Beginning July 1 2016, Contra Costa Health Plan (CCHP) will begin offering coverage to undocumented immigrants under age 19 in the county. The move comes following the passage of a new state law allowing undocumented low-income children in California to be fully covered under Medi-Cal if they meet Medi-Cal financial criteria.

Officials estimate 170,000 children in California will become eligible for Medi-Cal under the new rules. In Contra Costa, nearly 2,700 children will be eligible via the California Department of Health Care Services, most of whom will choose to be covered by CCHP. Meanwhile, another 3,600 undocumented children in Contra Costa currently in Kaiser’s child health program are expected to enroll in Medi-Cal between June and August. CCHP will reassign those patients back to Kaiser to maintain continuity of care.

CCHP is also coordinating enrollment with La Clinica and LifeLong to assign these new members back to the clinics where they have been receiving care.

Previously, the state offered only restricted Medi-Cal coverage to undocumented children, which gave them access to emergency medical services. Now those children will receive comprehensive coverage, including primary medical care, vision, dental, and low-moderate mental health.
CCHP To Cover Transportation Costs To Appointments for Some Medi-Cal Members

Contra Costa Health Plan (CCHP) members with Medi-Cal may now have some transportation costs covered for getting to and from medical appointments. This new benefit, that went into effective April 1, 2016, allows CCHP to authorize services for Medi-Cal members that qualify to take a taxi, bus, para-transit or special van to get to medical appointments, tests or procedures.

In order for children and people under 21 to qualify, the services must be covered under the Early and Periodic Screening, Diagnosis and Treatment (EPSDT) program. Additionally, members are eligible if they are active dialysis patients, cancer patients receiving chemotherapy or radiation therapy, prenatal patients and those under CCHP case management can be eligible. The member must also demonstrate a need for this service.

The Health Plan asks that members arrange for rides five days before their appointments—or call CCHP as soon as possible if it’s an urgent appointment. Patients need to call 855-222-1218 for CCHP authorization. The new benefit is separate from transport services from an ambulance, litter van or wheelchair van.

CCHP Chief Executive Officer, Patricia Tanquary, said the new benefit will help patients get the care they need in a timely way. Many patients miss appointments because they can’t afford transportation.

If you have any questions, call Case Management at 1-855-222-1218.

California Children’s Services and Regional Center of the East Bay

California Children’s Services (CCS) offers medical coverage to children for catastrophic or chronic illness on a financial sliding scale. When a CCHP Medi-Cal child has a CCS condition, the medical services related to the CCS condition are covered by CCS. However, CCHP will continue to cover eligible medical services that are not related to the CCS condition. Submitting a completed Prior Authorization Form (PA001) to CCHP when requesting services assures that the request will be evaluated by the Utilization Review Team and referred to CCS for ongoing medical supervision if the condition is eligible. The physician’s office can also send a direct referral by fax to CCS. In either instance, copies of medical documentation must accompany the referral.

California Children’s Services (CCS)
Fax: (925) 313-6115

Children with developmental delays or disabilities under three (3) years of age may be eligible to receive services through the Regional Center of the East Bay (RCEB). These services are available without financial qualifications. The provider office can refer their member directly to the center:

Regional Center of the East Bay
Phone: (510) 618-6195
website: www.rceb.org

For more information, please see CCHP’s Provider Manual at www.cchealth.org/healthplan/ For Providers, Provider Manual. If you have further questions, please do not hesitate to call our Provider Liaisons: Christine Gordon at (925) 313-9503 or Jenny Galindo at (925) 313-9513.
When Disaster Strikes,
YOU CAN MAKE THE DIFFERENCE!

Become A Disaster Healthcare Volunteer
Disaster Healthcare professionals are professionals like you who want to volunteer during an emergency or disaster. When you register on the secure web-based registry, you will indicate your volunteer preferences and enter information about your skills. The registry will automatically notify you in the case of a disaster and track your deployment.

For local information or questions, please contact:

Contra Costa County Medical Reserve Corps
1340 Arnold Drive, Suite 126
Martinez, CA 94553
Phone: (925) 646-4690
Fax: (925) 646-4379
E-mail: bcenter@hsd.cccounty.us

For Specialists—Faxing Consult Records
For all our specialists, please remember that it is essential that your consult findings are shared with the member’s Primary Care Provider (PCP) in a timely manner. For Contra Costa Regional Medical Center (CCRMC) members, their PCP is located at one of the county Health Centers. All CCRMC member specialty reports, clinical notes, discharge summaries, etc. can be faxed to one central fax number: (925) 370-5239

These reports will be scanned into the member’s permanent record and reviewed by the PCP. For members with a PCP in the Community Provider Network, please continue to send records directly to the individual provider. If you have questions, please contact:
Provider Relations at (925) 313-9500
or
Provider.Relations@hsd.cccounty.us.
The CCHP P&T committee meeting that was scheduled for 7/8/16 was rescheduled to 8/12/16.

Changes to the Preferred Drug List (PDL):
- No changes to report at this time. Any future updates approved at the 8/12/16 P&T meeting will be reported in the next provider bulletin (Fall 2016).

<table>
<thead>
<tr>
<th>Flu shots as a pharmacy benefit:</th>
</tr>
</thead>
</table>
| In past years, CCHP has covered the flu shot as a pharmacy benefit from November 1st through March 31st. At the recommendation of the CCRMC immunizations task force, CCHP will be expanding the availability of the flu shot as a pharmacy benefit to October 1st through April 30th (available at Walgreens and Rite Aid stores within Contra Costa County). Additionally, due to recent CDC data showing a lack of efficacy, CCHP will NOT be adding the nasal flu vaccine to the formulary for the 2016/2017 flu season.

There are numerous ways to view the CCHP RX Formulary:

CCHP updates the Preferred Drug List (PDL) formulary after each quarterly Pharmacy & Therapeutics Committee meeting. CCHP invites and encourages practitioners to access each update through the following means:
- An interactive searchable formulary is available within Epic (contact the Epic team with any questions related to functionality).
- A printable copy of the CCHP PDL can be found here: [http://cchealth.org/healthplan/pdf/pdl.pdf](http://cchealth.org/healthplan/pdf/pdl.pdf)

EPOCRATES – free mobile & online formulary resource

CCHP providers may add the CCHP formulary to their mobile devices using the following steps:
- Go to www.epocrates.com and click on “My Account” in the top right.
- Sign in with your Epocrates username and password, if needed.
- Click on "Edit Formularies."
- Follow the on screen instructions to select and download formularies or to remove formularies (plan name in Epocrates is Contra Costa Health Plan).
- Update your device, and the formularies on your mobile device will be changed accordingly.

Epocrates mobile is supported on the iOS (iPhone, iTouch, iPad), Android, & BlackBerry platforms.

If you have any questions about the installation or use of Epocrates, please contact Epocrates Customer Support at goldsupport@epocrates.com or at (800) 230-2150.

Providers may request a copy of CCHP pharmacy management procedures or specific drug PA criteria by contacting the pharmacy unit directly at 1-877-800-7423 x 2, or via the email address listed below.

Questions and comments may be directed to CCHP Pharmacy by emailing: cchp_pharmacy_director@hsd.cccounty.us
**Contra Costa Health Plan’s**
**Disease Management Programs - Adult Diabetes & Pediatric Obesity**

Contra Costa Health Plan has developed two disease management programs aimed at improving care for our members and providing additional support for their providers. The Programs, focused on adult diabetes and pediatric obesity, offer best practice guidelines, referrals, motivational interviewing, tracking, and education to both providers and patients/families faced with these conditions.

The programs will send patients quarterly information about their disease, and help them understand how to use both lifestyle and medical tools to address these problems. Providers will be given feedback about return visits, labs, and referrals relevant to their patient. Patients will also be offered special programs, such as classes, incentives, self-help and community resources. We welcome your feedback about the programs.

**Referral Guidelines:**
The following patients are eligible for the program:

- **Adult Diabetes**—All members with type I or II diabetes ages 18-75 are eligible
- **Pediatric Obesity**—Children must be ages 2-11, with a BMI% greater than or equal to 95

CCRMC PCP’s should refer patients to the Disease Management programs via ccLink under Pediatric Obesity or Diabetes in medications/orders.

Community PCP’s can access the Disease Management Program referral form on the website provider section under “forms and resources”.

To learn more about the programs, contact Lourdes Jensen, RN, CDE at (925) 313–6968 or e-mail Disease.Management@hsd.cccounty.us.

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**Contra Costa Health Plan’s**
**Incentive Programs**

CCHP provides incentives for Medi-Cal members to do things that are good for their health!

**Diabetes**
A $20 Target gift card is available to Medi-Cal members 18-75 years of age for maintaining recommended care of their diabetes. Members become eligible when they complete six diabetes-related examinations or tests. The exams/tests include a dilated eye exam, HbA1c, LDL-Cholesterol, Microalbumin, a foot exam, and blood pressure exam. Members are eligible for the incentive once every 12 months.

**Pediatric Obesity**
Our Go! Club offers a $20 Target gift card to our Medi-Cal members 2-18 years of age that participate in CCHP-approved resources for healthy eating habits and/or exercise. Each child is eligible to receive one incentive per year. The incentive is provided to those children or families completing three sessions (within a 12 month period) in an approved class, with a dietician, or with a health educator. One session must be with the PCP for weight counseling.

To learn more about the Diabetes & Pediatric Obesity incentives, contact Lourdes Jensen, RN, CDE at (925) 313–6968 or e-mail Disease.Management@hsd.cccounty.us.

**Prenatal/Postpartum**
A gift card incentive is available for pregnant CCHP Medi-Cal members. Members can earn up to $40 for participating. For having a prenatal visit during the first trimester, the member receives a $20 Target gift card. In addition, the member receives a $20 gift card once they complete a postpartum visit. The postpartum visit must be within 3-8 weeks after delivery.

To learn more about the incentive, contact Catherine Harrell at (925) 313–6427 or e-mail Catherine.Harrell@hsd.cccounty.us.
Now Open to All
Contra Costa Health Plan (CCHP) Members!

**Active & Healthy Families (AHF)**
Contra Costa Public Health’s
Pediatric Obesity Group Appointments
for Latino Families

**Familias Activas y Saludables**
Citas médicas para familiasLatinas con niños con sobrepeso

**About the Program:**
The appointments are held in Contra Costa Public Health’s School-Based Clinics. This program is designed to educate families of healthier food habits through the use of fun activities and open discussions with a medical provider, a nutritionist and a community health worker. The medical team also guides and supports each participant in the adoption and maintenance of chosen healthier lifestyle changes.

**Acerca del Programa:**
Las citas médicas son ofrecidas a través de las clínicas móviles de Salud Pública en las escuelas de Contra Costa. El programa está diseñado para educar a las familias acerca de hábitos de alimentación sanos por medio de actividades divertidas y charlas dadas por un doctor, una nutricionista y una trabajadora de salud. Este equipo médico también guía y apoya a los participantes en adoptar y mantener hábitos saludables.

**If interested…**
CCHP Members: Please contact your provider for a referral (PCP)
CCHP Providers: Please complete referral form (see next page)

For more information visit our website [www.activehealthyfamilies.org](http://www.activehealthyfamilies.org)
Contra Costa Health Plan (CCHP)
Primary Care Provider (PCP) REFERRAL FORM for
Active & Healthy Families
Program for Latino Families (delivered in Spanish)

Eligibility Requirements: Age 5-12 years; BMI=85\textsuperscript{th} percentile or greater; parent/guardian in attendance with child at each appointment (TOTAL OF 8)

Referral form to be completed by CCHP Primary Care Provider (PCP) only
Check member eligibility prior to rendering services 1-877-800-7423 Option 1
Fax completed referral to AHF at (925) 313-6211

REFERRAL IS VALID FOR 8 VISITS

Specialty Name: Active & Healthy Families, Medical Pediatric Obesity Group Appointments
Specialist Address: 597 Center Avenue, Suite 150 Martinez, CA 94553
Specialist Phone No: (925) 313-6213
Referring Diagnosis: Overweight/Obesity

ICD-9

PLEASE PROVIDE INFORMATION BELOW

<table>
<thead>
<tr>
<th>Member Name: First/Middle Initial/Last</th>
<th>Print PCP Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>DOB: Mo/Day/Yr</td>
<td>Member ID Number:</td>
</tr>
<tr>
<td>Address: Street/City/Zip</td>
<td>PCP Address: Street/City/Zip</td>
</tr>
<tr>
<td>Phone Number of Parent/Guardian:</td>
<td>Phone Number:</td>
</tr>
<tr>
<td>Additional Member Information:</td>
<td>Fax Number:</td>
</tr>
<tr>
<td>Weight: (lbs.)</td>
<td>Height: (ft./in.)</td>
</tr>
<tr>
<td>Date Taken:</td>
<td>BMI Percentile:</td>
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<tr>
<td>Laboratory tests results for:</td>
<td>Date Completed (Month/Year)</td>
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<td>FGB:</td>
<td></td>
</tr>
<tr>
<td>Total Cholesterol:</td>
<td>HDL:</td>
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<tr>
<td>Triglycerides:</td>
<td>LDL:</td>
</tr>
<tr>
<td>ALT:</td>
<td>AST:</td>
</tr>
<tr>
<td>Other Relevant Information (for example, ADHD, Diabetes, Autism)</td>
<td></td>
</tr>
</tbody>
</table>

Date: PCP Signature:
Access Standards

The California Department of Managed Health Care (DMHC) has established standards for timely access to care. Each year CCHP measures the compliance of our providers and reports the information to DMHC. The standards are below.

<table>
<thead>
<tr>
<th>Type of Service</th>
<th>Wait Time for Appointment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routine/Follow-up</td>
<td>10 Business Days</td>
</tr>
<tr>
<td>Ancillary services, such as x-rays, lab tests, and physical therapy</td>
<td>15 Business Days</td>
</tr>
<tr>
<td>Routine Mental Health</td>
<td>10 Business Days</td>
</tr>
<tr>
<td>Specialist</td>
<td>15 Business Days</td>
</tr>
<tr>
<td>Urgent care for services that do not require prior authorization</td>
<td>48 Hours</td>
</tr>
<tr>
<td>Urgent care for services that do require prior authorization</td>
<td>96 Hours</td>
</tr>
<tr>
<td>First Prenatal Visit</td>
<td>10 Business Days</td>
</tr>
<tr>
<td>Emergency</td>
<td>Immediate</td>
</tr>
</tbody>
</table>

Note that providers can be flexible in making appointments if a longer wait will not harm the member’s health. To comply with DMHC regulations, it must be noted in the member’s record that a longer wait will not harm the member.

Updated Pediatric Preventive Guidelines

CCHP has updated our Pediatric Preventive Guidelines. We have incorporated changes made to the Bright Futures/American Academy of Pediatrics recommendations. All of our clinical guidelines can be found on our website at [http://cchealth.org/healthplan/clinical-guidelines.php](http://cchealth.org/healthplan/clinical-guidelines.php).

The changes include adding a developmental screening at 9 and 30 months and autism screening at 18 and 24 months. Also added is dental varnish application at 6 and 9 months, if teeth are present. Annual vision screening is now recommended to start at age 3. For adolescents, there is now a recommendation for annual depression screening and screening for alcohol and drug use.

Initial Health Assessment of New Medi-Cal Members

Contra Costa Health Plan (CCHP) wants to remind you that the California Department of Health Care Services (DHCS) requires you to complete an Initial Health Assessment on all new CCHP Medi-Cal patients within 120 days of eligibility. Effective date of eligibility can be found on your bi-weekly member panel list. The assessment must include:

- A physical and mental health history
- Identification of high risk behaviors
- Assessment of need for preventive screenings or services and health education
- Diagnosis and plan for treatment of any diseases

The assessment includes an age appropriate Staying Healthy Assessment (SHA). These forms are available in several languages on our website: [http://cchealth.org/healthplan/providers/](http://cchealth.org/healthplan/providers/). More information on the use of the SHA is there as well. Remember, CCHP offers you additional reimbursement for fulfilling this requirement.

*Bill code 99212 SH, and we will add $12.12 to your visit payment.*

If you have any questions, call Provider Liaison:
Christine Gordon, RN, BSN at (925) 313-9503 or Jenny Galindo, RN, PHN at (925) 313-9513.
CCHP distributes Member Rights and Responsibilities to all new members upon enrollment, existing members annually, new providers when they join the network and existing providers annually. The document is distributed by mail, fax or e-mail and is available on the CCHP website at www.contracostahealthplan.org. For those members or providers without access to a fax, e-mail or internet, the document is mailed.

**Member rights include, but are not limited to, the following:**

- the right to receive care with respect and recognition of their dignity and their right to privacy regardless of race, religion, education, sex, cultural background, physical or mental handicaps, or financial status.
- the right to receive appropriate accessible culturally sensitive medical services.
- the right to choose a Primary Care Physician in Contra Costa Health Plan’s network who has the responsibility to provide, coordinate and supervise care.
- the right to be seen for appointments within a reasonable period of time.
- the right to participate in health care decisions with practitioners including the right to refuse treatment, to the extent permitted by law.
- the right to receive courteous response to all questions from Contra Costa Health Plan and its Health Partners.
- the right to voice complaints or appeals about Contra Costa Health Plan or the care it provides orally or in writing; and to disenroll.
- the right to health plan information which includes, but is not limited to; benefits and exclusions, after hours and emergency care, referrals to specialty providers and services, procedures regarding choosing and changing providers; types of changes in services and member rights and responsibilities.
- Medi-Cal recipients have the right to seek family planning services outside the network without a referral if the member elects to do so.
- the right to formulate advanced directives.
- the right to confidentiality concerning medical care.
- the right to be advised as to the reason for the presence of any individual while care is being provided.
- the right to access personal medical record.
- the right to have access to emergency services outside of the Plan’s provider network.
- Medi-Cal recipients have the right to request a fair hearing.
- the right to interpreter services.
- the right to access Federally Qualified Health Centers and Indian Health Services Facilities.
- the right to access minor consent services.
- the right to receive written Member informing materials in alternative formats, including Braille, large size print and audio format upon request.
- the right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- the right to receive information on available treatment options and alternatives, presented in a manner appropriate to the Member’s condition and ability to understand.
- the right to freely exercise these rights without adversely affecting how the Member is treated by the health plan, providers or the state.
- the right to candid discussion of appropriate or medically necessary treatment options, regardless of cost or benefit coverage.
- the right to make recommendations regarding Contra Costa Health Plan’s Member’s Rights and Responsibility policy.

**Member responsibilities include, but are not limited to:**

- the responsibility to provide complete and accurate information about past and present medical illnesses including medication 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 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 best degree possible.
<table>
<thead>
<tr>
<th>Name</th>
<th>Specialty</th>
<th>Practice Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peter Navolanic, MD</td>
<td>Family Medicine</td>
<td>Brighter Beginnings—Antioch &amp; Richmond</td>
</tr>
<tr>
<td>Catherine Tanner, NP</td>
<td>Family Medicine</td>
<td>Brighter Beginnings—Richmond</td>
</tr>
<tr>
<td>Claudell Stephens, MD</td>
<td>Family Medicine</td>
<td>Healthy Living Clinic—Pinole</td>
</tr>
<tr>
<td>Ravjeet Kullar, MD</td>
<td>Family Medicine</td>
<td>John Muir Physician Network—Walnut Creek</td>
</tr>
<tr>
<td>Sheila Raumer, MD</td>
<td>Family Medicine</td>
<td>La Clinica De La Raza—Concord</td>
</tr>
<tr>
<td>Harpreet Kaur, NP</td>
<td>Family Medicine</td>
<td>La Clinica De La Raza—Concord</td>
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<tr>
<td>Parveen Khan, MD</td>
<td>Family Medicine</td>
<td>La Clinica De La Raza—Concord</td>
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<tr>
<td>Jennifer Westerman, NP</td>
<td>Family Medicine</td>
<td>La Clinica De La Raza—Pittsburg</td>
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<tr>
<td>Katie Barnes, NP</td>
<td>Family Medicine</td>
<td>LifeLong Medical Care—Oakland</td>
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<tr>
<td>Mimi Ogawa, MD</td>
<td>Family Medicine</td>
<td>LifeLong Medical Care—San Pablo</td>
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<tr>
<td>Brazell Carter, MD</td>
<td>Internal Medicine</td>
<td>LifeLong Medical Care—Richmond</td>
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<tr>
<td>Angelica Meza, PA</td>
<td>Internal Medicine</td>
<td>BASS Urgent Medical Care—Walnut Creek</td>
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<tr>
<td>Megan Veale, PA</td>
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<td>BASS Urgent Medical Care—Walnut Creek</td>
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<tr>
<td>Kanwal Merchant, MD</td>
<td>Pediatrician</td>
<td>LifeLong Medical Care—Richmond</td>
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<td>Javaid Khan, DO</td>
<td>Allergy &amp; Immunology</td>
<td>Baz Allergy &amp; Asthma Center—San Leandro</td>
</tr>
<tr>
<td>Lauro Roberto, MD</td>
<td>Allergy &amp; Immunology</td>
<td>Baz Allergy &amp; Asthma Center—Fremont</td>
</tr>
<tr>
<td>Brian Reis, DC</td>
<td>Chiropractic Medicine</td>
<td>LifeLong Medical Care—Berkeley</td>
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<tr>
<td>Jeffrey Bortz, MD</td>
<td>Dermatology</td>
<td>East Bay Skin Cancer Center—Walnut Creek</td>
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<tr>
<td>Renee Howard, MD</td>
<td>Dermatology</td>
<td>UCSF Benioff Children’s Hospital—Oakland</td>
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<tr>
<td>Joseph Rose, MD</td>
<td>OB/GYN</td>
<td>Women’s Health Partners of CA—Walnut Creek</td>
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<tr>
<td>Mary Williams, NP</td>
<td>Mid-Level OB/GYN</td>
<td>Women’s Health Partners of CA—Walnut Creek</td>
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<td>Cynthia Tsui, MD</td>
<td>Nephrology</td>
<td>BASS Pacific Nephrology Medical—Concord</td>
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<tr>
<td>Victoria Jui-Yun Hsu, MD</td>
<td>Ophthalmology</td>
<td>Baychildren’s Physicians—San Ramon</td>
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<tr>
<td>Nina Tran, OD</td>
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<td>Yongson Kim, OD</td>
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<td>Tsuan Tsuan Li, MD</td>
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<tr>
<td>William Lewis, MD</td>
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<tr>
<td>Lisa Arcilla, MD</td>
<td>Pediatric Cardiology</td>
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<tr>
<td>Kishor Avasarala, MD</td>
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<tr>
<td>Alok Bose, MD</td>
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<td>Neeru Kaushik, MD</td>
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<td>Gregory Kurio, MD</td>
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<td>UCSF Benioff Children’s Hospital—Oakland</td>
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<td>Kathleen Newkumet, MD</td>
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<td>Hitendra Patel, MD</td>
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<td>Howard Rosenfeld, MD</td>
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<td>UCSF Benioff Children’s Hospital—Oakland</td>
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<tr>
<td>Leslie Gee, MD</td>
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<tr>
<td>Geetik Sengupta, MD</td>
<td>Pediatric Endocrinology</td>
<td>CFMG—Oakland &amp; Walnut Creek</td>
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<tr>
<td>June Tester, MD</td>
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<tr>
<td>Asal Fathian, MD</td>
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<td>Dimple Marwaha, DPM</td>
<td>Podiatry</td>
<td>BASS TriValley Medical—San Ramon &amp; Lafayette</td>
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<td>Jamal Zaka, MD</td>
<td>Pulmonary Disease</td>
<td>John Muir Medical—Walnut Creek</td>
</tr>
<tr>
<td>Madhu Shetti, MD</td>
<td>Radiation Oncology</td>
<td>Epic Care—Bay Area Breast Surgeons—Emeryville</td>
</tr>
<tr>
<td>Katie Hall, MA</td>
<td>Speech Pathology</td>
<td>Posy Inc.—Pleasant Hill</td>
</tr>
<tr>
<td>Haena Kim, MD</td>
<td>Surgery – Plastic &amp; Reconstructive</td>
<td>Walnut Creek</td>
</tr>
</tbody>
</table>
Welcome Contracted Provider Network (CPN) Providers

**Specialty Care Providers**

- Mehrdad Mansouri, MD
- Brian Steber, MD
- Teginder Dhanoa, MD
- Gregory Williams, MD
- Hannah De Los Santos, MD
- Thomas Miller, MD
- Sergei Schegolev, MD
- Thuthuy Phamle, MD
- Allan Drabinsky, MD
- Alan Gottlieb, MD
- Stuart Shikora, MD
- Aileen Jaber, MD
- Christopher Dutra, MD
- Jennifer Grayzar, MD
- Kendra Jacobson, PA

- Urgent Care
- JMPN–Brentwood & Walnut Creek
- STAT Med Urgent Care—Lafayette & Concord

**Behavior Analysis**

- Laura Kellogg
- Scott Rohrig
- Zairin Hussain
- Robbie Hanson
- Karen Loeffler
- Alicia Panza-Clark
- Gina Rossow
- Stacy Sagli
- Layla Ghazzagh
- Kristie Turner
- Ross Woods
- Lysa Snowden
- Natasha Moon
- Sheryl De Vera
- Giannina Briceno
- Kathryn Buchanan
- Emily Schuman
- Britnee Abbott

- BCBA
- MA
- MS
- LCSW
- BA
- BCBA
- BA
- BCBA
- BA
- BC

- Animate Consulting—Emeryville
- Animate Consulting—Emeryville
- Applied Behavior Consultants—Sacramento
- Assoc. of Behavior Consultants—Vallejo & Brentwood
- Assoc. of Behavior Consultants—Vallejo & Brentwood
- Assoc. of Behavior Consultants—Vallejo & Brentwood
- Assoc. of Behavior Consultants—Vallejo & Brentwood
- Assoc. of Behavior Consultants—Vallejo & Brentwood
- Assoc. of Behavior Consultants—Vallejo & Brentwood
- Assoc. of Behavior Consultants—Vallejo & Brentwood
- Assoc. of Behavior Consultants—Vallejo & Brentwood
- Autism Learning Partners—San Ramon & San Jose
- Autism Spectrum Therapies—Pleasanton
- Center for Autism & Related Disorders—Walnut Creek
- Ed Support Services—Oakland
- First Step for Kids—Walnut Creek
- Gateway Learning Center—Hayward
- Positive Pathways, LLC—San Francisco

**Mental Health**

- Jacqueline Holmes, MFT
- Victoria Rutsch, MFT
- Sonia Gaur, MD
- Shanti Gooden, MD
- Rachna Saralkar, MD
- Christopher Jensen, PsyD

- Mental Health Therapist
- Mental Health Therapist
- Psychiatry
- Psychiatry
- Psychology

- Concord
- Dublin
- Baychildren’s Physician Mental Health—Oakland
- Baychildren’s Physician Mental Health—Oakland
- Comprehensive Psychiatric Services—Walnut Creek
- Axis Community Health—Livermore & Pleasanton

**Facilities**

- AccentCare Home Health of CA, Inc.
- AHi Solutions, Inc.
- Alhambra Convalescent Hospital
- Bay Imaging Consultants Medical Group Inc.
- Casa Serena Eating Disorders

- Home Health
- Sleep Lab/DME
- Skilled Nursing
- Diagnostic Imaging
- Eating Disorders

- San Ramon
- Oakland
- Martinez
- Walnut Creek
- Concord
Welcome New CCRMC Providers

Concord Health Center: Gabriel Anaya, MD
Sarah Pettibone, MD

Martinez Health Center: Alex Harsha, MD
Jessica Lucey, MD
Jonathan Patberg, MD
Karen Weinbaum, MD

Pittsburg Health Center: Kevin Dolezal, MD
Emma Montelongo, MD
Catherine Nguyen, MD

West County Health Center: Jennifer Estrada-Melgar, MD
Melinda Kong, MD
Victor Mleczko, MD
Angela Rodgers, MD

Our URAC accredited Advice Nurse Unit is available for our members 24 hours a day, 7 days a week including holidays. Members can call The Advice Nurse Unit at 1 (877) 661-6230 Press 1.

Providers needing help with interpreter services or needing help with arranging face to face ASL (American Sign Language) interpretation services may call 1 (877) 800-7423 option 4.

Holidays Observed by CCHP
Labor Day
Monday September 5th, 2016

Find resources for uninsured individuals at www.cchealth.org/insurance
Contra Costa Health Plan Provider Relations/Contracts
Staff Contact Information

Terri Lieder, MPA, CPCS  Director of Provider Relations  (925) 313-9501  Terri.Lieder@hsd.cccounty.us
Jenny Galindo, RN, PHN  Provider Liaison/FSR Nurse  (925) 313-9513  Jenny.Galindo@hsd.cccounty.us
Christine Gordon, RN, BSN  Provider Liaison/FSR Nurse  (925) 313-9503  Christine.Gordon@hsd.cccounty.us
Ronda Arrends  Credentialing Supervisor  (925) 313-9522  Ronda.Arrends@hsd.cccounty.us
Patricia Cline  Contracts Supervisor  (925) 313-9532  Patricia.Cline@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/Hospital Transition Nurse
Press 4 – Interpreter Services
Press 5 – Claims Department
Press 6 – Provider Relations Department
Press 7 – Member Services Department