CCHP Announces New Online Search Engine (OSE)

The CCHP Online Search Engine allows members, potential members, providers and health services staff the ability to look up the over 1300 CCHP Primary Care Providers, Contracted Specialists, Facilities (X-Ray and Labs, Imaging Centers, Contracted Hospitals) and Pharmacies in the Greater Contra Costa County Region.

The OSE system can be accessed on the Contra Costa Health Plan website, www.contracostahealthplan.org. Once on the website, you would click on the Provider Directory link which is on the menu, at the left side of the screen. Users then may click on “Find a Provider”, “Search by Facility”, or “Find a Pharmacy” to begin their search. Searches are driven by zip codes or provider name. Searches driven by zip code will locate providers closest to the zip code that’s been entered. Gender specific or language specific searches are also possible search options.

Provider information has always been available, but not accessible in this way. The OSE unlocks this information and displays it in a user-friendly format that is easy to read and understand. Search results list detailed information about the Provider, such as their board certification, gender, office hours, location, telephone numbers, network affiliation and languages spoken by the office doctor/staff. All searches allow the user to print out the results of their search in an efficient PDF format. The OSE system is also fully integrated with Google Maps. This allows users to easily find directions to their destination by driving, public transit or by walking.

The OSE is in phase one of a two-phase solution. Not only has the OSE made accessing Provider, Pharmacy and other Facility data easier, it will also enhance and streamline the printed directories and pharmacy data in our Member Informational Materials. Both of these technologies were brought to Contra Costa Health Plan with no additional funding increases. The OSE will be available by Dec. 17, 2008.

This collaborative project could not have been accomplished without the help of many talented individuals: Jason Woodruff, Project Manager; Shawn Eyer, Health Services Division Web Designer; Carol Fitzgerald, Information Systems Specialist; Juana Fon, CCRMC Medical Staff Liaison; Terri Lieder, Data Management Resource Supervisor; the CCHP Member Services Test team; and many others who have aided the Provider Relations Team in the roll out of this very important project. For more information on the OSE please visit www.contracostahealthplan.org or contact Tracy Ann Ealy, Director of Provider Relations at (925) 313-9501 or by email at tealy@hsd.cccounty.us.
## How Medi-Cal Plans Compare on Quality of Care - Quality Report Card 2007

### For Children (2007)

<table>
<thead>
<tr>
<th>Category</th>
<th>Anthem Blue Cross Partnership Plan</th>
<th>Contra Costa Health Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Getting needed care</td>
<td>Average</td>
<td>Average</td>
</tr>
<tr>
<td>Getting care quickly</td>
<td>Average</td>
<td>Average</td>
</tr>
<tr>
<td>How well doctors communicate</td>
<td>Average</td>
<td>Higher</td>
</tr>
<tr>
<td>Courteous Office Staff</td>
<td>Higher</td>
<td>Higher</td>
</tr>
<tr>
<td>Plan customer service</td>
<td>Average</td>
<td>Average</td>
</tr>
<tr>
<td>Vaccines (shots) for children</td>
<td>Lower</td>
<td>Average</td>
</tr>
<tr>
<td>Check-ups for teenagers</td>
<td>Lower</td>
<td>Average</td>
</tr>
<tr>
<td>Care for children with asthma</td>
<td>Higher</td>
<td>Higher</td>
</tr>
</tbody>
</table>

### For Adults (2007)

<table>
<thead>
<tr>
<th>Category</th>
<th>Anthem Blue Cross Partnership Plan</th>
<th>Contra Costa Health Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Getting needed care</td>
<td>Average</td>
<td>Average</td>
</tr>
<tr>
<td>Getting care quickly</td>
<td>Average</td>
<td>Average</td>
</tr>
<tr>
<td>How well doctors communicate</td>
<td>Average</td>
<td>Higher</td>
</tr>
<tr>
<td>Shared decision making</td>
<td>Average</td>
<td>Average</td>
</tr>
<tr>
<td>Plan customer service</td>
<td>Average</td>
<td>Average</td>
</tr>
<tr>
<td>Pregnancy care</td>
<td>Average</td>
<td>Higher</td>
</tr>
<tr>
<td>Care after childbirth</td>
<td>Average</td>
<td>Average</td>
</tr>
<tr>
<td>Care for adults with asthma</td>
<td>Lower</td>
<td>Higher</td>
</tr>
</tbody>
</table>

**Higher** = Scored higher than the average for Medi-Cal plans in California  
**Average** = Scored about the same as the average for Medi-Cal plans in California  
**Lower** = Scored lower than the average for Medi-Cal plans in California

Data Source: California Office of the Patient Advocate  
www.opa.ca.gov
Pharmacy & Therapeutics Meeting Update

The Pharmacy and Therapeutics committee at CCHP reviewed the efficacy, safety, cost and/or utilization of the following therapeutic categories/medications at the December 5, 2008 meeting. The changes should be effective on approximately January 20, 2009.

<table>
<thead>
<tr>
<th>Histamine-2 Receptor Blockers</th>
<th>Pravachol®(pravastatin)</th>
<th>Simcor®(niacin/simvastatin)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pravachol®</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Simcor®(niacin/simvastatin)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cymbalta®(duloxetine)</td>
<td>Gleevec®(imatinib) PA criteria</td>
<td>Revlimid®(lenalidomide) PA criteria</td>
</tr>
</tbody>
</table>

The committee approved & added the following to the Preferred Drug List (formulary):
- Pepcid®(famotidine) Chewables and Pepcid®(famotidine) Tablets
- Pravachol®(pravastatin) 80mg (previously required use of two 40mg tablets)
- Simcor®(niacin/simvastatin)

The following were reviewed and prior authorization criteria approved or updated (remain non-formulary):
- Cymbalta®(duloxetine)
- Gleevec®(imatinib) and Revlimid®(lenalidomide) PA criteria are pending review by CCRMC oncology

FYI/REMINDERS:
- Our formulary/Preferred Drug List is available online at iSite, CCHP’s website at http://www.cchealth.org/health_plan/pdl.php, and electronically for download at www.epocrates.com for those with a PDA (personal digital assistant). Instructions for downloading the free CCHP formulary thru EpocratesRx® software can be found at http://www.epocrates.com. Please note that currently, EpocratesRx software is available for the Palm®, Win Mobile®, iPhone®, Blackberry®, and Win Smartphone® PDA platforms. Please note, the user will need to register with Epocrates® before downloading the application.

At P&T, the committee also discussed a non-mandatory Crestor®(rosuvastatin) to generic statin switch program. CCHP is asking that providers consider switching patients on lower doses of Crestor® to a generically available statin alternative. Only those providers with patients on lower doses of Crestor® will receive a letter asking them to consider a change.

SelectCare News

SelectCare is a Medicare Advantage Special Needs Plan offered by Contra Costa Health Plan. It is designed for Medicare beneficiaries who are also enrolled in the California Medi-Cal program. For our providers that manage SelectCare enrollees, we will provide updates on formulary issues through this provider newsletter. More information about SelectCare can be found out http://www.cchealth.org/health_plan/selectcare/. The SelectCare formulary can be found at http://selectcare.performrx.com/. As of October 2008, no updates to the SelectCare formulary have occurred.
Two Plan Model Update for Contra Costa County

After many months of uncertainty, the Department of Health Care Services (DHCS) announced that Anthem Blue Cross rescinded their termination of the Medi-Cal Managed Care Plan. The Anthem Blue Cross termination would have affected the healthcare services for thousands of Contra Costa County Medi-Cal beneficiaries. DHCS has not yet received formal notification of the Anthem Blue Cross decision, but felt confident enough to notify the five affected county plans. CCHP is the plan in Contra Costa County that would have been impacted. The other plans are located in Alameda, San Francisco, Santa Clara, and San Joaquin counties.

Anthem Blue Cross has decided to terminate their participation in the Healthy Families Program, a state sponsored program, in Contra Costa County and four other Bay Area Counties. This termination will affect a few thousand low-income children in Contra Costa County beginning February 1, 2009. Healthy Families members will have three options in Contra Costa County: CCHP, Kaiser and HealthNet.

Utilization Management Department

Under the direction of the Medical Director, CCHP’s Utilization Management Department (UMD) is responsible for managing resources to maximize the quality and cost effectiveness of the care provided to members. The UMD promotes positive member-physician relationships within the continuum of the healthcare delivery system, while providing appropriate health care services. The UMD consists of three comprehensive integrated units: Authorization, Utilization Review, and Case Management.

♦ Florence Chan, RN, MBA, CCM, CPUM

Leading this department is Florence Chan. She has been a registered nurse since 1987. Before earning her RN license, she worked as an LVN for 5 years. She earned an Associate Degree in Nursing in 1986, a Bachelor of Science in Nursing in 1990, and most recently, a Master of Business Administration in 2006. As a Bay Area native, her practical RN experience includes positions at Highland General, Stanford and O’Connor Hospitals. Her interest in UM began in 1990 and she has since held a variety of utilization management and managed care positions. Before joining CCHP in 1999, Florence worked as a Case Manager and Utilization Review Coordinator at Santa Clara Valley Medical Center and Pacific Health Care. Her background in these roles enables her to function as the Director of Utilization Management and Case Management Services. Florence is a Certified Case Manager and Certified Professional in Utilization Management.

♦ Laurie Crider, RN, CCM

Laurie Crider is the Manager of Case Management Services. She received her BSN in 1984. She spent the first 14 years of her career as a Labor and Delivery and high-risk perinatal RN in New York and then at John Muir Medical Center in Walnut Creek. While at John Muir she also taught prenatal education classes and CPR. In 1989, Laurie earned her advanced certification in in-patient obstetrics. In 1998, Laurie entered the world of Managed Care when she became the Regional Manager of Women’s Health at Aetna, Inc. She managed both their maternity case management program and the infertility program for the western half of the U.S. Having been “well challenged” by the California Managed Care system for 5 years, Laurie decided to update her clinical skills by becoming a home health RN for John Muir Home Health. The knowledge gained during this time in her career was invaluable when she became a UM/case management nurse at CCHP in 2004. She most enjoys seeing the positive impact that she and her amazing staff have on the health and well being of our most needy members. In 2006, Laurie earned her Certification in Case Management.

♦ Diane Doran, RN, CCM

Diane Doran is the Manager of the Authorizations Unit (AU). She has been a RN since 1987, graduating from Santa Monica College with an AS Degree in Nursing. Diane has worked in many areas of nursing: orthopedic and general surgery, pediatric and adult home health, AIDS hospice care, medical office supervision and rural nursing in Texas. Her experience also includes 7 years supervisory experience at John Muir Health in the UM Department. Diane came to CCHP in 2004. In February 2008, Diane became the Manager of the Authorizations Unit. Diane manages the day to day activities of the AU, focusing their efforts on the goal of excellent care and service to the community. She also handles all pediatric inquiries and authorizations, is the California Children’s Services liaison for CCHP, and reviews and prepares services and claims appeals for presentation to the Appeals Committee. Diane recently received her Certification in Case Management.
Provider Manual Revision

Provider Relations is pleased to announce that it has revised and updated the Contra Costa Health Plan Provider Manual. We plan to distribute the new manual to all of our Primary Care Providers by the end of December and will begin distribution to our Specialty Providers in January. Our goal is to have the new manual out to all of our providers in the next several months. Provider Relations staff will be contacting your office to schedule a time to bring out the new manual to you and explain the changes. We will also be picking up the manual you currently have and recycling the binders. If you have any questions, please contact Provider Relations at (925) 313-9500 or via email at ProviderRelations@hsd.cccounty.us

The Bulletin Board

Important Claims Submission Address Changes
Please note new address for Docustream effective immediately

Send All Claims to:
Contra Costa Health Plan
P.O. Box 2157
San Leandro, CA 94577

Courier Claims Address:
Contra Costa Health Plan
14860 Wicks Blvd
San Leandro, CA 94577

Happy New Year From CCHP

Holidays Observed by CCHP

Christmas Day Dec. 25, 2008
New Year’s Day Jan. 1, 2009
Martin Luther King Jr. Day Jan. 19, 2009
President’s Day Feb. 16, 2009

Our accredited Advice Nurse Unit is available for our members 24 hours a day 7 days a week including holidays. The Advice Nurse Unit can be reached by calling 1-877-661-6230 (press 1).

New Primary Care Providers
Richmond Health Center
Andrea Sandler, M.D.
Katrina Rapa, M.D.
Visit our New CCHP Provider & Pharmacy Online Search Engine (OSE)
Please visit our website at: www.contracostahealthplan.org

Contact Provider Relations if you would like to receive your CCHP Publications via email!

The Editor welcomes your comments and suggestions, please contact Tracy Ann Ealy at ProviderRelations@hsd.cccounty.us.

Contra Costa Health Plan
Provider Relations Contact Information
595 Center Avenue, Suite 100, Martinez, CA 94553
(925) 313-9500 Main Number (925) 646-9907 Fax Number
Email: ProviderRelations@hsd.cccounty.us

Tracy Ann Ealy  Director of Provider Relations (925) 313-9501 tealy@hsd.cccounty.us
Ruth Perez  Administrative Assistant (925) 313-9505 rperez2@hsd.cccounty.us
Terri Lieder  Supervisor, Credentialing Team (925) 313-9502 tlieder@hsd.cccounty.us
BJ Jacobs, FNP  Provider Liaison (925) 313-9503 bjacobs@hsd.cccounty.us
Mary Berkery, RN  Facility Site Review Manager (925) 313-9504 mberkery@hsd.cccounty.us
Maria Perez  Credentialing Coordinator (925) 313-9506 lperez@hsd.cccounty.us
Jason Woodruff  Provider Relations Representative (925) 313-9507 jwoodruff@hsd.cccounty.us

Provider Contracting Department

Shenita Hurskin  Director of Contracts (925) 313-9521 shurskin@hsd.cccounty.us
Nicole Meyer  Contracts Secretary (925) 313-9522 nmeyer@hsd.cccounty.us
Contra Costa Health Plan
Provider Call Center 1-877-800-7423

Press 1 – Member Eligibility and Primary Care Physician Assignment
Press 2 – Pharmacy Services Department
Press 3 – Authorization Department
Press 4 – Interpreter Services (Advice Nurse)
Press 5 – Claims Department
Press 6 – Provider Relations Department
Press 7 – Member Services Department