<tr>
<td><strong>Fong, Hon, MD</strong></td>
<td>Obstetrics and Gynecology</td>
<td>UHA - Ob/Gyn Partners For Health Medical Group Inc.</td>
<td>365 Hawthorne Avenue- Ste 301 Oakland, CA 94609</td>
<td>(510) 893-1700</td>
</tr>
<tr>
<td><strong>Girgis, Magdy, MD</strong></td>
<td>Obstetrics and Gynecology</td>
<td>UHA - Ob/Gyn Partners For Health Medical Group Inc.</td>
<td>365 Hawthorne Avenue- Ste 301 Oakland, CA 94609</td>
<td>(510) 893-1700</td>
</tr>
<tr>
<td><strong>CONTRA COSTA</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Kim, Young, MD</strong></td>
<td>Obstetrics and Gynecology</td>
<td>Youngs OB &amp; GYN</td>
<td>3724 Lone Tree Way Ste A Antioch, CA 94509</td>
<td>(925) 778-0700</td>
</tr>
<tr>
<td><strong>Lamberty, Norman, MD</strong></td>
<td>Obstetrics and Gynecology</td>
<td>Brighter Beginnings Family Health Clinic</td>
<td>2213 Buchanan Rd Ste 103 Antioch, CA 94509</td>
<td>(925) 303-4780</td>
</tr>
<tr>
<td><strong>Stewart, Debra, DO</strong></td>
<td>Obstetrics and Gynecology</td>
<td>Debra L. Stewart DO</td>
<td>3700 Sunset Ln Ste 7 Antioch, CA 94509</td>
<td>(925) 755-7300</td>
</tr>
<tr>
<td><strong>Zell, Bonnie, MD</strong></td>
<td>Obstetrics and Gynecology</td>
<td>Brighter Beginnings Family Health Clinic</td>
<td>2213 Buchanan Rd Ste 103 Antioch, CA 94509</td>
<td>(925) 303-4780</td>
</tr>
<tr>
<td><strong>Zimmerman, Daniel, MD</strong></td>
<td>Obstetrics and Gynecology</td>
<td>Daniel L. Zimmerman MD</td>
<td>3737 Lone Tree Way Antioch, CA 94509</td>
<td>(925) 754-8070</td>
</tr>
</tbody>
</table>

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### Brentwood

**Barsten-Pascualy, Julie, PA**  
Obstetrics and Gynecology  
Yaron Friedman MD. Inc.  
2400 Balfour Rd Ste 230  
Brentwood, CA 94513  
(925) 301-9875  
**Hours:**  
F 9 am - 5 pm  
**Accessibility Indicator:** B[E]EB|IB|P|R  
**Plan Reference Number:** 0005728  
**NPI:** 1912050014  
**CA LIC:** PA12879  
**Languages:** SPANISH  
**Accepting New Patients:** Yes  
**Completed Cultural Competency Training:** No

**Friedman, Yaron, MD**  
Obstetrics and Gynecology  
Yaron Friedman MD. Inc.  
2400 Balfour Rd Ste 230  
Brentwood, CA 94513  
(925) 301-9875  
**Hours:**  
F 9 am - 5 pm  
**Accessibility Indicator:** B[E]EB|IB|P|R  
**Plan Reference Number:** 0004227  
**NPI:** 1730104704  
**CA LIC:** A74362  
**Board Certified:** American Board of Obstetrics and Gynecology  
**Languages:** HEBREW|SPANISH|ENGLISH  
**Accepting New Patients:** Yes  
**Completed Cultural Competency Training:** No

**Johnson, Sara, MD**  
Obstetrics and Gynecology  
La Clinica De La Raza  
2000 Sierra Rd  
Concord, CA 94518  
(925) 363-2000  
**Hours:**  
M 8:30 am - 8:30 pm  
Tu 8:30 am - 8:30 pm  
Th 8:30 am - 5:30 pm  
F 8:30 am - 5:30 pm  
Sat 8:30 am - 5 pm  
**Accessibility Indicator:** L[E]EB|IB|R  
**Plan Reference Number:** 0007524  
**NPI:** 1811125016  
**CA LIC:** A103367  
**Board Certified:** American Board of Obstetrics and Gynecology  
**Languages:** SPANISH  
**Accepting New Patients:** Yes  
**Completed Cultural Competency Training:** Yes

**Khan, Parveen, MD**  
Obstetrics and Gynecology  
La Clinica De La Raza  
2000 Sierra Rd  
Concord, CA 94518  
(925) 363-2000  
**Hours:**  
M 8:30 am - 8:30 pm  
Tu 8:30 am - 8:30 pm  
W 8:30 am - 6:30 pm  
Th 8:30 am - 5:30 pm  
F 8:30 am - 5:30 pm  
Sat 8:30 am - 5 pm  
**Accessibility Indicator:** L[E]EB|IB|R  
**Plan Reference Number:** 0004227  
**NPI:** 1194927392  
**CA LIC:** A101696  
**Board Certified:** American Board of Obstetrics and Gynecology  
**Languages:** HINDI|PANJABI|SPANISH|URDU|ENGLISH  
**Accepting New Patients:** Yes  
**Completed Cultural Competency Training:** Yes

### El Sobrante

**Davenport, Mary, MD**  
Obstetrics and Gynecology  
Mary Davenport MD  
4440 San Pablo Dam Rd. Ste B  
El Sobrante, CA 94803  
(510) 222-2098  
**Hours:**  
M 9 am - 5 pm  
Tu 9 am - 5 pm  
W 9 am - 12 pm  
Th 9 am - 5 pm  
F 9 am - 12 pm  
**Accessibility Indicator:** L  
**Plan Reference Number:** 0002634  
**NPI:** 1588765721  
**CA LIC:** G33883  
**Board Certified:** American Board of Obstetrics and Gynecology  
**Languages:** SPANISH  
**Accepting New Patients:** No  
**Completed Cultural Competency Training:** No

### Lafayette

**Duffy, Carrie, DO**  
Obstetrics and Gynecology  
UHA - Ob/Gyn Partners For Health Medical Group Inc.  
911 Moraga Road- Ste 201  
Lafayette, CA 94549  
(925) 284-3040  
**Hours:**  
M-F 8 am - 5 pm  
**Accessibility Indicator:** L [EB]  
**Plan Reference Number:** 0015759  
**NPI:** 1336467596  
**CA LIC:** 20A11174  
**Board Certified:** American Board of Obstetrics and Gynecology  
**Languages:** SPANISH  
**Accepting New Patients:** Yes  
**Completed Cultural Competency Training:** No

**Feierabend, Susan, MD**  
Obstetrics and Gynecology  
Concord Health Center  
3052 Willow Pass Rd Ste 103  
Concord, CA 94519  
(800) 495-8885  
**Hours:**  
M-F 8 am - 5 pm  
**Accessibility Indicator:** L[ME]EB|R  
**Plan Reference Number:** 000539  
**NPI:** 1982781548  
**CA LIC:** A60059  
**Board Certified:** American Board of Obstetrics and Gynecology  
**Languages:** SPANISH  
**Accepting New Patients:** No  
**Completed Cultural Competency Training:** No

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Obstetrics and Gynecology (also see Family Planning)
Servicios de Obstetricia y Ginecologia (también vea Planificaciòn Familiar)

<table>
<thead>
<tr>
<th>Name</th>
<th>Specialty</th>
<th>Address</th>
<th>Phone</th>
<th>Hours</th>
<th>Languages</th>
<th>Accepting New Patients</th>
<th>Completed Cultural Competency Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emmanuel, Charlene, MD</td>
<td>Obstetrics and Gynecology</td>
<td>UHA - Ob/Gyn Partners For Health Medical Group Inc. 911 Moraga Road- Ste 201 Lafayette, CA 94549 (925) 284-3040</td>
<td>M-F 8 am - 5 pm</td>
<td>Accessibility Indicator: L</td>
<td>E Plan Reference Number: 0003513 NPI: 1033174974 CA LIC: C42949 Board Certified: American Board of Obstetrics and Gynecology Accepting New Patients: Yes Completed Cultural Competency Training: No</td>
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</tr>
<tr>
<td>Fong, Hon, MD</td>
<td>Obstetrics and Gynecology</td>
<td>UHA - Ob/Gyn Partners For Health Medical Group Inc. 911 Moraga Road- Ste 201 Lafayette, CA 94549 (925) 284-3040</td>
<td>M-F 8 am - 5 pm</td>
<td>Accessibility Indicator: L</td>
<td>E Plan Reference Number: 0003513 NPI: 1033174974 CA LIC: C42949 Board Certified: American Board of Obstetrics and Gynecology Accepting New Patients: Yes Completed Cultural Competency Training: No</td>
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</tr>
<tr>
<td>Girgis, Magdy, MD</td>
<td>Obstetrics and Gynecology</td>
<td>UHA - Ob/Gyn Partners For Health Medical Group Inc. 911 Moraga Road- Ste 201 Lafayette, CA 94549 (925) 284-3040</td>
<td>M-F 8 am - 5 pm</td>
<td>Accessibility Indicator: L</td>
<td>E Plan Reference Number: 0003513 NPI: 1033174974 CA LIC: C42949 Board Certified: American Board of Obstetrics and Gynecology Accepting New Patients: Yes Completed Cultural Competency Training: No</td>
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</tr>
<tr>
<td>Gross, Goldee, MD</td>
<td>Obstetrics and Gynecology</td>
<td>UHA - Ob/Gyn Partners For Health Medical Group Inc. 911 Moraga Road- Ste 201 Lafayette, CA 94549 (925) 284-3040</td>
<td>M-F 8 am - 5 pm</td>
<td>Accessibility Indicator: L</td>
<td>E Plan Reference Number: 0003513 NPI: 1033174974 CA LIC: C42949 Board Certified: American Board of Obstetrics and Gynecology Accepting New Patients: Yes Completed Cultural Competency Training: No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dao, Huy, MD</td>
<td>Obstetrics and Gynecology</td>
<td>Martinez Health Center 2500 Alhambra Ave Martinez, CA 94553 (800) 495-8885</td>
<td>M-F 7:45 am - 12 pm, 1 pm - 9 pm Sat 9 am - 12 pm, 1 pm - 5 pm Plan Reference Number: 0000539 NPI: 1982781548 CA LIC: A60059 Board Certified: American Board of Obstetrics and Gynecology Accepting New Patients: Yes Completed Cultural Competency Training: No</td>
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<tr>
<td>Berletti, Charles, MD</td>
<td>Obstetrics and Gynecology</td>
<td>Martinez Health Center 2500 Alhambra Ave Martinez, CA 94553 (800) 495-8885</td>
<td>M-F 7:45 am - 12 pm, 1 pm - 9 pm Sat 9 am - 12 pm, 1 pm - 5 pm Plan Reference Number: 0000539 NPI: 1982781548 CA LIC: A60059 Board Certified: American Board of Obstetrics and Gynecology Accepting New Patients: Yes Completed Cultural Competency Training: No</td>
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<tr>
<td>Cavallaro, Grace, MD</td>
<td>Obstetrics and Gynecology</td>
<td>Martinez Health Center 2500 Alhambra Ave Martinez, CA 94553 (800) 495-8885</td>
<td>M-F 7:45 am - 12 pm, 1 pm - 9 pm Sat 9 am - 12 pm, 1 pm - 5 pm Plan Reference Number: 0000539 NPI: 1982781548 CA LIC: A60059 Board Certified: American Board of Obstetrics and Gynecology Accepting New Patients: Yes Completed Cultural Competency Training: No</td>
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<tr>
<td>Hajyan, Karine, DO</td>
<td>Obstetrics and Gynecology</td>
<td>Martinez Health Center 2500 Alhambra Ave Martinez, CA 94553 (800) 495-8885</td>
<td>M-F 7:45 am - 12 pm, 1 pm - 9 pm Sat 9 am - 12 pm, 1 pm - 5 pm Plan Reference Number: 0000539 NPI: 1982781548 CA LIC: A60059 Board Certified: American Board of Obstetrics and Gynecology Accepting New Patients: Yes Completed Cultural Competency Training: No</td>
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Obstetrics and Gynecology (also see Family Planning)

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Radu-Radulescu, Ruxandra, MD  
Obstetrics and Gynecology  
Martinez Health Center  
2500 Alhambra Ave  
Martinez, CA 94553  
(800) 495-8885  
Hours:  
M-F 7:45 am - 12 pm, 1 pm - 9 pm  
Sat 9 am - 12 pm, 1 pm - 5 pm  
Accessibility Indicator: L|ME|EB|IB|P|T  
Plan Reference Number: 0013091  
NPI: 1447576723  
CA LIC: A120956  
Accepting New Patients: Yes  
Completed Cultural Competency Training: No

Vanjani, Rachna, MD  
Obstetrics and Gynecology  
Martinez Health Center  
2500 Alhambra Ave  
Martinez, CA 94553  
(800) 495-8885  
Hours:  
M-F 7:45 am - 12 pm, 1 pm - 9 pm  
Sat 9 am - 12 pm, 1 pm - 5 pm  
Accessibility Indicator: L|ME|EB|IB|P|T  
Plan Reference Number: 0013719  
NPI: 1508165754  
CA LIC: A136442  
Accepting New Patients: Yes  
Completed Cultural Competency Training: No

Dao, Huy, MD  
Obstetrics and Gynecology  
Pittsburg Health Center  
2311 Loveridge Rd  
Pittsburg, CA 94565  
(800) 495-8885  
Hours:  
M,W 7:45 am - 8:30 pm  
T, Th, F 7:45 am - 4:45 pm  
Sat 7:45 am - 11:45 am, 12:45 pm - 4:45 pm  
Accessibility Indicator: L|ME|EB|IB|P|T  
Plan Reference Number: 0004075  
NPI: 1447333497  
CA LIC: A60118  
Board Certified: American Board of Obstetrics and Gynecology  
Languages: VIETNAMESE  
Accepting New Patients: Yes  
Completed Cultural Competency Training: No

Feierabend, Susan, MD  
Obstetrics and Gynecology  
Pittsburg Health Center  
2311 Loveridge Rd  
Pittsburg, CA 94565  
(800) 495-8885  
Hours:  
M,W 7:45 am - 8:30 pm  
T, Th, F 7:45 am - 4:45 pm  
Sat 7:45 am - 11:45 am, 12:45 pm - 4:45 pm  
Accessibility Indicator: L|ME|EB|IB|P|T  
Plan Reference Number: 0000539  
NPI: 1982781548  
CA LIC: A60059  
Board Certified: American Board of Obstetrics & Gynecology  
Languages: ENGLISH  
Accepting New Patients: Yes  
Completed Cultural Competency Training: No

Hay, Sunthara, DO  
Obstetrics and Gynecology  
Pittsburg Health Center  
2311 Loveridge Rd  
Pittsburg, CA 94565  
(800) 495-8885  
Hours:  
M,W 7:45 am - 8:30 pm  
T, Th, F 7:45 am - 4:45 pm  
Sat 7:45 am - 11:45 am, 12:45 pm - 4:45 pm  
Accessibility Indicator: L|ME|EB|IB|P|T  
Plan Reference Number: 0004292  
NPI: 1073696720  
CA LIC: 20A7829  
Board Certified: American Osteopathic Board of Obstetrics & Gynecology  
Accepting New Patients: Yes  
Completed Cultural Competency Training: No

Pittsburg  
Cavallaro, Grace, MD  
Obstetrics and Gynecology  
Pittsburg Health Center  
2311 Loveridge Rd  
Pittsburg, CA 94565  
(800) 495-8885  
Hours:  
M,W 7:45 am - 8:30 pm  
T, Th, F 7:45 am - 4:45 pm  
Sat 7:45 am - 11:45 am, 12:45 pm - 4:45 pm  
Accessibility Indicator: L|ME|EB|IB|P|T  
Plan Reference Number: 0005431  
NPI: 1548342165  
CA LIC: A44611  
Board Certified: American Board of Obstetrics and Gynecology  
Accepting New Patients: Yes  
Completed Cultural Competency Training: No

de Edwards, Sharon, MD  
Obstetrics and Gynecology  
Sharon de Edwards MD  
2240 Gladstone Dr Ste 1  
Pittsburg, CA 94565  
(925) 754-9961  
Hours:  
M-F 9 am - 5 pm  
Accessibility Indicator: L|E|IB|P  
Plan Reference Number: 0011652  
NPI: 1548295975  
CA LIC: A44611  
Board Certified: American Board of Obstetrics and Gynecology  
Languages: ENGLISH  
Accepting New Patients: Yes  
Completed Cultural Competency Training: Yes

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Loeliger, Scott, MD  
Obstetrics and Gynecology  
Pittsburg Health Center  
2311 Loveridge Rd  
Pittsburg, CA 94565  
(800) 495-8885  
Hours:  
M,W 7:45 am - 8:30 pm  
T, Th, F 7:45 am - 4:45 pm  
Sat 7:45 am - 11:45 am, 12:45 pm - 4:45 pm  
Accessibility Indicator: L|ME|E|EB|IB|P|T  
Plan Reference Number: 0004627  
NPI: 1205926367  
CA LIC: G71388  
Board Certified: American Board of Family Medicine  
Languages: SPANISH  
Accepting New Patients: Yes  
Completed Cultural Competency Training: Yes

Macedo, Joseph, MD  
Obstetrics and Gynecology  
Pittsburg Health Center  
2311 Loveridge Rd  
Pittsburg, CA 94565  
(800) 495-8885  
Hours:  
M,W 7:45 am - 8:30 pm  
T, Th, F 7:45 am - 4:45 pm  
Sat 7:45 am - 11:45 am, 12:45 pm - 4:45 pm  
Accessibility Indicator: L|ME|E|EB|IB|P|T  
Plan Reference Number: 0002973  
NPI: 1043354814  
CA LIC: G84724  
Accepting New Patients: Yes  
Completed Cultural Competency Training: Yes

Madlock, Michele, CNM  
Midwife  
Pittsburg Health Center  
2311 Loveridge Rd  
Pittsburg, CA 94565  
(800) 495-8885  
Hours:  
M,W 7:45 am - 8:30 pm  
T, Th, F 7:45 am - 4:45 pm  
Sat 7:45 am - 11:45 am, 12:45 pm - 4:45 pm  
Accessibility Indicator: L|ME|E|EB|IB|P|T  
Plan Reference Number: 0007088  
NPI: 1427281781  
CA LIC: NMF1763  
Languages: SPANISH  
Accepting New Patients: Yes  
Completed Cultural Competency Training: No

Mbanugo, Ogo, MD  
Obstetrics and Gynecology  
Pittsburg Health Center  
2311 Loveridge Rd  
Pittsburg, CA 94565  
(800) 495-8885  
Hours:  
M,W 7:45 am - 8:30 pm  
T, Th, F 7:45 am - 4:45 pm  
Sat 7:45 am - 11:45 am, 12:45 pm - 4:45 pm  
Accessibility Indicator: L|ME|E|EB|IB|P|T  
Plan Reference Number: 0000278  
NPI: 1962572867  
CA LIC: A44694  
Board Certified: American Board of Family Medicine  
Languages: SPANISH  
Accepting New Patients: Yes  
Completed Cultural Competency Training: No

Murguia, Sandra, FNP  
Obstetrics and Gynecology  
Pittsburg Health Center  
2311 Loveridge Rd  
Pittsburg, CA 94565  
(800) 495-8885  
Hours:  
M,W 7:45 am - 8:30 pm  
T, Th, F 7:45 am - 4:45 pm  
Sat 7:45 am - 11:45 am, 12:45 pm - 4:45 pm  
Accessibility Indicator: L|ME|E|EB|IB|P|T  
Plan Reference Number: 0009516  
NPI: 1518141886  
CA LIC: NPF19688  
Languages: SPANISH  
Accepting New Patients: No  
Completed Cultural Competency Training: No

Richmond

Blumenstock, Edward, MD  
Obstetrics and Gynecology  
Planned Parenthood  
2970 Hilltop Mall Rd Ste 307  
Richmond, CA 94806  
(510) 222-5290  
Hours:  
M-F 9 am - 5 pm  
Accessibility Indicator: L|E|IB|P  
Plan Reference Number: 0001506  
NPI: 1235156738  
CA LIC: G22905  
Board Certified: American Board of Obstetrics and Gynecology  
Languages: SPANISH  
Accepting New Patients: Yes  
Completed Cultural Competency Training: No

Lamberty, Norman, MD  
Obstetrics and Gynecology  
Brighter Beginnings Family Health Clinic  
2727 Macdonald Ave  
Richmond, CA 94804  
(510) 213-6681  
Hours:  
M-F 8:30 am - 5 pm  
Accessibility Indicator: L|E|IB|R  
Plan Reference Number: 0015153  
NPI: 1902895030  
CA LIC: C146076  
Board Certified: American Board of Obstetrics and Gynecology  
Languages: SPANISH  
Accepting New Patients: Yes  
Completed Cultural Competency Training: No
Obstetrics and Gynecology (also see Family Planning)
Servicios de Obstetricia y Ginecologia (tambien vea Planificaciacion Familiar)

**Summer, Jane, NP**
Obstetrics and Gynecology
LifeLong Medical Care
1030 Nevin Ave
Richmond, CA 94801
(510) 215-5001

**Blumenstock, Edward, MD**
Obstetrics and Gynecology
UHA - Ob/Gyn Partners For Health
Medical Group Inc.
100A San Pablo Towne Center
San Pablo, CA 94806
(510) 893-1700

**Zell, Bonnie, MD**
Obstetrics and Gynecology
Brighter Beginnings Family Health Clinic
2727 Macdonald Ave
Richmond, CA 94804
(510) 213-6681

**San Pablo**
Berletti, Charles, MD
Obstetrics and Gynecology
West County Health Center
13601 San Pablo Ave
San Pablo, CA 94806
(800) 495-8885

**Emmanuel, Charlene, MD**
Obstetrics and Gynecology
UHA - Ob/Gyn Partners For Health
Medical Group Inc.
100A San Pablo Towne Center
San Pablo, CA 94806
(510) 893-1700

**Fong, Hon, MD**
Obstetrics and Gynecology
UHA - Ob/Gyn Partners For Health
Medical Group Inc.
100A San Pablo Towne Center
San Pablo, CA 94806
(510) 893-1700

**Hajyan, Karine, DO**
Obstetrics and Gynecology
West County Health Center
13601 San Pablo Ave
San Pablo, CA 94806
(800) 495-8885

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Keller, Lisa, MD
Obstetrics and Gynecology
West County Health Center
13601 San Pablo Ave
San Pablo, CA 94806
(800) 495-8885
Hours:
M, T, W, Th 8 am - 8:45 pm
F, Sat 8 am - 5 pm
Accessibility Indicator: B|E|EB|IB|P|R|T
Plan Reference Number: 0006515
NPI: 1497780795
CA LIC: G38545
Board Certified: American Board of Obstetrics and Gynecology
Accepting New Patients: Yes
Completed Cultural Competency Training: No

Macedo, Joseph, MD
Obstetrics and Gynecology
West County Health Center
13601 San Pablo Ave
San Pablo, CA 94806
(800) 495-8885
Hours:
M, T, W, Th 8 am - 8:45 pm
F, Sat 8 am - 5 pm
Accessibility Indicator: B|E|EB|IB|P|R|T
Plan Reference Number: 0002973
NPI: 1043354814
CA LIC: G84724
Accepting New Patients: Yes
Completed Cultural Competency Training: No

Vanjani, Rachna, MD
Obstetrics and Gynecology
West County Health Center
13601 San Pablo Ave
San Pablo, CA 94806
(800) 495-8885
Hours:
M, T, W, Th 8 am - 8:45 pm
F, Sat 8 am - 5 pm
Accessibility Indicator: B|E|EB|IB|P|R|T
Plan Reference Number: 0013719
NPI: 1447576723
CA LIC: A136442
Accepting New Patients: No
Completed Cultural Competency Training: No

Walnut Creek

Barsten-Pascualy, Julie, PA
Obstetrics and Gynecology
Yaron Friedman MD. Inc.
130 La Casa Via Bldg 3 Ste 112
Walnut Creek, CA 94598
(925) 301-9875
Hours:
M-F 9 am - 5 pm
Accessibility Indicator: L|EB|IB|P
Plan Reference Number: 0005728
NPI: 1912050014
CA LIC: PA12879
Languages: SPANISH
Accepting New Patients: Yes
Completed Cultural Competency Training: No

Crockett, John, MD
Obstetrics and Gynecology
John Muir Physician Network
1450 Treat Blvd Ste 320
Walnut Creek, CA 94597
(925) 296-9880
Hours:
M 8 am - 12:30 pm
Tu 8 am - 12:30 pm
W 12 pm - 4:30 pm
Th 12 pm - 4:30 pm
Accessibility Indicator: L|ME|E|EB|IB|P|T
Plan Reference Number: 0002783
NPI: 1134221021
CA LIC: G23062
Board Certified: American Board of Family Medicine
Accepting New Patients: Yes
Completed Cultural Competency Training: No

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### Obstetrics and Gynecology (also see Family Planning)

**Servicios de Obstetricia y Ginecologia (también vea Planificaciòn Familiar)**

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<tr>
<th>Name</th>
<th>Specialty</th>
<th>Location</th>
<th>Phone</th>
<th>Hours</th>
<th>Accessibility Indicator</th>
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<th>Languages:</th>
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<th>Completed Cultural Competency Training:</th>
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<td><strong>Friedman, Yaron, MD</strong></td>
<td>Obstetrics and Gynecology</td>
<td>Walnut Creek, CA 94598</td>
<td>(925) 301-9875</td>
<td>M-F 9 am - 5 pm</td>
<td>L</td>
<td>EB</td>
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<td>P</td>
<td>0004227</td>
<td>1730104704</td>
<td>A74362</td>
<td>American Board of Obstetrics and Gynecology</td>
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<tr>
<td><strong>Klein, Louis, MD</strong></td>
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<td>Walnut Creek, CA 94598</td>
<td>(925) 937-0995</td>
<td>M-F 9 am - 5 pm</td>
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<td><strong>Lockwood, Lauren, CNM</strong></td>
<td>Midwife</td>
<td>Walnut Creek, CA 94598</td>
<td>(925) 239-0012</td>
<td>M-F 9 am - 5 pm</td>
<td>L</td>
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<td>(925) 239-0012</td>
<td>M-F 9 am - 5 pm</td>
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<td><strong>Senior, Janine, MD</strong></td>
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<td>(925) 239-0012</td>
<td>M-F 9 am - 5 pm</td>
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<tr>
<td><strong>Steinmuller, Nicole, MD</strong></td>
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<td>Walnut Creek, CA 94597</td>
<td>(925) 296-9880</td>
<td>M-F 9 am - 12 pm, 2 pm - 5 pm</td>
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<td><strong>Vemulapalli, Madhavi, MD</strong></td>
<td>Obstetrics and Gynecology</td>
<td>Walnut Creek, CA 94598</td>
<td>(925) 239-0012</td>
<td>M-F 9 am - 5 pm</td>
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Contra Costa Health Plan Pharmacy by City
Lista de Farmacias por Ciudad

<table>
<thead>
<tr>
<th>Pharmacy</th>
<th>Address</th>
<th>City</th>
<th>Phone Number</th>
<th>Hours</th>
<th>NPI</th>
<th>Accepting New Patients</th>
<th>Completed Cultural Competency Training</th>
</tr>
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<tbody>
<tr>
<td>Walgreens 9102</td>
<td>2271 Balfour Rd</td>
<td>Brentwood, CA</td>
<td>(925) 626-3491</td>
<td>M 8 am - 9 pm, Tu 8 am - 9 pm, W 8 am - 9 pm, Th 8 am - 9 pm, F 8 am - 9 pm, Sat 9 am - 6 pm, Sun 10 am - 6 pm</td>
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<tr>
<td>Concord</td>
<td>Bacon East Pharmacy Inc.</td>
<td>Concord, CA</td>
<td>(925) 687-0565</td>
<td>M 8:45 am - 5:45 pm, Tu 8:45 am - 5:45 pm, W 8:45 am - 5:45 pm, Th 8:45 am - 5:45 pm, F 8:45 am - 5:45 pm, Sun 9 am - 12:30 pm</td>
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<tr>
<td>Oak Grove Pharmacy</td>
<td>785 Oak Grove Rd</td>
<td>Concord, CA</td>
<td>(925) 681-1823</td>
<td>M 9:30 am - 6:30 pm, Tu 9:30 am - 6:30 pm, W 9:30 am - 6:30 pm, Th 9:30 am - 6:30 pm, F 9:30 am - 6:30 pm, Sat 10 am - 1 pm</td>
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<tr>
<td>Rite Aid Pharmacy 05913</td>
<td>1905 Monument Boulevard Lucky Center</td>
<td>Concord, CA</td>
<td>(925) 680-2845</td>
<td>M 9 am - 9 pm, Tu 9 am - 9 pm, W 9 am - 9 pm, Th 9 am - 9 pm, F 9 am - 9 pm, Sat 10 am - 7 pm, Sun 10 am - 6 pm</td>
<td>124549737</td>
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<tr>
<td>Solano Pharmacy 1</td>
<td>2172 Solano Way</td>
<td>Concord, CA</td>
<td>(925) 332-5141</td>
<td>M 8 am - 9 pm, Tu 8 am - 9 pm, W 8 am - 9 pm, Th 8 am - 9 pm, F 8 am - 9 pm, Sat 9 am - 9 pm, Sun 10 am - 5 pm</td>
<td>155875628</td>
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<tr>
<td>Sycamore Medical Pharmacy</td>
<td>2485 High School Avenue Ste 114</td>
<td>Concord, CA</td>
<td>(925) 682-5600</td>
<td>M 9 am - 6 pm, Tu 9 am - 6 pm, W 9 am - 6 pm, Th 9 am - 6 pm, F 9 am - 6 pm</td>
<td>149780825</td>
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<tr>
<td>Walgreens 9978</td>
<td>6570 Lone Tree Way</td>
<td>Brentwood, CA</td>
<td>(925) 240-6043</td>
<td>M 8 am - 9 pm, Tu 8 am - 9 pm, W 8 am - 9 pm, Th 8 am - 9 pm, F 8 am - 9 pm, Sat 9 am - 6 pm, Sun 10 am - 6 pm</td>
<td>1386859080</td>
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<tr>
<td>Walgreens 2112</td>
<td>5437 Clayton Rd</td>
<td>Clayton, CA</td>
<td>(925) 672-1334</td>
<td>M 8 am - 9 pm, Tu 8 am - 9 pm, W 8 am - 9 pm, Th 8 am - 9 pm, F 8 am - 9 pm, Sat 9 am - 6 pm, Sun 10 am - 6 pm</td>
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<tr>
<td>Bacon East Pharmacy Inc.</td>
<td>2425 East Street Ste 5</td>
<td>Concord, CA</td>
<td>(925) 687-0565</td>
<td>M 8:45 am - 5:45 pm, Tu 8:45 am - 5:45 pm, W 8:45 am - 5:45 pm, Th 8:45 am - 5:45 pm, F 8:45 am - 5:45 pm, Sun 9 am - 12:30 pm</td>
<td>1295746873</td>
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<td>(925) 681-1823</td>
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<td>1905 Monument Boulevard Lucky Center</td>
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<td>(925) 680-2845</td>
<td>M 9 am - 9 pm, Tu 9 am - 9 pm, W 9 am - 9 pm, Th 9 am - 9 pm, F 9 am - 9 pm, Sat 10 am - 7 pm, Sun 10 am - 6 pm</td>
<td>124549737</td>
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<td>155875628</td>
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<td>Concord, CA</td>
<td>(925) 682-5600</td>
<td>M 9 am - 6 pm, Tu 9 am - 6 pm, W 9 am - 6 pm, Th 9 am - 6 pm, F 9 am - 6 pm</td>
<td>149780825</td>
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<tr>
<td>Walgreens 15003</td>
<td>1990 Monument Blvd</td>
<td>Concord, CA</td>
<td>(925) 689-7812</td>
<td>M 8 am - 9 pm, Tu 8 am - 9 pm, W 8 am - 9 pm, Th 8 am - 9 pm, F 8 am - 9 pm, Sat 9 am - 6 pm, Sun 10 am - 6 pm</td>
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Contra Costa Health Plan Pharmacy by City
Lista de Farmacias por Ciudad

Oakley
Rite Aid Pharmacy 05931
2555 Main Street
Oakley Town Center
Oakley, CA 94561
(925) 625-7440
Hours:
M 9 am - 9 pm
Tu 9 am - 9 pm
W 9 am - 9 pm
Th 9 am - 9 pm
F 9 am - 9 pm
Sat 9 am - 6 pm
Sun 10 am - 6 pm
Plan Reference Number: 421
NPI: 1003925462
Accepting New Patients: Yes
Completed Cultural Competency Training: No

Rite Aid Pharmacy 05933
27 Orinda Way
Village Square SC
Orinda, CA 94563
(925) 253-1904
Hours:
M 9 am - 9 pm
Tu 9 am - 9 pm
W 9 am - 9 pm
Th 9 am - 9 pm
F 9 am - 9 pm
Sat 9 am - 6 pm
Sun 10 am - 6 pm
Plan Reference Number: 422
NPI: 1770692188
Accepting New Patients: Yes
Completed Cultural Competency Training: No

Orinda
Medicine Shoppe Pharmacy 1718
282 Village Square
Orinda, CA 94563
(925) 254-1211
Hours:
M 10 am - 6 pm
Tu 10 am - 6 pm
W 10 am - 6 pm
Th 10 am - 6 pm
F 10 am - 6 pm
Sat 10 am - 2 pm
Plan Reference Number: 667
NPI: 1477647873
Accepting New Patients: Yes
Completed Cultural Competency Training: No

Walgreens 11614
2750 Pinole Valley Road
Pinole, CA 94564
(510) 222-9422
Hours:
M 8 am - 9 pm
Tu 8 am - 9 pm
W 8 am - 9 pm
Th 8 am - 9 pm
F 8 am - 9 pm
Sat 9 am - 6 pm
Sun 10 am - 6 pm
Plan Reference Number: 455
NPI: 1235306937
Accepting New Patients: Yes
Completed Cultural Competency Training: No

Pittsburg
City Center Pharmacy Inc
1270 E Leland Rd Ste 102
Pittsburg, CA 94565
(925) 432-9770
Hours:
M 9 am - 7 pm
Tu 9 am - 7 pm
W 9 am - 7 pm
Th 9 am - 7 pm
F 9 am - 7 pm
Sat 9 am - 1 pm
Plan Reference Number: 662
NPI: 1932374956
Accepting New Patients: Yes
Completed Cultural Competency Training: No

Rite Aid Pharmacy 05935
580 Bailey Road
Pittsburg, CA 94565
(925) 458-0955
Hours:
M 9 am - 9 pm
Tu 9 am - 9 pm
W 9 am - 9 pm
Th 9 am - 9 pm
F 9 am - 9 pm
Sat 9 am - 6 pm
Sun 10 am - 6 pm
Plan Reference Number: 423
NPI: 1689696197
Accepting New Patients: Yes
Completed Cultural Competency Training: No

Walgreens 7376
2901 Railroad Ave
Pittsburg, CA 94565
(925) 439-8575
Hours:
M 8 am - 9 pm
Tu 8 am - 9 pm
W 8 am - 9 pm
Th 8 am - 9 pm
F 8 am - 9 pm
Sat 9 am - 6 pm
Sun 10 am - 6 pm
Plan Reference Number: 147
NPI: 1841205937
Accepting New Patients: Yes
Completed Cultural Competency Training: No

Whitecross Professional Pharmacy
2160 Appian Way
Ste 102
Pinole, CA 94564
(510) 724-2333
Hours:
M 9:30 am - 6 pm
Tu 9:30 am - 6 pm
W 9:30 am - 6 pm
Th 9:30 am - 6 pm
F 9:30 am - 6 pm
Sat 9 am - 6 pm
Sun 10 am - 6 pm
Plan Reference Number: 675
NPI: 1861482580
Accepting New Patients: Yes
Completed Cultural Competency Training: No

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### Lista de Farmacias por Ciudad

<table>
<thead>
<tr>
<th>Pharmacy Name</th>
<th>Address</th>
<th>City</th>
<th>Phone Number</th>
<th>Plan Reference Number</th>
<th>NPI</th>
<th>Accepting New Patients</th>
<th>Completed Cultural Competency Training</th>
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<tbody>
<tr>
<td>Walgreens 449</td>
<td>15650 San Pablo Ave</td>
<td>San Pablo</td>
<td>(510) 243-1100</td>
<td></td>
<td></td>
<td>No</td>
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<tr>
<td>Walgreens Custom Care Pharmacy</td>
<td>124 Market Place</td>
<td>San Ramon</td>
<td>(925) 830-0555</td>
<td></td>
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<td>No</td>
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<tr>
<td>Walgreens 2485</td>
<td>21001 San Ramon Valley</td>
<td>San Ramon</td>
<td>(925) 803-0890</td>
<td></td>
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<td>No</td>
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<tr>
<td>Diablo Pharmacy &amp; Wellness</td>
<td>2301 Camino Ramon Ste 190</td>
<td>San Ramon</td>
<td>(925) 237-9939</td>
<td></td>
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<tr>
<td>Rite Aid Pharmacy 05940</td>
<td>3207 Crow Canyon Place Crow Canyon Commons</td>
<td>San Ramon</td>
<td>(925) 866-0505</td>
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<tr>
<td>Advance Medical Pharmacy</td>
<td>112 La Casa Via Ste 100</td>
<td>Walnut Creek</td>
<td>(925) 939-6311</td>
<td></td>
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<td>No</td>
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<tr>
<td>Ridgecrest Pharmacy</td>
<td>1844 San Miguel Dr Ste 105</td>
<td>Walnut Creek</td>
<td>(925) 937-6800</td>
<td></td>
<td></td>
<td>No</td>
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<tr>
<td>Rite Aid Pharmacy 05947</td>
<td>1997 Tice Valley Boulevard</td>
<td>Walnut Creek</td>
<td>(925) 932-0568</td>
<td></td>
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<td>No</td>
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<tr>
<td>Rite Aid Pharmacy 05948</td>
<td>1526 Palos Verdes Mall</td>
<td>Walnut Creek</td>
<td>(925) 939-8378</td>
<td></td>
<td></td>
<td>No</td>
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</tr>
</tbody>
</table>

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### Contra Costa Health Plan Vision Care

### Cuidado de la Vista

#### ALAMEDA

**Chin, Daniel, OD**

Optometry

Daniel Chin OD

1409 1/2 Park St

Alameda, CA 94501

(510) 523-1344

M 8:30 am - 5 pm
Tu 8:30 am - 5 pm
W 8:30 am - 5 pm
Th 10 am - 7 pm
F 8:30 am - 5 pm
Sat 8:30 am - 2 pm

Plan Reference Number: 0001551

NPI: 1003969254

CA LIC: OPT9785

Accepting New Patients: Yes

Completed Cultural Competency Training: No

#### Oakland

**Hoh, David, OD**

Optometry

A Chinatown Optometrist

373 9th St Ste 201

Oakland, CA 94607

(510) 832-2020

Hours:

Tu 10 am - 5:30 pm
W 10 am - 5:30 pm
Th 10 am - 5:30 pm
F 10 am - 5:30 pm
Sat 10 am - 5:30 pm

Accessibility Indicator: B|IB|R

Plan Reference Number: 0001725

NPI: 1528017621

CA LIC: OPT7821

Accepting New Patients: Yes

Completed Cultural Competency Training: No

**Lam, Man-Wa, OD**

Optometry

East Bay Vision Center

388 9th St Ste 157

Oakland, CA 94607

(510) 268-9600

Hours:

M-F 9:30 am - 6 pm
Sat 9:30 am - 6 pm
Sun 9:30 am - 6 pm

Plan Reference Number: 0009738

NPI: 1043239742

CA LIC: OPT8533

Languages: CHINESE|SIMPLIFIED

Accepting New Patients: Yes

Completed Cultural Competency Training: No

**Le, Tuong-Vi, OD**

Optometry

International Optometry Inc.

600 International Blvd Ste 101

Oakland, CA 94606

(510) 832-0908

Hours:

M 9:30 am - 5 pm
Tu 9:30 am - 5 pm
W 9:30 am - 5 pm
Th 9:30 am - 1 pm
F 9:30 am - 5 pm
Sat 10 am - 4 pm

Accessibility Indicator: L|EB|IB|R

Plan Reference Number: 0006163

NPI: 1902895451

CA LIC: OPT12323

Languages: VIETNAMESE|ENGLISH

Accepting New Patients: Yes

Completed Cultural Competency Training: No

#### Fremont

**Lo, Eileen, OD**

Optometry

East Bay Vision Center

34420 Fremont Blvd Ste E

Fremont, CA 94555

(510) 796-9600

M-F 10 am - 6:30 pm
Sat 10 am - 6:30 pm
Sun 10 am - 6:30 pm

Plan Reference Number: 0001551

NPI: 1003969254

CA LIC: OPT9785

Accepting New Patients: Yes

Completed Cultural Competency Training: No

**Lo, Eileen, OD**

Optometry

East Bay Vision Center

1230 Harrison St

Oakland, CA 94612

(510) 839-0938

Hours:

M 10 am - 5 pm
Tu 10 am - 5 pm
Th 10 am - 5 pm
F 10 am - 5 pm
Sat 10 am - 5 pm

Plan Reference Number: 0001829

NPI: 1851355309

CA LIC: OPT8533

Languages: CHINESE

Accepting New Patients: Yes

Completed Cultural Competency Training: No
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Contra Costa Health Plan Vision Care
Cuidado de la Vista

Vallejo, Greg, RDO
Dispensing Optician
Antioch Opticians
3714 Lone Tree Way
Antioch, CA 94509
(925) 757-6677
Hours:
M-F 9 am - 5:30 pm
Sat 9 am - 1 pm
Accessibility Indicator: L|EB|IB|P
Plan Reference Number: 0002171
NPI: 1568557130
CA LIC: D2084
Accepting New Patients: Yes
Completed Cultural Competency Training: No

Ong, Frances, OD
Optometry
California Eye Clinic
1181 Central Blvd Ste F
Brentwood, CA 94513
(925) 516-0888
Hours:
M 8 am - 5 pm
Tu 8 am - 5 pm
W 8 am - 6 pm
Th 8 am - 5 pm
F 8 am - 5 pm
Sat 8 am - 5 pm
Accessibility Indicator: B|EB|IB|P
Plan Reference Number: 0005686
NPI: 1942344197
CA LIC: OPT12787
Accepting New Patients: Yes
Completed Cultural Competency Training: No

Brentwood

Huff, David, OD
Optometry
California Eye Clinic
1181 Central Blvd Ste F
Brentwood, CA 94513
(925) 516-0888
Hours:
M 8 am - 5 pm
Tu 8 am - 5 pm
W 8 am - 6 pm
Th 8 am - 5 pm
F 8 am - 5 pm
Sat 8 am - 3 pm
Accessibility Indicator: B|EB|IB|P
Plan Reference Number: 0005685
NPI: 1558405712
CA LIC: OPT12812
Accepting New Patients: Yes
Completed Cultural Competency Training: No

Blaylock, Cynthia, OD
Optometry
Cynthia Blaylock OD
1955 Monument Blvd Ste 4A
Concord, CA 94520
(925) 326-0120
Hours:
M 10 am - 6 pm
Tu 10 am - 5 pm
W 10 am - 5 pm
Th 10 am - 5 pm
F 10 am - 5 pm
Sat 9 am - 1 pm
Accessibility Indicator: B|EB|IB|P
Plan Reference Number: 00014258
NPI: 1932133600
CA LIC: 14513
Languages: ENGLISH|SPANISH
Accepting New Patients: Yes
Completed Cultural Competency Training: No

Concord

Chahal, Resham, MD
Optometry
Mission Hills Eye Center
2338 Almond Ave
Concord, CA 94520
(925) 685-1130
Hours:
M-F 9 am - 5 pm
Accessibility Indicator: L|IB|P
Plan Reference Number: 00013818
NPI: 1023061959
CA LIC: G71732
Board Certified: American Board of Ophthalmology
Accepting New Patients: Yes
Completed Cultural Competency Training: No

Diez Gonzalez, Yarignttzilem, OD
Optometry
La Clinica De La Raza
2000 Sierra Rd
Concord, CA 94518
(925) 363-2000
Hours:
M 9:30 am - 6:30 pm
Tu 8:30 am - 5 pm
W 8:30 am - 5 pm
Th 8:30 am - 5:30 pm
F 8:30 am - 5:30 pm
Sun 9:30 am - 6:30 pm
Accessibility Indicator: L|E|EB|IB|R
Plan Reference Number: 00010763
NPI: 1588913206
CA LIC: OPT14449
Languages: SPANISH|ENGLISH
Accepting New Patients: Yes
Completed Cultural Competency Training: Yes

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<table>
<thead>
<tr>
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<th>Specialization</th>
<th>Address</th>
<th>Phone Number</th>
<th>Hours</th>
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<tbody>
<tr>
<td><strong>Kim, Yongson, OD</strong></td>
<td>Optometry</td>
<td>La Clinica De La Raza 2000 Sierra Rd</td>
<td>Concord, CA 94518</td>
<td>(925) 363-2000</td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
<td>M 9:30 am - 6:30 pm Tu 8:30 am - 5 pm W 8:30 am - 5 pm Th 8:30 am - 5:30 pm F 8:30 am - 5:30 pm Accessibility Indicator: L</td>
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<td>Plan Reference Number: 0014512 NPI: 1841389368 CA LIC: OPT11293 Languages: KOREAN Accepting New Patients: Yes Completed Cultural Competency Training: Yes</td>
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<td><strong>Pham, Karen, OD</strong></td>
<td>Optometry</td>
<td>Karen Pham 1812 Galindo St</td>
<td>Concord, CA 94520</td>
<td>(925) 825-2020</td>
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<tr>
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<tr>
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<td>La Clinica De La Raza 2000 Sierra Rd</td>
<td>Concord, CA 94518</td>
<td>(925) 363-2000</td>
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<td>M-F 8 am - 5 pm M 9 am - 5:30 pm Tu 8 am - 5:30 pm W 8 am - 5:30 pm Th 8 am - 5:30 pm F 8 am - 5:30 pm Accessibility Indicator: L</td>
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<td>Plan Reference Number: 0014572 NPI: 1316013394 CA LIC: OPT12363 Languages: MANDARIN</td>
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<tr>
<td><strong>Mah, Andrew, OD</strong></td>
<td>Optometry</td>
<td>Mission Hills Eye Center 2338 Almond Ave</td>
<td>Concord, CA 94520</td>
<td>(925) 685-1130</td>
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<td>M-F 8 am - 5 pm Accessibility Indicator: L</td>
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<td>Plan Reference Number: 0015614 NPI: 1497286496 CA LIC: OPT33628 Accepting New Patients: Yes Completed Cultural Competency Training: No</td>
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<td><strong>Makedonsky, Michael, OD</strong></td>
<td>Optometry</td>
<td>Vision Care Optometry 2975 Treat Blvd Unit A4</td>
<td>Concord, CA 94518</td>
<td>(925) 602-2020</td>
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<td>W 9 am - 5 pm Th 9 am - 5 pm Accessibility Indicator: L</td>
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<td>Plan Reference Number: 0010263 NPI: 1093774150 CA LIC: OPT12463 Languages: RUSSIAN Accepting New Patients: Yes Completed Cultural Competency Training: No</td>
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<td><strong>Sanchez-Salazar, Javier, OD</strong></td>
<td>Optometry</td>
<td>Sears Optical 1001 Sunvalley Blvd</td>
<td>Sears Building</td>
<td>Concord, CA 94520</td>
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<td>M 12 pm - 7 pm Tu 12 pm - 7 pm Th 12 pm - 7 pm F 12 pm - 7 pm Accessibility Indicator: L</td>
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<td>Plan Reference Number: 0002031 NPI: 1699989715 CA LIC: OPT6546 Languages: SPANISH Accepting New Patients: Yes Completed Cultural Competency Training: No</td>
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<td>Optometry</td>
<td>La Clinica De La Raza 2000 Sierra Rd</td>
<td>Concord, CA 94518</td>
<td>(925) 363-2000</td>
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<td>Concord, CA 94518</td>
<td>(925) 363-2000</td>
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<td>Plan Reference Number: 0014572 NPI: 1316013394 CA LIC: OPT12363 Languages: MANDARIN</td>
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<tr>
<td><strong>Wang-Chen, Connie, OD</strong></td>
<td>Optometry</td>
<td>East Bay Optometry 2425 East St Ste 4</td>
<td>Concord, CA 94520</td>
<td>(925) 689-2852</td>
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<td>Plan Reference Number: 0002189 NPI: 1972598910 CA LIC: OPT16578 Languages: MANDARIN Accepting New Patients: Yes Completed Cultural Competency Training: No</td>
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<td><strong>Wang-Chen, Connie, OD</strong></td>
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<td>East Bay Optometry 2425 East St Ste 4</td>
<td>Concord, CA 94520</td>
<td>(925) 689-2852</td>
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<tr>
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<tr>
<th>Location</th>
<th>Name</th>
<th>Specialty</th>
<th>Address</th>
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<th>NPI</th>
<th>CA LIC</th>
<th>Accepting New Patients</th>
<th>Completed Cultural Competency Training</th>
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<tbody>
<tr>
<td>Hercules</td>
<td>Diez Gonzalez, Yarigntzilem, OD</td>
<td>Optometry by the Bay</td>
<td>500 Alfred Nobel Dr Ste 117, Hercules, CA 94547</td>
<td>(510) 724-3937</td>
<td>M 9 am - 6 pm, Tu 9 am - 6 pm, W 9:30 am - 5:30 pm, Th 9 am - 6 pm, F 9 am - 6 pm</td>
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<td>P</td>
<td>PD</td>
<td>0010763</td>
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<tr>
<td>Martinez</td>
<td>Huber, Cheyenne, OD</td>
<td>Optometry</td>
<td>Martinez Optometry, 835 Main St, Martinez, CA 94553</td>
<td>(925) 228-3737</td>
<td>M-F 9 am - 5 pm, Sat 9 am - 12 pm, 1 pm - 9 pm, Accessibility Indicator: L</td>
<td>EB</td>
<td>IB</td>
<td>P</td>
<td>PD</td>
<td>0011202</td>
<td>1679861272</td>
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<tr>
<td>Martinez</td>
<td>Ko, Anita, OD</td>
<td>Optometry</td>
<td>Martinez Health Center, 2500 Alhambra Ave, Martinez, CA 94553</td>
<td>(800) 495-8885</td>
<td>M-F 9 am - 5 pm, Sat 9 am - 12 pm, 1 pm - 5 pm, Accessibility Indicator: L</td>
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<td>E</td>
<td>EB</td>
<td>IB</td>
<td>P</td>
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<tr>
<td>Martinez</td>
<td>Nguyen, Tung, OD</td>
<td>Optometry</td>
<td>Tung Nguyen OD, 1021 Arnold Dr, Martinez, CA 94553</td>
<td>(925) 313-0278</td>
<td>Tu 10 am - 7 pm, W 10 am - 7 pm, Th 10 am - 7 pm, F 10 am - 7 pm, Sat 10 am - 4 pm, Accessibility Indicator: L</td>
<td>EB</td>
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<td>P</td>
<td>0010064</td>
<td>1386965937</td>
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<tr>
<td>Pinole</td>
<td>Hsieh, Park, OD</td>
<td>Optometry</td>
<td>Eye Love Optometry, 2704 Pinole Valley Rd, Pinole, CA 94564</td>
<td>(510) 222-6567</td>
<td>M 9 am - 3 pm, Tu 9 am - 5:30 pm, W 9 am - 5:30 pm, Th 9 am - 5:30 pm, F 9 am - 5:30 pm, Sat 9 am - 2 pm, Accessibility Indicator: B</td>
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<td>ME</td>
<td>E</td>
<td>EB</td>
<td>IB</td>
<td>P</td>
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### Contra Costa Health Plan Vision Care
### Cuidado de la Vista

<table>
<thead>
<tr>
<th>Provider Name</th>
<th>Specialty</th>
<th>Office Address</th>
<th>Contact Number</th>
<th>Hours</th>
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<tr>
<td>Mozaffarieh, Nazak, OD</td>
<td>Optometry</td>
<td>Eyes and Smiles Optometry</td>
<td>(510) 222-3020</td>
<td>M 9 am - 5 pm, Tu 9:30 am - 5 pm, W 9:30 am - 5 pm, Th 9:30 am - 5 pm, F 9:30 am - 5 pm, Sat 9 am - 2 pm</td>
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<tr>
<td>Tam, David, OD</td>
<td>Optometry</td>
<td>David Tam OD</td>
<td></td>
<td>M-F 8 am - 5 pm, Tu 8 am - 5 pm, W 8 am - 6 pm, Th 8 am - 5 pm, F 8 am - 5 pm, Sat 8 am - 5 pm</td>
</tr>
<tr>
<td>Ko, Anita, OD</td>
<td>Optometry</td>
<td>Pittsburg Health Center</td>
<td>(800) 495-8885</td>
<td>M,W 7:45 am - 8:30 pm, T, Th, F 7:45 am - 4:45 pm, Sat 7:45 am - 11:45 am, 12:45 pm - 4:45 pm</td>
</tr>
<tr>
<td>Mah, Andrew, OD</td>
<td>Optometry</td>
<td>Mission Hills Eye Center</td>
<td>(925) 432-9300</td>
<td>M-F 8 am - 5 pm, Accessibility Indicator: L</td>
</tr>
<tr>
<td>Ong, Frances, OD</td>
<td>Optometry</td>
<td>California Eye Clinic</td>
<td>(925) 427-2111</td>
<td>M-F 8 am - 4:30 pm, Accessibility Indicator: L</td>
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</tbody>
</table>

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<tr>
<th>Provider Name</th>
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<th>NPI</th>
<th>CA LIC</th>
<th>Accepting New Patients</th>
<th>Completed Cultural Competency Training</th>
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<tr>
<td>Cheng, Eileen, OD</td>
<td>Optometry</td>
<td>401 Gregory Ln Ste 110 Pleasant Hill, CA 94523</td>
<td>(925) 687-7638</td>
<td>M 9 am - 6 pm, Tu 10 am - 7 pm, W 10 am - 7 pm, Th 10 am - 7 pm, F 9 am - 6 pm, Sat 9 am - 2 pm</td>
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<td>IB</td>
<td>P</td>
<td>1215907076</td>
<td>CA LIC: OPT10846</td>
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<td>Dong, Kevin, OD</td>
<td>Optometry</td>
<td>401 Gregory Ln Ste 110 Pleasant Hill, CA 94523</td>
<td>(925) 687-7638</td>
<td>M 9 am - 5 pm, Tu 10 am - 7 pm, W 10 am - 7 pm, Th 10 am - 7 pm, F 9 am - 6 pm, Sat 9 am - 2 pm</td>
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<td>EB</td>
<td>IB</td>
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<td>1215907076</td>
<td>CA LIC: OPT10846</td>
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<tr>
<td>Kopiko, Karen, OD</td>
<td>Optometry</td>
<td>Bradley Upshaw OD Inc. 671 Parker Ave. Rodeo, CA 94572</td>
<td>(510) 799-4258</td>
<td>M 9 am - 6 pm, Tu 8:30 am - 5 pm, W 8:30 am - 5 pm, Th 9 am - 5:30 pm, F 9 am - 5:30 pm, Sat 9 am - 1 pm</td>
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<td>Ko, Anita, OD</td>
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<td>West County Health Center 13601 San Pablo Ave San Pablo, CA 94806</td>
<td>(800) 495-8885</td>
<td>M, T, W, Th 8 am - 8:45 pm, F, Sat 8 am - 5 pm</td>
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<td>Advanced Eye Care Optometry 395 Civic Dr Ste G Pleasant Hill, CA 94523</td>
<td>(925) 676-8365</td>
<td>M-F 8 am - 5:30 pm, Sat 8:30 am - 2 pm</td>
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<td>(510) 799-4258</td>
<td>M 11 am - 7 pm, W 9 am - 5:30 pm, Th 9 am - 5:30 pm, F 9 am - 5:30 pm, Sat 9 am - 1 pm</td>
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<td>301 Lennon Ln Ste 201 Walnut Creek, CA 94598</td>
<td>(925) 932-1123</td>
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<td>2103 Redwood St Ste 100 Vallejo, CA 94590</td>
<td>(707) 554-1773</td>
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**Contra Costa Health Plan Vision Care**

**Cuidado de la Vista**

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<td>Lafayette</td>
<td>STAT MED Urgent Care</td>
<td>970 Dewing Ave Ste 100-B</td>
<td>(925) 297-6396</td>
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<td>Orinda</td>
<td>John Muir Urgent Care - Orinda</td>
<td>140 Brookwood Rd Ste 200</td>
<td>(925) 254-9800</td>
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<td>Lifelong Urgent Care</td>
<td>2023 Vale Rd Ste 107</td>
<td>(510) 231-9800</td>
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<td>2305 Camino Ramon Ste 130</td>
<td>(925) 543-0290</td>
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<td>1450 Treat Blvd- Ste 160</td>
<td>(925) 296-9000</td>
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### ALAMEDA

**Berkeley**

**Alta Bates Summit Medical Center Alta Bates Campus**
2450 Ashby Avenue
Berkeley, CA 94705
(510) 204-4444
Plan Reference Number: HSABMC
NPI: 1013906221
Accepting New Patients: Yes
Completed Cultural Competency Training: No

**Oakland**

**Alta Bates Summit Medical Center Summit Campus**
350 Hawthorne Ave
Oakland, CA 94609
(510) 655-4000
Plan Reference Number: HSMCO
NPI: 1740279959
Accepting New Patients: Yes
Completed Cultural Competency Training: No

**UCSF Benioff Children’s Hospital Oakland**
747 52nd St
Oakland, CA 94609
(510) 428-3000
Plan Reference Number: HCHO
NPI: 1003961251
Accepting New Patients: Yes
Completed Cultural Competency Training: No

### CONTRA COSTA

**Antioch**

**Sutter Delta Medical Center**
3901 Lone Tree Way
Antioch, CA 94509
(925) 779-7200
Plan Reference Number: HSDMC
NPI: 1124135132
Accepting New Patients: Yes
Completed Cultural Competency Training: No

### SAN FRANCISCO

**San Francisco**

**UC San Francisco Medical Center**
505 Parnassus Ave
San Francisco, CA 94143
(415) 476-1000
Plan Reference Number: HUCMCSF
NPI: 1689772592
Accepting New Patients: Yes
Completed Cultural Competency Training: No

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<td>Berkeley</td>
<td>Alzheimer's Services of the East Bay</td>
<td>2320 Channing Way, Berkeley, CA 94704</td>
<td>(510) 644-8292</td>
<td>M 9 am - 4 pm, Tu 9 am - 4 pm, W 9 am - 4 pm, Th 9 am - 4 pm, F 9 am - 4 pm, Sat 10 am - 2 pm</td>
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<td>Antioch</td>
<td>Choice in Aging - Bedford Center for Adult Day Health Center</td>
<td>1811 C Street, Antioch, CA 94509</td>
<td>(925) 778-4171</td>
<td>M 9:30 am - 3:30 pm, Tu 9:30 am - 3:30 pm, W 9:30 am - 3:30 pm, Th 9:30 am - 3:30 pm, F 9:30 am - 3:30 pm</td>
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<td>Guardian Adult Health Center of California</td>
<td>3905 San Pablo Dam Road, El Sobrante, CA 94803</td>
<td>(510) 669-1007</td>
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<td>490 Golf Club Rd, Pleasant Hill, CA 94523</td>
<td>(925) 682-6343</td>
<td>M 9:30 am - 3 pm, Tu 9:30 am - 3 pm, W 9:30 am - 3 pm, Th 9:30 am - 3 pm, F 9:30 am - 3 pm</td>
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If you experience any difficulty reaching a listed provider, or are dissatisfied with the services you receive, please contact your Member Services Representative at 1-877-661-6230 (press 2).

Updates
To report incorrect provider information, members can contact member services by calling 1-877-661-6230 option 2 or by email: cchp@hsd.cccounty.us and Providers or the general public can contact Provider Relations at providerrelations@hsd.cccounty.us or by calling 1-877-800-7423 option 6.

Si usted experimenta alguna dificultad para ponerse en contacto con un médico enumerado, o no está satisfecha con los servicios que usted recibe, por favor póngase en contacto con un Representante de Servicio a Miembros al 1-877-661-6230 (oprima 2).

Actualizaciones
Para reportar errores en la información el proveedores, los miembros pueden comunicarse con Servicios para Miembros llamando al 1-877-661-6230 (opción 2) o por correo electrónico a cchp@hsd.cccounty.us, y los proveedores o el público en general se pueden comunicar con Servicios para Proveedores a providerrelations@hsd.cccounty.us o llamando al 1-877-800-7423 (opción 6).