December 15, 2015

To: Contra Costa Health Plan (CCHP) Contracted Providers

Re: New CCHP Member ID Cards

On January 1, 2016 Contra Costa Health Plan (CCHP) will begin changing our member identification cards. Newly enrolled members will automatically receive the new ID card and existing members will receive a new ID card by request.

CCHP will have two ID cards, one for our Medicare Cost Plan and the other for all other CCHP product lines. Both cards will be printed in light teal card base.

Changes to the cards include removing the network information that was contained in the Benefit Plan (RMC, CPN) and adding the insurance Product Line information. Making this minor change will help keep our costs lower since we no longer will be sending out replacement cards for members who keep the same insurance Product but change their PCP network. The following is a list of the Product Lines that can appear on the ID card:

<table>
<thead>
<tr>
<th>Product line</th>
<th>Plan Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CNTYEMP A</td>
<td>County Employee Plan A</td>
</tr>
<tr>
<td>CNTYEMP B</td>
<td>County Employee Plan B</td>
</tr>
<tr>
<td>CNTYEMPA2</td>
<td>County Employee Plan A2</td>
</tr>
<tr>
<td>IHSS</td>
<td>In Home Support Services</td>
</tr>
<tr>
<td>MEDI CAL</td>
<td>CCHP Medi-Cal Managed Care</td>
</tr>
<tr>
<td>MEDI CALD</td>
<td>CCHP Medi-Cal with Fee for Service Medicare and other Part D Rx plan</td>
</tr>
<tr>
<td>MCAREMCAL</td>
<td>Members with CCHP Medi-Cal and CCHP Medicare (Crossover)</td>
</tr>
<tr>
<td>SNHLT BSC</td>
<td>Senior Health Basic Medicare Cost Plan</td>
</tr>
<tr>
<td>SNHLT PLS</td>
<td>Senior Health Plus Medicare Cost Plan</td>
</tr>
</tbody>
</table>

In addition we have added a new copayment classification on the cards called SUD which stands for Substance Use Disorder treatments. Be sure to check the copay amounts as some have changed.
You may need to know the Network of the member in order to make referrals and authorization requests. It is easy to identify the PCP network of the member. You can:

1. Call our 24 hour IVR phone system to check eligibility and obtain Network information 1-877-800-7423 press 1
   Or
2. Use the Provider Web Portal **
   Or
3. PCP’s can look on their printed lists of members sent to you weekly

** Providers that would like to request access to the ccLink Provider Web Portal can go to [www.contracostahealthplan.org](http://www.contracostahealthplan.org) select For Providers, then go to Forms and Resources, in the green ccLink box print the ccLink Provider Portal Access Agreement, complete and return according to instructions on agreement.

On the other new Medicare ID card used for members in our Senior Health Basic and Senior Health Plus groups, we are required by law to add a bar code to the card that contains basic eligibility information for provider offices that have a card scanner. If you do not have an ID machine scanner in your medical office, the ID card does contain sufficient information for the patient to receive care.

The information contained on the machine readable bar code is:
- Card issuer name or logo
- Card issuer identifier Health Plan Insurance ID
- Card holder name(s) and identifier
- Claim submission information
- Contact telephone number(s) for benefit eligibility inquiry, patient assistance, claim inquiry, pre-cert.

**Note to Specialists:** Please continue to follow the referral and authorization guidelines according to member’s assigned network along with verifying eligibility.

If you have any questions, please contact Provider Relations at 925-313-9500 or e-mail to ProviderRelations@hsd.cccounty.us.

Sincerely,

Terri Lieder
Terri Lieder, MPA, CPCS, CPMSM
Director of Provider Relations and Credentialing