Benefits of Dental Varnish

Dental caries is the most common chronic condition in children and can cause a variety of serious difficulties including pain, poor nutrition, and diminished self-esteem. The children at the greatest risk tend to be from low-income families. Studies show that the rate of dental caries drops by 50% over two years with one annual application of fluoride varnish to primary teeth and by 75% with two annual applications. Reductions in both dental caries and the white spots on teeth that can develop into caries have been observed with children who have received at least an annual dose. The varnish can be applied by a physician, nurse, or any trained personnel and requires approximately 1 to 3 minutes to apply.

The Dental Varnish application process is relatively simple and can be accomplished by your office staff following an orientation process. The varnish product is inexpensive and there is a reimbursement payment of $18.00 for each application for children under 6 years of age. If necessary, the varnish may be applied up to three times annually and can be billed using the CMS 1500 form with the D1206 code.

CCHP offers training for our Primary Care Providers and/or office staff. Provider Relations Community Liaisons, Christine Gordon, RN and Minawar Tuman, RN, are available to demonstrate the dental varnish application process and look forward to assisting you in enhancing the dental health of your young patients. Please call (925) 313-9527 if you would like to schedule a date and time for this.

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There has been confusion in the past about referring CCHP pediatric members ages 2—18 years with BMI >95%ile to UCSF/Children’s Hospital Oakland or Walnut Creek for services.

Referrals for childhood obesity have specific guidelines that must be followed before they can be authorized to the UCSF/CHO Healthy Eating Active Living (HEAL) Program, starting with specific documentation requirements during the PCP visits and visits to dieticians or other educators.

HEAL is a multidisciplinary program of care and counseling over the course of three to six months for children ages 2—18 years. The team includes physicians, a dietician, an exercise specialist, a psychologist, and support staff who work together to provide individualized family support for obesity and obesity-related conditions. They partner with community resources, and take part in active research. For more information about the program, see the website at:


Please note: Member must have authorization from CCHP to take part in the HEAL program.
Blood Pressure Monitors: A Covered Benefit for CCHP Medi-Cal Members

Blood pressure monitors are now a covered pharmacy benefit and are provided at no charge to CCHP Medi-Cal members only. Coverage is limited to 1 (one) monitor per member every 5 years.

To order a blood pressure monitor:

- The provider sends a prescription for the “Omron 3” or “Omron 5” Series BP Monitor to any network pharmacy, such as Walgreens or Rite Aid. No DME order is necessary.

- The NDC for the “Omron 3 Series BP Monitor” is 73796027104 and the NDC for the “Omron 5 Series BP Monitor” is 73796027424. It may be helpful to include this when prescribing. Please note: Some pharmacies may carry just one of the “Omron” models.

The Omron 3 SERIES BP Monitor

- Stores up to 14 blood pressure readings.
- Portable for easy travel or use throughout the home.
- Arm cuff auto-inflates.
- Battery operated (uses 4 AA batteries, not included).
- English and Spanish instruction included.
- Not wireless or Bluetooth enabled.

The Omron 5 SERIES BP Monitor

- Monitors blood pressure readings for 2 family users.
- Stores up to 60 blood pressure readings (30 for each user).
- Portable for easy travel or use throughout the home.
- Arm cuff auto-inflates.
- Battery operated (uses 4 AA batteries, included).
- English and Spanish instruction included.
- Not wireless or Bluetooth enabled.
The California Department of Public Health (CDPH) and the California Tuberculosis Controllers Association (CTCA) have issued new recommendations for TB screening, testing, and treatment.

The CDPH and CTCA have published new TB Risk Assessment forms with screening components that can help to identify TB risk factors for both adult and pediatric patients:

**TB Risk Assessment Factors (Adult)**

1. Foreign-born persons from a country with an elevated TB rate.*
2. Immunosuppression, current or planned.
3. Close contact with someone with infectious TB disease at any time.

**TB Risk Assessment Factors (Pediatric)**

1. Foreign-born person from a country with an elevated TB rate.*
2. Immunosuppression, current or planned.
3. Close contact with someone with infectious TB disease at any time.
4. Foreign travel or residence of ≥ 1 month consecutively in a country with an elevated TB rate.*

*Includes any country other than the United States, Canada, Australia, New Zealand, or a country in western or northern Europe.

**Considerations for Screening, Testing, and Treatment**

- Identifying patients at risk for TB and then testing and treating can prevent the development of active TB and its related complications. It also prevents transmission of TB in the community. USPSTF recommends assessing adults for TB risk factors, testing if indicated, and treatment of LTBI. Most TB cases in the U.S. are preventable. Most are generated from LTBI.

- An interferon gamma release assay (IGRA) such as the Quantiferon (QFT) or T-spot TB is a blood test for latent TB that can be used instead of the tuberculin skin test (TST). Current recommendations state that IGRA and the TST are interchangeable when used to diagnose LTBI, though IGRA are preferred in patients with BCG vaccine but should be used with caution in children under 2 years old. The use of IGRA and short course regimens improves effectiveness.

- A negative TST or IGRA does not rule out active TB. Only 75-80% of patients with active TB will have a positive TST or IGRA. Patients with TB symptoms should be evaluated for active disease with a physical exam, imaging, and AFB culture of the affected site.
Symptoms that Warrant Evaluation for Active TB Disease

Patients with any of the following symptoms that are otherwise unexplained should be evaluated for active TB disease:

- Cough for more than 2-3 weeks
- Fevers
- Night sweats
- Weight loss
- Hemoptysis

Making TB Prevention Routine

- Use standardized risk assessment and include foreign birth in intake/history.
- Use IGRA for foreign-born.
- Establish a process that includes follow-up tests before beginning LTBI treatment: easy access to chest x-ray, sputum AFB, and culture.
- Track LTBI treatment completion for patients with positive test results.
- Ensure access to expert TB resources for patients with complications/comorbidities.

Resource Links

Adult Risk Assessment Tool & User Guide:

Pediatric Risk Assessment Tool & User Guide:

CDPH:
http://www.cdph.ca.gov/programs/tb/Pages/default.aspx

CDC:
https://www.cdc.gov/tb/topic/basics/default.htm

For questions about TB, please contact the Communicable Disease Program at Contra Costa Public Health at
(925) 313-6740
The committee approved the following changes to the Preferred Drug List (PDL):

- **Xarelto (rivaroxaban) and Eliquis (apixaban) added to the formulary:**
  - Factor Xa inhibitors will no longer require step-therapy with warfarin (NO PA REQUIRED).
  - Both drugs will be covered for ALL MEMBERS and ALL INDICATIONS.
  - Quantity limits:
    - Xarelto limited to #30 per 30 days (after initial dosage titration, if necessary).
    - Eliquis limited to #60 per 30 days.
  - Reminder: renal function tests should be performed prior to starting factor Xa inhibitors.
  - FYI: Pradaxa (dabigatran) remains non-formulary.

- **CCHP preferred nasal steroids:**
  - First line agents (NO PA REQUIRED):
    - Flonase (fluticasone) AND
    - Nasacort OTC (triamcinolone)
  - Second line agents (REQUIRES STEP THERAPY WITH BOTH FIRST LINE AGENTS):
    - Nasarel (flunisolide)
  - Third line agents (PA REQUIRED):
    - BECONASE AQ (beclomethasone)
    - NASONEX (mometasone)
    - OMNARIS (ciclesonide)
    - RHINOCORT AQUA (budesonide)
    - VERAMYST (fluticasone)
    - QNASL (beclomethasone)
    - ZETONNA (ciclesonide)

- **CCHP preferred allergy eye drops:**
  - First line agents (NO PA REQUIRED):
    - Alaway OTC (ketotifen), Zaditor OTC (ketotifen)
    - Crolom (cromolyn)
  - Second line agents (PA REQUIRED – requires failure of BOTH first line agents):
    - Patanol/Pataday (olopatadine)

- **Abreva (docosanol) added to formulary:**
  - Trial of Abreva AND oral acyclovir will be required prior to approval of topical acyclovir for HSV-1.

- **Modification of Restasis (ophthalmic cyclosporine) PA criteria:**
  - Authorization of Restasis will require ALL of the following:
    - Prescription must be written by an ophthalmologist or optometrist
    - Diagnosis of tear deficiency due to ocular inflammation in patients with keratoconjunctivitis sicca or dry eye.
    - Trial and failure of at least 4 weeks of both an ophthalmic solution AND gel/ointment formulation of artificial tears.

- **Addition of prenatal vitamins with DHA to the CCHP formulary.**
Pharmacy and Therapeutics Committee News

Did you know that you can see which prescriptions were actually filled by the pharmacy and picked up by your patients within Epic?? The data is only a couple of clicks away:
- CCRM (hospital & clinic) Epic users can access the data by clicking the arrow icon located on the top banner, and then selecting “CCHP Med History” (see below).

Unfortunately this data is not available for community-based (non-RMC Epic users) at this time. If you would like to request specific fill-level-data for your panel, please contact the CCHP pharmacy unit directly using the contact information below.

Reminder regarding CCHP Sample Policy:
- The practice of dispensing samples that have not been reviewed by the plan’s Pharmacy and Therapeutics (P&T) Committee undermines the purpose of having a Preferred Drug List.
- Dispensing samples of drugs that have not been reviewed by the P&T Committee or are not preferred drugs listed on the PDL creates an expectation for the member that CCHP will cover the provided medication without having the medication reviewed.

Providing samples of non-preferred medications is strictly prohibited by CCHP policy.

AND

For purposes of prior authorization (PA) processing, providing samples does not constitute continuation of therapy – the continuation rules do not apply in these cases.

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)
- **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](mailto: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 877-800-7423 option 2, 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](mailto:cchp_pharmacy_director@hsd.cccounty.us)
Introduction

Contra Costa Health Plan’s Case Management Program was created to provide outreach and case management services for clients that over/under utilize services or have difficulty adhering to a treatment plan. Our goal is to promote quality collaborative standards of care through increased coordination of services, decreased fragmentation of care, efficient utilization of resources, and patient/family involvement and satisfaction.

What is the CM Program?

A diverse staff representing a wide spectrum of professional backgrounds round out the CM Program team. Combining skills in registered nursing, clinical social work, and health education, our team works closely together with the client, family and primary care provider to achieve the highest positive health outcomes for each individual.

Who are our clients?

Our clients are CCHP members who meet one or more of the following criteria:

- Medical non-adherence (e.g. frequent missed appointments, misuse of medications, poor dietary practices)
- High utilization of Emergency Room services
- Frequent hospital admissions
- Readmissions (<30 days after discharge) for ambulatory care sensitive conditions (e.g. diabetes, asthma, congestive heart failure, hypertension)
- Psychosocial risk factors negatively impacting health
- Cognitive changes as evidenced by significant fluctuations in memory, mood, personality or behavior by the geriatric client
- Unstable medical conditions warranting closer monitoring
- Self-care deficits requiring one-on-one health education to promote well-being

How do I refer?

Simply complete the referral form and fax it to the CM Program at 925-313-6462. Telephone referrals can also be made by calling 925-313-6887. Leave a message including times you may be reached and someone will return your call promptly.

Referral forms can be found on our website @ cchealth.org/healthplan or in the Provider Relations appendix C.

Helpful Tips

In order to expedite referrals to the Case Management Program and avoid unnecessary delays and the following “helpful tips” are offered:

- Fill out the referral form completely.
- Call the CM Program at 925-313-6887 if you have any questions about the appropriateness of a referral
- Provide the CM Program with detailed information about your referred patients and your primary concerns.
- Avoid referring a patient who requires immediate intervention (e.g. same day home visit.)
- The same referral form may be used to refer to the diabetes disease management program.
On an annual basis, CCHP is required to notify all contracted providers of the Fraud, Waste and Abuse training requirements.

The Centers for Medicare and Medicaid Services (CMS) requirements for Fraud, Waste and Abuse (FWA) training for all contracted entities became effective January 1, 2009. The requirements can be found in 42 C.F.R. 422.503 (b) (4) (VI) and 42 C.F.R. 423.504 (b) (4) (VI). Accordingly, Contra Costa Health Plan (CCHP) is providing you a copy of training materials you can use to conduct FWA training to satisfy these federal requirements.

A copy of the training materials is included in our provider manual appendix H and on our website located at www.contracostahealthplan.org, under For Providers-Provider Manual-Appendix H. A hard copy of the material can be mailed upon request by calling Provider Relations at 925-313-9500 or by e-mail to ProviderRelations@hsd.cccounty.us.

CCHP views the integrity of its staff, providers, contractors and members to be paramount and uncompromising. A provider or downstream contractor may submit a potential or suspected FWA case directly to the CCHP Provider Relations Unit or CCHP Director of Compliance. Submissions may also be made in the suggestion box located in Suite 100, 595 Center Avenue, Martinez. Furthermore, FWA may also be reported to the Office of Inspector General at: 800-HHSTips or for cases involving Medicare prescription drugs, to the Health Integrity unit at: 877-7 SafeRx. (Any such report should always contain a complete description of the incident with a reminder to staff that confidentiality of the individual reporting the fraud will be maintained.)

HHS OIG Hotline Scam

The U.S. Department of Health and Human Services (HHS) Office of Inspector General (OIG) recently confirmed that the HHS OIG Hotline telephone number is being used as part of a telephone spoofing scam targeting individuals throughout the country. These scammers represent themselves as HHS OIG Hotline employees and can alter the appearance of the caller ID to make it seem as if the call is coming from the HHS OIG Hotline 1-800-HHS-TIPS (1-800-447-8477). The perpetrator may use various tactics to obtain or verify the victim’s personal information, which can then be used to steal money from an individual’s bank account or for other fraudulent activity. HHS OIG takes this matter seriously. We are actively investigating this matter and intend to have the perpetrators prosecuted.

It is important to know that HHS OIG will not use the HHS OIG Hotline telephone number to make outgoing calls and individuals should not answer calls from 1-800-HHS-TIPS (1-800-447-8477). We encourage the public to remain vigilant, protect their personal information, and guard against providing personal information during calls that purport to be from the HHS OIG Hotline telephone number. We also remind the public that it is still safe to call into the HHS OIG Hotline to report fraud. We particularly encourage those who believe they may have been a victim of the telephone spoofing scam to report that information to us through the HHS OIG Hotline 1-800-HHS-TIPS (1-800-447-8477) or spoof@oig.hhs.gov. Individuals may also file a complaint with the Federal Trade Commission 1-877-FTC-HELP (1-877-382-4357).

More information is available on the OIG Consumer Alerts webpage.

Fraud, Waste and Abuse

On an annual basis, CCHP is required to notify all contracted providers of the Fraud, Waste and Abuse training requirements. The Centers for Medicare and Medicaid Services (CMS) requirements for Fraud, Waste and Abuse (FWA) training for all contracted entities became effective January 1, 2009. The requirements can be found in 42 C.F.R. 422.503 (b) (4) (VI) and 42 C.F.R. 423.504 (b) (4) (VI). Accordingly, Contra Costa Health Plan (CCHP) is providing you a copy of training materials you can use to conduct FWA training to satisfy these federal requirements.
Interpreter Services for CCHP Members

Contra Costa Health Plan CPN (Community Providers)
Not including hospitals. Hospitals please use your own contracted vendor.

Do you have patients whose primary language is not English?
You think that they understand you because they say yes and nod
but they really don’t?

WHEN YOU NEED AN INTERPRETER, YOU HAVE ACCESS FAST
OVER THE PHONE:

1. **DIAL:** 1 (866) 874-3972
2. **PROVIDE:** your 6-digit Client ID **298935**
3. **INDICATE:** the language you need or press
   1 for Spanish
   2 for all other languages and state the name of the language you need
   0 for assistance if you don’t know what language you need

4. **PROVIDE:** Additional information, if required:
   - **Patient Name**
   - **Patient Date of Birth**
   - **Doctor Name**
   - **Doctor Phone Number**

5. **CONNECT:** to an interpreter, document his/her name and ID number in patient’s chart for
   reference. Summarize what you wish to accomplish and give any special instructions.

When calling or receiving a call from a limited English proficient individual:
Use the conference feature on your phone to make a 3-way call, and follow the instructions above to connect to an interpreter.

Face to Face Interpretation: CPN providers may also ask for in-person or face to face interpretation
services for ASL (American Sign Language) or other languages. This service is only approved if the
interpretation cannot be done over the phone such as ASL; is a sensitive topic such as serious diagnosis;
requires visual explanation, etc. To arrange for Face to Face Interpreter Services call 1 (877) 800-7423 Press 4 for Advice
Nurse, they will assist you.

We provide flyers for your reception area
We provide flyers you can post in your office which state: **Point to your language! We will get you an interpreter.**

To print a copy of the flyer, go to our website at:
www.cchealth.org/healthplan/pdf/point_to_your_language.pdf

If you have any problems accessing the Linguistic Services listed above you can call CCHP at:
(925) 313-6063. This information is also available on our web site www.contracostahealthplan.org Go to
section called “For Providers” and then under “Interpreter Services”.
What are CCHP Members Saying about Interpreter Services?

- In the fall of 2016 we compiled the results of a member survey. We asked Spanish speaking households of adults and children the following questions:

- “Do you ever use a family member or friend to interpret for you?” 48% said Yes.

- We also asked “What are the reasons why a family member or friend interprets for you?” 9% said that their doctor or office staff told them to bring a family member or friend to interpret for them.

- 12% also said “My doctor's office didn't offer interpreter services for me”.

- By law, CCHP must ensure members have access to free interpreter services when English is not their primary language. CCHP provides free access to interpretation services see link of our web site. http://cchealth.org/healthplan/provider-interpretation.php

- Providers are required by regulations to discourage members from using their own interpreters, such as family members, friends or minors. Please remember to offer this service to ensure that the communication between the provider and patient is clearly understood.

Why are Family and Friends not Recommended as Interpreters?

- They can make serious mistakes
- May have their own agenda
- They may hold information from patient from embarrassment, protection, emotional involvement
- May cause guilt or trauma if they make a mistake

Getting Proper Linguistic Access Helps to

- Reduce medical errors
- Increase patient satisfaction
- Increase compliance
- Decrease costs for diagnostic testing and unnecessary admissions
- Create more efficient member interactions

For instructions on using Interpreter Services, check your Provider Manual or go to our website:

http://cchealth.org/healthplan/provider-interpretation.php
# Welcome Contracted Provider Network (CPN) Providers

## Primary Care Providers

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<tbody>
<tr>
<td>Kimberly Duir, MD</td>
<td>Family Medicine</td>
<td>LifeLong Medical Care, Berkeley</td>
</tr>
<tr>
<td>Luz Frausto, PA</td>
<td>Family Medicine</td>
<td>LifeLong Medical Care, Pinole</td>
</tr>
<tr>
<td>Alexandra Gray, NP</td>
<td>Family Medicine</td>
<td>LifeLong Medical Care, Oakland</td>
</tr>
<tr>
<td>Leah Morrison, NP</td>
<td>Family Medicine</td>
<td>LifeLong Medical Care, Oakland &amp; Richmond</td>
</tr>
<tr>
<td>Kim Nguyen, MD</td>
<td>Internal Medicine</td>
<td>LifeLong Medical Care, Berkeley</td>
</tr>
<tr>
<td>Ifeoma Nwokoye, NP</td>
<td>Family Medicine</td>
<td>LifeLong Medical Care, Berkeley</td>
</tr>
<tr>
<td>Bamidele Olatunbosun, MD</td>
<td>Family Medicine</td>
<td>LifeLong Medical Care, Richmond</td>
</tr>
<tr>
<td>Atrejo Patridge, NP</td>
<td>Family Medicine</td>
<td>LifeLong Medical Care, San Pablo</td>
</tr>
<tr>
<td>Paterson Rene, PA</td>
<td>Family Medicine</td>
<td>LifeLong Medical Care, Richmond &amp; San Pablo</td>
</tr>
<tr>
<td>Lucia Tanaka, NK</td>
<td>Family Medicine</td>
<td>LifeLong Medical Care, Richmond &amp; San Pablo</td>
</tr>
<tr>
<td>Rajesh Maheshwari, MD</td>
<td>Family Medicine</td>
<td>San Ramon Urgent Care &amp; Clinic, San Ramon</td>
</tr>
<tr>
<td>Lynne Alper, MD</td>
<td>Internal Medicine</td>
<td>Brighter Beginnings Family Health Care, Richmond &amp; Antioch</td>
</tr>
<tr>
<td>Evan Krasner, MD</td>
<td>Internal Medicine</td>
<td>LifeLong Medical Care, Berkeley</td>
</tr>
<tr>
<td>Benjamin Mansalis, MD</td>
<td>Internal Medicine</td>
<td>LifeLong Medical Care, Berkeley</td>
</tr>
<tr>
<td>Xiaochuan Chen, MD</td>
<td>Internal Medicine</td>
<td>Solo Practice, Pleasanton &amp; Hayward</td>
</tr>
<tr>
<td>Kristin Riley, DO</td>
<td>Pediatrician</td>
<td>Brighter Beginnings Family Health Care, Richmond &amp; Antioch</td>
</tr>
<tr>
<td>Sloane Blair, NP</td>
<td>Pediatrics</td>
<td>Diablo Valley Pediatrics Medical Group, Antioch, Concord &amp; Brentwood</td>
</tr>
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</table>

## Specialty Care Providers

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<thead>
<tr>
<th>Name</th>
<th>Specialty</th>
<th>Practice Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ilisten Jones, MD</td>
<td>Allergy &amp; Immunology</td>
<td>Allergy &amp; Asthma Medical Group, Walnut Creek</td>
</tr>
<tr>
<td>Anna-Maria Veysman, MD</td>
<td>Anesthesiology</td>
<td>Surgical Anesthesia Specialists, Walnut Creek &amp; Napa</td>
</tr>
<tr>
<td>Lauren Hewett, PA</td>
<td>Cardiothoracic Surgery Assistant</td>
<td>East Bay Cardiac Surgery Center Medical Group, Oakland</td>
</tr>
<tr>
<td>Johanna Kammerer, RD</td>
<td>Dietician</td>
<td>Lucile Salter Packard Children’s Hospital Medical Group, Walnut Creek</td>
</tr>
<tr>
<td>Lealah Pollock, MD</td>
<td>Family Planning</td>
<td>Planned Parenthood, Concord &amp; San Francisco</td>
</tr>
<tr>
<td>Anita Sharma, NP</td>
<td>Gastroenterology</td>
<td>Lucile Salter Packard Children’s Hospital Medical Group, Walnut Creek</td>
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<tr>
<td>Uma Chandavarkar, MD</td>
<td>Gynecological Oncology</td>
<td>Bay Area Surgical Specialists, Walnut Creek</td>
</tr>
<tr>
<td>Terry Tegeler, HAD</td>
<td>Hearing Aid Dispensing</td>
<td>Pinole Hearing Aid Center, Pinole</td>
</tr>
<tr>
<td>Susan Kao, MD</td>
<td>Hematology/Medical Oncology</td>
<td>Diablo Valley Oncology &amp; Hematology Medical Group,</td>
</tr>
<tr>
<td>Ernest Lo, MD</td>
<td>Hematology/Medical Oncology</td>
<td>Epic Care-East Bay Medical Oncology-Hematology Associates, Walnut Creek</td>
</tr>
<tr>
<td>Ryan Anson, NP</td>
<td>Infectious Disease/HIV/AIDS</td>
<td>East Bay AIDS Center, Oakland</td>
</tr>
<tr>
<td>Laura Todaro, CNM</td>
<td>Midwife</td>
<td>LifeLong Medical Care, San Pablo</td>
</tr>
<tr>
<td>Leslie Lusk, MD</td>
<td>Neonatology</td>
<td>CFMG - East Bay Newborn Specialists Inc., Oakland</td>
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<tr>
<td>Deepika Kancherla, MD</td>
<td>Nephrology</td>
<td>Bay Area Surgical Specialists, Concord</td>
</tr>
<tr>
<td>Norman Lamberty, MD</td>
<td>Obstetrics &amp; Gynecology</td>
<td>Brighter Beginnings Family Health Clinic, Richmond &amp; Antioch</td>
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<tr>
<td>John Crockett, MD</td>
<td>Obstetrics &amp; Gynecology</td>
<td>John Muir Physician Network, Walnut Creek</td>
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<tr>
<td>Amanda Crompton, OT</td>
<td>Occupational Therapy</td>
<td>Muir Orthopaedic Specialists, Brentwood</td>
</tr>
<tr>
<td>Carol Beckwith-Cohen, OT</td>
<td>Occupational Therapy</td>
<td>VibrantCare, Fairfield</td>
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<tr>
<td>Cindy Gracely, OT</td>
<td>Occupational Therapy</td>
<td>VibrantCare, Pinole</td>
</tr>
<tr>
<td>Thomas McDonald, MD</td>
<td>Ophthalmology</td>
<td>Etwaru Eye Center, Martinez</td>
</tr>
<tr>
<td>Janaki Gokhale, MD</td>
<td>Pediatric Cardiology</td>
<td>Lucile Salter Packard Children’s Hospital Medical Group, Emeryville &amp; Walnut Creek</td>
</tr>
<tr>
<td>Matthew Zapala, MD</td>
<td>Pediatric Radiology</td>
<td>CFMG - Pediatric Imaging Medical Associates, Oakland</td>
</tr>
<tr>
<td>Rachna Wadia, MD</td>
<td>Pediatric Pulmonology</td>
<td>Lucile Salter Packard Children’s Hospital Medical Group, Alhambra Valley Physical Therapy, Pleasant Hill</td>
</tr>
<tr>
<td>Eric Atristain, PT</td>
<td>Physical Therapy</td>
<td></td>
</tr>
</tbody>
</table>
Welcome Contracted Provider Network (CPN) Providers

### Specialty Care Providers

<table>
<thead>
<tr>
<th>Name</th>
<th>Specialty</th>
<th>Practice Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joan Arieta, DPT</td>
<td>Physical Therapy</td>
<td>Alhambra Valley Physical Therapy, Pleasant Hill</td>
</tr>
<tr>
<td>Nolan Arieta, DPT</td>
<td>Physical Therapy</td>
<td>Alhambra Valley Physical Therapy, Pleasant Hill</td>
</tr>
<tr>
<td>Brian Ziegler, DPT</td>
<td>Physical Therapy</td>
<td>Dublin Physical Therapy, Inc., Concord &amp; Dublin</td>
</tr>
<tr>
<td>Matthew Nobusada-Flynn, DPT</td>
<td>Physical Therapy</td>
<td>Dublin Physical Therapy, Inc., Concord &amp; Dublin</td>
</tr>
<tr>
<td>Shannon Halpin, DPT</td>
<td>Physical Therapy</td>
<td>Dublin Physical Therapy, Inc., Concord &amp; Dublin</td>
</tr>
<tr>
<td>Charlie Lee, DPT</td>
<td>Physical Therapy</td>
<td>Lucile Salter Packard Children's Hospital Medical Group, Pleasanton</td>
</tr>
<tr>
<td>Dorothy Fung, DPT</td>
<td>Physical Therapy</td>
<td>Lucile Salter Packard Children's Hospital Medical Group, Pleasanton</td>
</tr>
<tr>
<td>Jon Erick Pena, DPT</td>
<td>Physical Therapy</td>
<td>Lucile Salter Packard Children's Hospital Medical Group, Pleasanton</td>
</tr>
<tr>
<td>Amanda Pazooki, DPT</td>
<td>Physical Therapy</td>
<td>Muir Orthopaedic Specialists, San Ramon</td>
</tr>
<tr>
<td>Julie Knadle, PT</td>
<td>Physical Therapy</td>
<td>Muir Orthopaedic Specialists, San Ramon</td>
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<tr>
<td>Caitlin Gallagher, DPT</td>
<td>Physical Therapy</td>
<td>VibrantCare, Fairfield</td>
</tr>
<tr>
<td>Karla Trotta, DPT</td>
<td>Physical Therapy</td>
<td>VibrantCare, Livermore</td>
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<tr>
<td>Stefanie Mayer, PT</td>
<td>Physical Therapy</td>
<td>VibrantCare, Oakland</td>
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<tr>
<td>Gary Trubell, PT</td>
<td>Physical Therapy</td>
<td>VibrantCare, Oakland &amp; Pinole</td>
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<tr>
<td>Brandon Brown, PT</td>
<td>Physical Therapy</td>
<td>VibrantCare, Pinole</td>
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<tr>
<td>Leah Saldua, PT</td>
<td>Physical Therapy</td>
<td>VibrantCare, Pinole</td>
</tr>
<tr>
<td>Jordan Palmer, DPT</td>
<td>Physical Therapy</td>
<td>VibrantCare, Pinole &amp; Fairfield</td>
</tr>
<tr>
<td>Sebastian Laplante, PT</td>
<td>Physical Therapy</td>
<td>VibrantCare, Pinole, Oakland, Fairfield, Livermore &amp; San Leandro</td>
</tr>
<tr>
<td>Dharni Nathwani, DPT</td>
<td>Physical Therapy</td>
<td>VibrantCare, San Leandro</td>
</tr>
<tr>
<td>Michelle Baltazar, PT</td>
<td>Physical Therapy</td>
<td>VibrantCare, San Leandro</td>
</tr>
<tr>
<td>Ilia Arieta, PTA</td>
<td>Physical Therapy Assistant</td>
<td>Alhambra Valley Physical Therapy, Pleasant Hill</td>
</tr>
<tr>
<td>Diane Chow, DPM</td>
<td>Podiatry</td>
<td>LifeLong Medical Care, Berkeley</td>
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<tr>
<td>Eric Fuller, DPM</td>
<td>Podiatry</td>
<td>LifeLong Medical Care, Berkeley</td>
</tr>
<tr>
<td>Teresa Van Woy, DPM</td>
<td>Podiatry</td>
<td>Solo Practice, San Pablo</td>
</tr>
<tr>
<td>Xingbo Sun, DPM</td>
<td>Podiatry</td>
<td>Sun Healthcare &amp; Surgery Group Inc., Martinez</td>
</tr>
<tr>
<td>Catherine Salem, MD</td>
<td>Radiation Oncology</td>
<td>Lucile Salter Packard Children's Hospital Medical Group, Pleasanton</td>
</tr>
<tr>
<td>Ruby Chang, MD</td>
<td>Radiology</td>
<td>Epic Care - East Bay Medical Oncology &amp; Hematology, Emeryville</td>
</tr>
<tr>
<td>Lavina Malhotra, MD</td>
<td>Surgery - General</td>
<td>West Coast Surgical Associates Medical Group, Walnut Creek</td>
</tr>
<tr>
<td>David Nelles, MD</td>
<td>Surgery - Orthopaedic</td>
<td>Muir Orthopaedic Specialists, Concord &amp; Walnut Creek</td>
</tr>
<tr>
<td>Sumner Seibert, MD</td>
<td>Surgery - Orthopaedic</td>
<td>Solo Practice, Antioch</td>
</tr>
<tr>
<td>Michael Sacco, MD</td>
<td>Surgery - Orthopaedic / Hand and Upper Extremity</td>
<td>Muir Orthopaedic Specialists, Concord</td>
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<tr>
<td>Ricki Nolley, PA</td>
<td>Surgery - Orthopaedic</td>
<td>Muir Orthopaedic Specialists, Concord</td>
</tr>
<tr>
<td>Michael Garcia, PA</td>
<td>Mid-Level Assistant</td>
<td>Muir Orthopaedic Specialists, Walnut Creek</td>
</tr>
<tr>
<td>Tanya Lagrimas, MD</td>
<td>Urgent Care</td>
<td>LifeLong Medical Care, Berkeley &amp; San Pablo</td>
</tr>
<tr>
<td>Courtney Wright, MD</td>
<td>Urgent Care</td>
<td>STAT Med Urgent Care, Concord &amp; Lafayette</td>
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### Behavior Analysis

<table>
<thead>
<tr>
<th>Name</th>
<th>Certification</th>
<th>Services</th>
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<tbody>
<tr>
<td>Juan Alonso</td>
<td>BCBA</td>
<td>Autism Spectrum Therapies, Pleasanton &amp; Fairfield</td>
</tr>
<tr>
<td>Kathryn Mahan</td>
<td>BCBA</td>
<td>Center for Autism and Related Disorders, Inc., Walnut Creek</td>
</tr>
<tr>
<td>Betty Tia</td>
<td>BCBA</td>
<td>Center for Autism and Related Disorders, Inc., Walnut Creek &amp; Antioch</td>
</tr>
<tr>
<td>Amanda Groos</td>
<td>BCBA</td>
<td>Centria Healthcare Autism Services, Walnut Creek</td>
</tr>
</tbody>
</table>
Welcome Contracted Provider Network (CPN) Providers

Behavior Analysis

Carly Tyrell BCBABBCBA Centria Healthcare Austism Services, Walnut Creek
Christopher Boldt BCBABBCBA Centria Healthcare Austism Services, Walnut Creek
James Cleary BCBABBCBA Centria Healthcare Austism Services, Walnut Creek
Jayshree Patel BCBABBCBA Centria Healthcare Austism Services, Walnut Creek
Kimberly Zhe BCBABBCBA Centria Healthcare Austism Services, Walnut Creek
Kirstin Hall BCBABBCBA Centria Healthcare Austism Services, Walnut Creek
Kristina Grubbs BCBABBCBA Centria Healthcare Austism Services, Walnut Creek
Nicole Pederson BCBABBCBA Centria Healthcare Austism Services, Walnut Creek
Puja Chocha BCBABBCBA Centria Healthcare Austism Services, Walnut Creek
Scott Rustulka BCBABBCBA Centria Healthcare Austism Services, Walnut Creek
Suzanne Cruz BCBABBCBA Centria Healthcare Austism Services, Walnut Creek
Victoria Kubal BCBABBCBA Centria Healthcare Austism Services, Walnut Creek
Chung Yin Law BCBABCBABCBABCA East Bay ABA, San Ramon
Lynn Galliano BCBABCBABCBABCA East Bay ABA, San Ramon
Isabel Saslow MFBABCBABCBABCA East Bay ABA, San Ramon
Anna Mari Goy RBTABCBABCBABCBACBA East Bay ABA, San Ramon
Jessica Peixoto BCBABCBABCBABCBABCBABCBAA Gateway Learning Group, Hayward
Natalie Chase BCBABCBABCBABCBABCBABCBABCBABCBABCBABCBABCBAA Goals for Autism, Inc. San Ramon
Javier Alquicira-Martinez MPHABCBABCBABCBABCBABCBABCBABCBABCBABCBABCBABCBAA Positive Pathways LLC, San Francisco
Priti Nagaraj BCBABCBABCBABCBABCBABCBABCBABCBABCBABCBABCBAA Trumpet Behavioral Health, Pleasanton & Dublin

Mental Health

Monica Englander LCSWABCBABCBABCBABCBABCBABCBABCBABCBABCBABCBABCBAA Axis Community Health, Pleasanton
Hameed Jahangiri MDABCBABCBABCBABCBABCBABCBABCBABCBABCBABCBABCBAA Comprehensive Psychiatric Services, Fairfield
Javed Iqbal MDABCBABCBABCBABCBABCBABCBABCBABCBABCBABCBABCBAA Comprehensive Psychiatric Services, Fairfield
Noorulain Aqeel MDABCBABCBABCBABCBABCBABCBABCBABCBABCBABCBABCBAA Comprehensive Psychiatric Services, Fairfield
Maria Zuberi MFTABCBABCBABCBABCBABCBABCBABCBABCBABCBABCBABCBAA Comprehensive Psychiatric Services, Walnut Creek
Theresa Volpe-Johnstone PhDABCBABCBABCBABCBABCBABCBABCBABCBABCBABCBABCBAA Healthy Minds Healthy Body Institute, San Ramon
Jenny Lee MFTABCBABCBABCBABCBABCBABCBABCBABCBABCBABCBABCBAA Touchstone Counseling, Pleasant Hill

Welcome Contra Costa Regional Medical Center (CCRMC) Providers

Abhilasha Jamwal MDAntioch Health Center - Pediatrics
Gregory Moore MDAntioch Health Center - Family Medicine
Haley Kilpatrick MDAntioch Health Center - Family Medicine
Mary Joseph MDAntioch Health Center - Pediatrics
Umesh Gheewala MDAntioch Health Center - Internal Medicine
Christina Gomez MDConcord Health Center - Family Medicine
Amennah Moghaddam NP Martinez Health Center - Family Medicine
HOLIDAYS OBSERVED BY CCHP

May 29, 2017 - Memorial Day

July 4, 2017 - Independence Day

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.

Visit our web site for resources for uninsured individuals at www.cchealth.org/insurance

This free web-based tool allows you to view your member’s records from any computer, at any time. To access the portal, complete the Portal Access Agreement. For a copy of the agreement go to our website at www.cchealth.org

1. Click on Health Plan
2. Select for Providers
3. Select Forms & Resources
4. Click on the ccLink Logo
5. Click on the pdf file ccLink Provider Portal Access Agreement and Attachment A

Visit our CCHP Provider & Pharmacy Online Search Engine (OSE) at: www.cchealth.org

Find available on our web site:
- CCHP Preferred Drug List (PDL)
- CCHP Provider Directory
- CCHP Provider Manual
- Prior Authorization Forms

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.

The Bulletin Board

Attention: Primary Care Providers
Community Provider Network Meetings

TIME: 7:30 AM - 9:00 AM

West County July 18, 2017
West County Health Center
13601 San Pablo Ave, Conference Room A
San Pablo, CA 94806

Central County July 25, 2017
Muir Parkway Office Center
1340 Arnold Drive Conference, Suite 112
Martinez, CA 94553

East County July 26, 2017
Antioch Health Center
2335 Country Hills Drive, Conference Room #1
Antioch, CA 94509

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www.cchealth.org

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- CCHP Provider Directory
- CCHP Provider Manual
- Prior Authorization Forms

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Provider Relations, Contracts, Management & Credentialing
Staff Contact Information

Terri Lieder, MPA, CPCS, CPMSM  Director of Provider Relations  (925) 313-9501  Terri.Lieder@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 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