Celebrating 50 Years of Medi-Cal Coverage in California
By Patricia Tanquary, CEO

2016 is the year that California celebrates 50 years of Medi-Cal coverage in this State. Many counties are having local celebrations to recognize this important milestone. Contra Costa Health Plan (CCHP) is hosting our celebration in Contra Costa County on October 17th. We are privileged to have two recognized expert speakers: Retired Congressman, George Miller, who helped to pass the Affordable Care Act (ACA), which allowed Medicaid Expansion in the states with a 100% federal match payment to those states who agreed to implement the expansion of Medi-Cal and Congressman Mark DeSaulnier who assisted in the California vote for California to allow financially eligible childless adults to receive Medi-Cal under Medi-Cal Expansion while he was our local California Senator.

Today, 13.5 million or one in three Californians are enrolled in Medi-Cal with 80% of them within Managed Care. Seventy percent (70%) of that 80% are enrolled in non-profit Health Plans in Local Health Plans of California (LHPC) like CCHP. That change has decreased our State’s uninsured by 50% from 6 million to 3 million. Covered California covers 1.3 million residents who receive subsidies to afford care. When individuals leave Covered California, 16% qualify for Medi-Cal. In Contra Costa County, nearly all of those going back to Medi-Cal were enrolled with CCHP so many could be reassigned to Kaiser where they had received care under Covered California.

There are still 27% of previously uninsured Californians without coverage in our state. The community will continue to encourage this population to apply. Ten percent (10%) are likely undocumented adults who still do not qualify, and yet 17% could potentially be helped by the ACA Expansion into Medi-Cal Expansion.
**Quality Management Program**

Contra Costa Health Plan has a robust Quality Management Program dedicated to continuously improving the care that our members receive. One way we do that is by measuring quality of care with HEDIS measures and member experience with CAHPS surveys.

Another thing we do is bring together teams to do Performance Improvement Projects to improve care. Right now we are working to improve care related to pregnancy and to asthma. The Program also provides special support to adults with diabetes and families with obese children. We also investigate problems with clinical care, and ensure members can get Health Education and translation and interpreters as needed.

Providers participate in the QM Program through participation on councils and committees such as Joint Conference Committee, Appeals Committee, and Pharmacy and Therapeutics. They also participate on improvement teams. To learn more about the program, visit cchealth.org/healthplan/quality.php, or call us at 925 313-6917, and we will send you a copy of the QM Program Description. If you are interested in participating in quality activities to improve our members’ care, contact the Medical Director, James Tysell, MD.

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**Utilization Management**

**Clinical Guidelines Criteria**

Providers can request, free of charge, copies of clinical guidelines used for decision-making. When requested services are denied or modified, providers have the opportunity to discuss the UM decision. Providers are notified (via Notice of Action, Notice of Non-Coverage, etc.) on how to contact and when the reviewer is available to discuss the decision.

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**Utilization Management Staff Availability**

Normal Business hours for the Authorization and Utilization Management (UM) Department are Monday through Friday from 7:00am to 7:00pm, excluding weekends and holidays. During the hours of 8:00am to 5:00pm, staff is available for inbound and outbound communications regarding the authorization and UM processes. When making outbound or returning calls, staff identifies themselves by their name, title and organization. Members can reach the UM Department by calling the Member Call Center at 1-877-661-6230, option 4. Providers can reach the UM Department by calling the Provider Call Center at 1-877-800-7423, option 3.

Afterhours and during weekends, both callers have two options. For non-urgent matters, the caller can leave a message at the above number. Messages are addressed the next business day. For urgent matters, the caller can stay on the line and be automatically transferred to the Advice Nurse Unit, which operates 24/7. The Advice Nurse (AN) Unit has limited authority to approve medically necessary services on behalf of the UM Department and is able to reach a backline at the UM Department for assistance. As necessary, the AN Unit has access to the UM Manager and Medical Director. A toll free number, TDD/TTY for hearing impaired, and language assistance are available and accessible to members and providers. Refer to specific Member Materials handbook and Provider Manual.
Physicians Nondiscrimination Statements
September 19, 2016 - California Medical Association

The U.S. Department of Health and Human Services (HHS) Office of Civil Rights (OCR) recently finalized new nondiscrimination rules intended to advance health equity and reduce health care disparities. Under the rule, which implements section 1557 of the Affordable Care Act, individuals are protected from discrimination in health care on the basis of race, color, national origin, age, disability and sex, including discrimination based on pregnancy, gender identity and sex stereotyping.

This rule applies to those who provide or administer health-related services or insurance coverage and receive "federal financial assistance." Federal financial assistance includes Medicare, Children's Health Insurance Program, Medicaid, meaningful use payments, HHS grants, Centers for Medicare and Medicaid Services gain-sharing demonstration projects, federal premium and cost-sharing subsidies, etc. The rule does not apply to physicians who participate only in Medicare Part B, unless they are also receiving meaningful use incentive payments.

Covered physicians must comply with the following requirements:

- Post a notice of nondiscrimination and taglines in the top 15 languages spoken by individuals with limited English proficiency
- Designate a compliance coordinator and adopt grievance procedures (applicable to group practices with 15 or more employees)
- Submit an assurance of compliance form to OCR

The rule also encourages covered entities to develop and implement a language access plan to ensure they are prepared to take reasonable steps to provide meaningful access to individuals who may require assistance.

This final regulation does not, however, change current law under the Title VI regulations, which requires that any program or activity (including health care professionals) that receives federal funds must take reasonable steps to ensure meaningful access to their activities by persons with limited-English proficiency. Physicians should already be in compliance with the existing Title VI provisions required under current law, which is outlined in the California Medical Association's (CMA) On-Call document #6003, "Language Interpreters."

Physicians should note that in addition to administrative enforcement mechanisms, such as loss of federal financial assistance, individuals are permitted to bring individual or class action violation claims directly against physicians in federal court. To assist with implementation, OCR has translated into 64 languages a sample notice and taglines for use by covered entities. In addition, OCR has published a summary of the rule, factsheets on key provisions and a list of frequently asked questions.

CMA has sought guidance from the California Department of Health Care Services to determine what languages California physicians must post for the nondiscrimination notice. As additional information becomes available, CMA will provide more detailed instructions about how physicians may comply with this rule. For more information visit:
http://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html

For Specialists--PCP Referral Reminder

The PCP Referral Form (HP200-7) comes directly to the specialist from the Community Provider Network (CPN) PCP. It is valid for one year for a consult and two (2) follow-up visits. However, a consult and any procedure listed on the PCP referral form must be completed within 60 days. Follow up visits are valid during the one year period of the initial referral. Any listed procedure can be performed one time. Any non-listed procedure would need prior authorization and medical justification. If you have any questions, please call Provider Relations at (925) 313-9500 or e-mail Providerrelations@hsd.cccounty.us.
The CCHP P&T committee had 2 meetings since the last provider bulletin (meetings occurred on 8/12/16 & 10/7/16). Updates from these meetings are outlined below:

The committee approved the following changes to the Preferred Drug List (PDL):

- **Inhaled corticosteroids:** Arnout Ellipta (fluticasone powder) will be added to the formulary (advantage is once daily dosing). **Arnout Ellipta and Qvar will be required as step therapy to Flovent.** Patients that are currently using Flovent will be allowed to continue using it without interruption. New starts will be required to use the preferred agents.

- **Inhaled anticholinergics/B2 agonist:** Anoro Ellipta (umeclidinium/vilanterol) will be added to the formulary and will be required as step therapy to Combivent. Patients that are currently using Combivent will be allowed to continue using it without interruption. New starts will be required to use the preferred agent.

- **Inhaled corticosteroid/B2 agonist:** Dulera will now be required as step therapy to Symbicort. Patients that are currently using Symbicort will be allowed to continue using it without interruption. New starts will be required to use the preferred agent.

- **Topical lidocaine 4% CREAM** has been added to the formulary (OINTMENT will still require prior authorization).

- **IV Emend** has been added to the formulary and will no longer require step therapy with oral Emend.

- **Maxalt MLT** (rizatriptan orally dissolving tablet) formulary status has been updated – now a preferred first-line agent.

- **Rozerem (ramelteon)** formulary status has been updated – now a non-preferred agent.

**Changes to the PDL will be effective in November 2016**

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**Flu shots as a pharmacy benefit:**

The flu season has arrived! At the recommendation of the CCRMC immunizations task force, CCHP will be expanding the availability of the flu shot as a pharmacy benefit. **Flu shots are now available at Walgreens and Rite Aid stores within Contra Costa County (covered as a pharmacy benefit from 10/1/16 through 4/30/17).** 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.

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**Are you interested in learning more about the Opioid Epidemic??**

Mark your calendar! CCHP Clinical Pharmacist Rebecca Lau, PharmD will be presenting at CCRMC grand rounds. Learn how the opioid epidemic continues to be a major cause of death in Contra Costa County, and how CCHP seeks to address rampant opioid abuse with sweeping changes that are in line with evidence based guidelines such as the 2016 CDC guidelines for prescribing opioids for chronic pain.

**Title:** Combating the Opioid Epidemic  
**Date/Time:** 11/16/2016, 12:00-1:00pm  
**Location:** CCRMC, Building 1

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CME Available!

Providers may request a copy of CCHP pharmacy management procedures or specific drug PA criteria by contacting the pharmacy unit directly at 925-957-7260 x2, or via the email listed below:  
P&T updates can be viewed online at [http://cchealth.org/healthplan/provider-pharmacy-therapeutics.php](http://cchealth.org/healthplan/provider-pharmacy-therapeutics.php)

Questions and comments may be directed to CCHP Pharmacy by emailing cchp_pharmacy_director@hsd.cccounty.us
Naloxone Update:

- Reminder: naloxone is a carve-out medication and must be billed to fee-for-service (FFS) Medi-Cal.
- As of 10/1/2016, nasal naloxone 4mg/0.1mL is available on FFS Medi-Cal without a TAR:

  Sample Rx for a FFS or CCHP Medi-Cal Member:

  ![Naloxone 4mg/0.1mL Pre-filled Syringe](image)

- Naloxone 2mg/2mL pre-filled syringe is ON FORMULARY (without PA) for CCHP COM & most part D members.

  Sample Rx for a CCHP Commercial or Medicare Part D member:

  ![Naloxone 2mg/2mL Pre-filled Syringe](image)

**Nasal atomizer is available free of charge at Walgreens**

Reminder: How to properly dispose of unwanted medication

- Unwanted medication may be dropped off at the following law enforcement offices:

  - **Pleasant Hill Police Department**
    - 330 Civic Drive, Pleasant Hill
    - 925-288-4600
  - **Orinda City Hall/Police Department**
    - 22 Orinda Way, Orinda
    - 925-254-6820
  - **San Ramon Police Department**
    - 2401 Crow Canyon Road, San Ramon
    - 925-973-2700
  - **Clayton Police Department, City Hall**
    - 6000 Heritage Trail, Clayton
    - 925-673-7300
  - **West County HHW Collection Facility**
    - 101 Pittsburgh Ave., Richmond
    - 888-412-9277
  - **Martinez Field Operations Building**
    - 1980 Muir Road, Martinez
    - 925-284-5010
  - **Martinez Police Department**
    - 525 Henrietta St., Martinez
    - 925-372-3400
  - **Walnut Creek Police Department**
    - 1666 N. Main St., Walnut Creek
    - 925-943-5844
  - **Concord Police Department**
    - 1350 Galindo St., Concord
    - 925-671-3200
  - **Moraga Police Department**
    - 329 Rheem Blvd., Moraga
    - 925-284-5010

(Continued on page 6)
**Waste management:**

If unable to take to a drop-off location, local waste management services may allow medications to be disposed in the trash (contact your local garbage service for specific instructions). Generally medication must be in a sealed container, and mixed with an undesirable substance such as dirt or coffee grounds to deter diversion.

**NEW! Drug disposal kiosks:**

Walgreens has recently installed over 300 drug disposal kiosks across the country. There are quite a few locations in the bay area, including the 24hr store located at 2900 N. Main St. in Walnut Creek (see full list of northern CA locations below).

Kiosk locations are open to the public, and allow for the disposal of most medications, including controlled substances (the only limitations are that sharps, aerosols, lotions, illicit drugs, liquids, and thermometers may NOT be placed in the kiosk).

<table>
<thead>
<tr>
<th>Store #</th>
<th>Address</th>
<th>City</th>
<th>PHONE #</th>
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<tbody>
<tr>
<td>4026</td>
<td>2900 N MAIN ST</td>
<td>WALNUT CREEK</td>
<td>(925) 933-0307</td>
</tr>
<tr>
<td>3770</td>
<td>11565 SAN PABLO AVE</td>
<td>EL CERRITO</td>
<td>(510) 730-7000</td>
</tr>
<tr>
<td>3171</td>
<td>1050 REDWOOD STREET</td>
<td>VALLEJO</td>
<td>(707) 557-6948</td>
</tr>
<tr>
<td>2426</td>
<td>15500 WASHINGTON AVE</td>
<td>SAN LEANDRO</td>
<td>(510) 483-3917</td>
</tr>
<tr>
<td>9248</td>
<td>2300 OTIS DRIVE</td>
<td>ALAMEDA</td>
<td>(510) 523-7043</td>
</tr>
<tr>
<td>3624</td>
<td>275 SACRAMENTO ST</td>
<td>SAN FRANCISCO</td>
<td>(415) 362-5227</td>
</tr>
<tr>
<td>6625</td>
<td>2141 CHESTNUT STREET</td>
<td>SAN FRANCISCO</td>
<td>(415) 567-9320</td>
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<tr>
<td>1403</td>
<td>3201 DIVISADERO</td>
<td>SAN FRANCISCO</td>
<td>(415) 931-6417</td>
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<tr>
<td>3711</td>
<td>1189 POTRERO AVE</td>
<td>SAN FRANCISCO</td>
<td>(415) 647-1397</td>
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<tr>
<td>896</td>
<td>3601 CALIFORNIA ST</td>
<td>SAN FRANCISCO</td>
<td>(415) 668-5202</td>
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<tr>
<td>11327</td>
<td>498 CASTRO ST</td>
<td>SAN FRANCISCO</td>
<td>(415) 861-3136</td>
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<tr>
<td>235</td>
<td>5280 GEARY BLVD</td>
<td>SAN FRANCISCO</td>
<td>(415) 668-2041</td>
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<tr>
<td>12257</td>
<td>260 EL CAMINO REAL</td>
<td>BURLINGAME</td>
<td>(650) 342-2977</td>
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<tr>
<td>689</td>
<td>121 E EL CAMINO REAL</td>
<td>MOUNTAIN VIEW</td>
<td>(650) 961-7555</td>
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<tr>
<td>842</td>
<td>350 N CAPITOL AVE</td>
<td>SAN JOSE</td>
<td>(408) 259-9200</td>
</tr>
<tr>
<td>6722</td>
<td>4610 SONOMA HWY</td>
<td>SANTA ROSA</td>
<td>(707) 538-9275</td>
</tr>
<tr>
<td>2961</td>
<td>75 NORTH HAM LANE</td>
<td>LODI</td>
<td>(209) 369-8575</td>
</tr>
<tr>
<td>5499</td>
<td>7299 LAGUNA BLVD</td>
<td>ELK GROVE</td>
<td>(916) 691-4412</td>
</tr>
<tr>
<td>5152</td>
<td>6144 DEWEY DRIVE</td>
<td>CITRUS HEIGHTS</td>
<td>(916) 723-4118</td>
</tr>
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</table>

There are numerous ways to view the CCHP Preferred Drug List:

CCHP updates the Preferred Drug List (PDL) 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)
- A searchable copy of the CCHP PDL can be found here: [http://formularynavigator.com/Search.aspx?siteID=MMRREQ3Q8C](http://formularynavigator.com/Search.aspx?siteID=MMRREQ3Q8C)

**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.
Screening, Brief Intervention, Referral to Treatment (SBIRT) has been a requirement for adult Medi-Cal members since January 1, 2014. Based on the USPSTF (United States Preventive Services Task Force), Primary Care Providers (PCPs) must provide screening and brief interventions when a member ages 18 and above misuses alcohol. Providers will be reimbursed for these services, after showing evidence of receiving a 4 hour training CME. (see below).

PCPs should offer SBIRT to members who answer “yes” to the alcohol question in the Staying Healthy Assessment (SHA) or at any time the PCP identifies a potential alcohol misuse problem. DHCS recommends the use of the Alcohol Use Disorder Identification Test (AUDIT) or Alcohol Use Disorder Identification Test-Consumption (AUDIT-C) as a screening tool. Both are available on our website. Go to www.cchealth.org, For Providers, Forms and Resources. If indicated, a screening should be done at least one time, and up to once a year. Persons engaged in risky or hazardous drinking should then be given brief behavioral counseling interventions to reduce alcohol misuse. The PCP can perform a brief intervention (15 minutes in duration per session) up to three times per year. If a member meets criteria for alcohol use disorder or the diagnosis is uncertain, they should be referred to the Contra Costa County Mental Health Services at 1-888-678-7277.

Reimbursement:
Providers who meet the requirements below to screen and provide brief intervention for alcohol misuse/abuse, may be reimbursed, using the following HCPCS codes:

- H0049 for alcohol screening ($24.00 once)
- H0050 for brief interventions ($48.00 up to 3X per year).

Provider Requirements:
In order to provide this service, at least one supervising licensed provider (Licensed Physician, Physician Assistant, Nurse Practitioner or Psychologist) per clinic or practice must take four hours of SBIRT training. The training can be found at the following Department of Health Care Services (DHCS) website: www.dhcs.ca.gov/services/medi-cal/Pages/SBIRT_Trainings.aspx The supervising licensed provider must attest that they have obtained the required training on SBIRT. This training is a one-time requirement. The Attestation Statement available on our website www.cchealth.org, is to be submitted after four hours of training have been completed.

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

Contra Costa Health Plan, has contracted with Health Management Systems, Inc. (HMS) to perform third party liability and related revenue recovery services for our Medi-Cal Program products offered through our agreement with the California Department of Health Care Services (DHCS). Medi-Cal is the payor of last resort, per Federal statute (42 U.S.C. 1396a(25), 1396b(d)(2) and 1396b(O)). Contra Costa Health Plan is required to recover payments made on claims where other health insurance is the primary payor. In accordance with Federal statutes, 42 CFR § 489.40 et seq., a list of the recipients and their associated claims will be sent to your billing department from HMS on behalf of Contra Costa Health Plan.

To make this Recovery process as simple as possible, please:

1. Review the list that will be sent by HMS and compare it to your records,
2. Bill your Commercial Insurance intermediary/carrier (if you have not already done so), and
3. If you dispute any of our findings, please forward the appropriate documentation regarding eligibility, refund initiated prior to this mailing or denial of claim by the Commercial Insurance Carrier to HMS.

All correspondence regarding this project should be directed to:

Contra Costa Health Plan
HMS/Third Party Liability Service Center
5615 High Point Drive, Suite 100
Irving, Texas 75038

Many providers are submitting duplicate claims to CCHP for a single service encounter.

A duplicate claim is a claim submitted for the:
- Same beneficiary; for the
- Same item or service; for the
- Same date of service

Although CCHP believes that most providers and suppliers are not deliberately trying to receive duplicate payment by submitting duplicate claims, CCHP wants to remind providers and suppliers that submitting such duplicate claims for the same service encounter is inappropriate and asks you to discontinue this practice.

Also, please keep in mind that CCHP should not make payment for duplicate claims that you might submit. CCHP will pay the first claim that is approved and will deny subsequent claims for the same service as duplicates. Please check on your original claims status before submitting duplicates, duplicate billing creates unnecessary work for all parties involved. If you have not received payment within 45 business days you can call CCHP to check claim status, use our web portal or fax a claims tracer sheet to (925) 957-5173 for review.
## Primary Care Providers

<table>
<thead>
<tr>
<th>Name</th>
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<th>Practice</th>
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<tbody>
<tr>
<td>Nathalie Medeiros, MD</td>
<td>Adolescent Medicine</td>
<td>Children's First Medical Group, Oakland</td>
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<tr>
<td>Aman Saw, MD</td>
<td>Cardiology</td>
<td>John Muir Cardiovascular Services, Pleasanton</td>
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<tr>
<td>Baijnath Saw, MD</td>
<td>Cardiology</td>
<td>John Muir Cardiovascular Services, Pleasanton</td>
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<tr>
<td>Christopher Swan, MD</td>
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<tr>
<td>Dawn Sung, MD</td>
<td>Child and Adolescent Psychiatry</td>
<td>Children's First Medical Group, Oakland</td>
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<tr>
<td>Shobha Narasimhan, DDS</td>
<td>Dentist</td>
<td>Buchanan Dental, Antioch</td>
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<tr>
<td>Eric Chen, MD</td>
<td>Diagnostic Radiology</td>
<td>Epic Care East Bay Medical, Emeryville</td>
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<tr>
<td>Alexandra Sherman, NP</td>
<td>Gynecological Oncology</td>
<td>East Bay Gynecological Oncology, Walnut Creek</td>
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<td>Margaret Renik, MD</td>
<td>Neonatology</td>
<td>Children's First Medical Group, Oakland</td>
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<td>Enoch Nam, MD</td>
<td>Ophthalmology</td>
<td>Northern CA Cornea, Oakland &amp; Walnut Creek</td>
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<td>Chien Tai, OD</td>
<td>Optometry</td>
<td>La Clinica de La Raza, Concord</td>
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<tr>
<td>Amir Jamali, MD</td>
<td>Orthopaedic Sports Medicine</td>
<td>BASS - John Muir Medical Center, Walnut Creek</td>
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<tr>
<td>Kim Euna, NP</td>
<td>Orthopaedic Surgery Assistant</td>
<td>Muir Orthopaedic Specialists, Walnut Creek</td>
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<tr>
<td>Alisa Arunamata, MD</td>
<td>Pediatric Cardiology</td>
<td>Lucile Packard Children's Hospital Medical Group</td>
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<td>Sowmya Balasubramanian, MD</td>
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<td>Sarina Behera, MD</td>
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<td>Stafford Grady, MD</td>
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<td>Shiraz Maskatia, MD</td>
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<td>Rajesh Punn, MD</td>
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<td>Theresa Tacy, MD</td>
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<td>Arathi Lakhole, MD</td>
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<tr>
<td>John Luce, DO</td>
<td>Pediatric Cardiology</td>
<td>Lucile Packard Children’s Hospital Medical Group</td>
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<tr>
<td>Autumn Broady, MD</td>
<td>Perinatology</td>
<td>Children’s First Medical Group, Oakland</td>
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<tr>
<td>Adam Bartlett, MD</td>
<td>Physical Medicine &amp; Rehab</td>
<td>Children’s First Medical Group, Oakland</td>
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<tr>
<td>Maxwell Merkow, MD</td>
<td>Surgery Neurosurgical</td>
<td>Children’s First Medical Group, Oakland</td>
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<tr>
<td>Ashley Ballard, DO</td>
<td>Urgent Care</td>
<td>John Muir Physicians Network, Walnut Creek</td>
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<tr>
<td>Brent Porteous, DO</td>
<td>Urgent Care</td>
<td>John Muir Physicians Network, Walnut Creek</td>
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<tr>
<td>Edward Yeich, NP</td>
<td>Urgent Care</td>
<td>STAT Med Urgent Care, Lafayette &amp; Concord</td>
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<tr>
<td>Jesse Le, MD</td>
<td>Urology</td>
<td>Pacific Urology, Concord &amp; Walnut Creek</td>
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## Specialty Care Providers

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<tr>
<td>Florentina Duke, NP</td>
<td>Family Medicine</td>
<td>BASS - Full Care Medical Group, Antioch</td>
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<tr>
<td>Sophie Eath, NP</td>
<td>Family Medicine</td>
<td>BASS - Full Care Medical Group, Antioch</td>
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<tr>
<td>Leanne Marcotrigiano, MD</td>
<td>Family Medicine</td>
<td>LifeLong Medical Care, Berkeley</td>
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<tr>
<td>Megan Tyler, NP</td>
<td>Family Medicine</td>
<td>Brighter Beginnings, Antioch &amp; Richmond</td>
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<tr>
<td>Maryam Amini, MD</td>
<td>Internal Medicine</td>
<td>BASS - Phoenix Advanced Medical, Walnut Creek</td>
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<tr>
<td>John Gallo, MD</td>
<td>Internal Medicine</td>
<td>Springhill Medical Group, Pittsburg</td>
</tr>
<tr>
<td>John Murphy, MD</td>
<td>Internal Medicine</td>
<td>La Clinica de La Raza, Concord, Oakley, Pittsburg</td>
</tr>
<tr>
<td>Nathalie Medeiros, MD</td>
<td>Adolescent Medicine</td>
<td>Children's First Medical Group, Oakland</td>
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<tr>
<td>Aman Saw, MD</td>
<td>Cardiology</td>
<td>John Muir Cardiovascular Services, Pleasanton</td>
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<tr>
<td>Baijnath Saw, MD</td>
<td>Cardiology</td>
<td>John Muir Cardiovascular Services, Pleasanton</td>
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<tr>
<td>Christopher Swan, MD</td>
<td>Cardiology</td>
<td>John Muir Physicians Network, Concord</td>
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<tr>
<td>Dawn Sung, MD</td>
<td>Child and Adolescent Psychiatry</td>
<td>Children's First Medical Group, Oakland</td>
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<tr>
<td>Shobha Narasimhan, DDS</td>
<td>Dentist</td>
<td>Buchanan Dental, Antioch</td>
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<tr>
<td>Eric Chen, MD</td>
<td>Diagnostic Radiology</td>
<td>Epic Care East Bay Medical, Emeryville</td>
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<tr>
<td>Alexandra Sherman, NP</td>
<td>Gynecological Oncology</td>
<td>East Bay Gynecological Oncology, Walnut Creek</td>
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<tr>
<td>Margaret Renik, MD</td>
<td>Neonatology</td>
<td>Children's First Medical Group, Oakland</td>
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<tr>
<td>Enoch Nam, MD</td>
<td>Ophthalmology</td>
<td>Northern CA Cornea, Oakland &amp; Walnut Creek</td>
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<tr>
<td>Chien Tai, OD</td>
<td>Optometry</td>
<td>La Clinica de La Raza, Concord</td>
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<tr>
<td>Amir Jamali, MD</td>
<td>Orthopaedic Sports Medicine</td>
<td>BASS - John Muir Medical Center, Walnut Creek</td>
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<tr>
<td>Kim Euna, NP</td>
<td>Orthopaedic Surgery Assistant</td>
<td>Muir Orthopaedic Specialists, Walnut Creek</td>
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<tr>
<td>Alisa Arunamata, MD</td>
<td>Pediatric Cardiology</td>
<td>Lucile Packard Children's Hospital Medical Group</td>
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<tr>
<td>Sowmya Balasubramanian, MD</td>
<td>Pediatric Cardiology</td>
<td>Lucile Packard Children’s Hospital Medical Group</td>
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<tr>
<td>Sarina Behera, MD</td>
<td>Pediatric Cardiology</td>
<td>Lucile Packard Children’s Hospital Medical Group</td>
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<tr>
<td>Stafford Grady, MD</td>
<td>Pediatric Cardiology</td>
<td>Lucile Packard Children’s Hospital Medical Group</td>
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<tr>
<td>Shiraz Maskatia, MD</td>
<td>Pediatric Cardiology</td>
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<tr>
<td>Rajesh Punn, MD</td>
<td>Pediatric Cardiology</td>
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<tr>
<td>Theresa Tacy, MD</td>
<td>Pediatric Cardiology</td>
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<tr>
<td>Arathi Lakhole, MD</td>
<td>Pediatric Cardiology</td>
<td>Lucile Packard Children’s Hospital Medical Group</td>
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<tr>
<td>John Luce, DO</td>
<td>Pediatric Cardiology</td>
<td>Lucile Packard Children’s Hospital Medical Group</td>
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<tr>
<td>Autumn Broady, MD</td>
<td>Perinatology</td>
<td>Children’s First Medical Group, Oakland</td>
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<tr>
<td>Adam Bartlett, MD</td>
<td>Physical Medicine &amp; Rehab</td>
<td>Children’s First Medical Group, Oakland</td>
</tr>
<tr>
<td>Maxwell Merkow, MD</td>
<td>Surgery Neurosurgical</td>
<td>Children’s First Medical Group, Oakland</td>
</tr>
<tr>
<td>Ashley Ballard, DO</td>
<td>Urgent Care</td>
<td>John Muir Physicians Network, Walnut Creek</td>
</tr>
<tr>
<td>Brent Porteous, DO</td>
<td>Urgent Care</td>
<td>John Muir Physicians Network, Walnut Creek</td>
</tr>
<tr>
<td>Edward Yeich, NP</td>
<td>Urgent Care</td>
<td>STAT Med Urgent Care, Lafayette &amp; Concord</td>
</tr>
<tr>
<td>Jesse Le, MD</td>
<td>Urology</td>
<td>Pacific Urology, Concord &amp; Walnut Creek</td>
</tr>
</tbody>
</table>
Welcome Contracted Provider Network (CPN) Providers

**Behavior Analysis**
- Dominique Dao BCBA Applied Behavior Consultants, Inc., Walnut Creek
- Maria Allyson Manuel BCBA Applied Behavior Consultants, Inc., Walnut Creek
- Mariam King PsyD Autism Center of Northern California, San Francisco
- Baotran Nguyen RBT Behavior Analysts Inc., Walnut Creek
- Adriane Stoa RBT Behavior Analysts, Inc., Walnut Creek
- Grecya Vidal Zavala RBT Behavior Analysts, Inc., Walnut Creek
- Gabrielle Villasenor RBT Behavior Analysts, Inc., Walnut Creek
- Sarah Winkler BCBA Behavior Analysts, Inc., Walnut Creek
- Anna Schabel BCBA Center for Autism and Related Disorders Inc., Walnut Creek
- Nicholas Reetz BCBA Ed Support Services, Oakland
- Liliana Moncada LCSW Endurance - A Sports & Psychology Center, Inc., Berkeley
- Charvet LaChappell BCBA Gateway Learning Group, Hayward
- Stephen Karney BCBA Trumpet Behavioral Health, Antioch & Pleasanton
- Liza Courbot-Marquie BCBA Trumpet Behavioral Health, Antioch & Pleasanton

**Mental Health**
- Sonia Beers MFT Endurance - A Sports & Psychology Center, Inc., Berkeley & El Cerrito
- Genoa Hamiel MFT Endurance - A Sports & Psychology Center, Inc., Berkeley & El Cerrito
- Tracy Smith PsyD Endurance - A Sports & Psychology Center, Inc., Berkeley & El Cerrito
- Valerie Veza LCSW Endurance - A Sports & Psychology Center, Inc., Berkeley & El Cerrito
- Rosilda James PsyD Solo, Brentwood
- Carla Sommers MFT Solo, Concord

**Organizations**
- AseraCare Hospice Hospice Services Stockton
- California Eye Clinic Surgery Center Antioch
- Embrace Orthotics, LLC DME Custom Orthotics Oakland
- Kentfield Rehab & Specialty Hospital Long Term Acute Care Kentfield
- Noble Hospice Care, Inc. Hospice Services Fremont
- Vibra Hospital of Sacramento, LLC Long Term Acute Care Folsom

Welcome Contra Costa Regional Medical Center (CCRMC) Providers

- Talia Firestein, MD Family Medicine Antioch Health Center
- Gigi Su, MD Family Medicine Brentwood Health Center
- Janet Yang, MD Internal Medicine Brentwood Health Center
Community Provider Network Meetings
We encourage and appreciate your participation!

TIME: 7:30 AM - 9:00 AM

West County January 17, 2017
West County Health Center
13601 San Pablo Ave. Conference Room A
San Pablo, CA 94806

Central/East County January 24, 2017
Muir Parkway Office Center
1350 Arnold Drive Conference Room 103
Martinez, CA 94553

CPN Meeting Materials are available on our website at: www.cchealth.org

Visit the CCHP website at:

www.cchealth.org

Find available on our website:
CCHP Provider Directory
CCHP Provider Manual
ccLink Provider Portal Access
Prior Authorization Forms

HOLIDAYS

Fall 2016 Holidays Observed by CCHP
November 11 - Veteran’s Day
November 24 - Thanksgiving Day
November 25 - Day After Thanksgiving
December 26 - Christmas

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

Find resources for uninsured individuals at

www.cchealth.org/insurance

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.
Contra Costa Health Plan Provider Relations/Contracts
Staff Contact Information

Terri Lieder, MPA, CPCS, CPMSM
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

Minawar Tuman, RN, MSN, PHN
Provider Liaison/FSR Nurse
(925) 313-9534 Minawar.Tuman@hsd.cccounty.us

Ronda Arends
Credentialing Supervisor
(925) 313-9522 Ronda.Arends@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