



Agenda

Quarterly Community Provider Network (CPN) Meeting Contra Costa Health Plan

When: **Time: 7:30 AM – 9:00 AM**
 Date: April 28, 2015

Where: **1350 Arnold Drive Ste 103**
 Martinez, CA

The agenda for the meeting is as follows:

I.	CALL TO ORDER and INTRODUCTIONS	Mary Berkery, RN
II.	REVIEW and APPROVAL of MINUTES from previous meeting	Mary Berkery, RN
III.	REGULAR REPORTS	
	<ul style="list-style-type: none"> • Health Plan Updates 	Mary Berkery, RN
IV.	NEW BUSINESS	
	<ul style="list-style-type: none"> • Legislative Updates • DMC Transition 	Patricia Tanquary, CCHP CEO
VI.	OTHER	
	<ul style="list-style-type: none"> • Provider Concerns 	Mary Berkery, RN
VII.	ADJOURNMENT	

Unless otherwise indicated below, Contra Costa Health Plan – Community Plan hereby adopts all issues, findings, or resolutions discussed in the Agenda for Contra Costa Health Plan, dated April 28, 2015 and attached herein.

Our next scheduled meeting is:

Tuesday, July 28, 2015
7:30 AM – 9:00 AM

CPN Quarterly Meeting

CONFIDENTIAL – Protected by California Evidence Code 1157

CONTRA COSTA HEALTH PLAN
 East/Central County
 Quarterly Community Provider Network (CPN)
Meeting Minutes – April 28, 2015

Attending:

CCHP Staff: Jose Yasul, MD, Co-Chair ; M. Berkery, RN; J. Galindo, RN, PHN; E. Hernandez, MPH (Guest); L.M. Perez, CPCS

CPN Providers: S.M. Chang, MD; N. Essa, MD; G. Graves, MD; J. Hoffman, MD; S. Huerta, CPNP; A. Mahdavi, MD; C. Mayor, NP; T. Mostaghasi, MD; J. O'Meany, PA; S. Sachdeva, MD; J. Sequeira, MD; S. Shtivelman, MD; W. Taft, MD; R. Tracy, MD; L. Yang, MD; J.G. Zimmerman, MD

Discussion	Action	Accountable
Meeting called to order @ 7:40 a.m.		M. Berkery, RN
I.	Agenda was approved with no revisions.	M. Berkery, RN
II.	<p>Review and Approval of Minutes from January 27, 2015: Minutes were approved as presented.</p> <p>Jose Yasul, MD was introduced as the CCHP Assistant Medical Director</p>	M. Berkery, RN
III.	<p>Regular Reports:</p> <ul style="list-style-type: none"> • Health Plan Updates <ul style="list-style-type: none"> ▪ <u>Doctors Medical Center (DMC) - Closure April 21, 2015</u> <ul style="list-style-type: none"> - DMC in San Pablo closed as of Tuesday, April 21st. - Reviewed information to help find urgent medical care in West Contra Costa or free medical advice by phone to help decide what kind of care is needed - <u>Anyone who does not have private insurance can call Contra Costa Health Services' Advice Nurse Line for free health advice (24/7 including holidays): 1-877-661-6230 Option 1</u> - Patients with private insurance should call their plans' advice nurse lines ▪ <u>LifeLong Medical Care - New Urgent Care Center April 20, 2015</u> <ul style="list-style-type: none"> - LifeLong Medical Care opened a new Urgent Care Center on April 20th across the street from where DMC was located in San Pablo. Patients can walk in or call for an appointment. Hours: Noon to 8 p.m. 7 days a week - Phone # 510-231-9800 - May open a second urgent care center ▪ <u>Practical Strategies for Providers to Support Breastfeeding</u> <ul style="list-style-type: none"> - Announced class to be held on Thursday, May 14th at the Pittsburg Health Center Cypress Room, presented by Diana Mahar, MD, IBCLC, pediatrician from Kaiser. Training topics include: milk supply issues, jaundice, cultural beliefs regarding breastfeeding, and knowing when and where to refer. Register online: bfprovidersandnurses.eventbrite.com ▪ <u>Department of Health Care Services (DHCS) Audit</u> <ul style="list-style-type: none"> - DHCS will be conducting a routine audit of CCHP from June 1, 2015 to June 12, 2015. Audit includes the review of medical records and practice interviews. Providers selected by DHCS will be contacted directly by DHCS Nurse Evaluators to schedule an onsite visit. - <u>Contact Provider Relations as soon as possible with dates scheduled with DHCS</u> - <u>For questions call:</u> Brenda Flowers, RN at (925) 313-9503 or Jenny Galindo, RN at (925) 313-9513 or email to ProviderRelations@hsd.cccounty.us ▪ <u>Immunization Updates</u> <ul style="list-style-type: none"> - Measles - CCC had one reported measles case in February - Pertussis – CCC has had over 80 pertussis cases already in 2015. Recommend up-to-date pertussis 	M. Berkery, RN

	<p>vaccinations, especially pregnant women</p> <ul style="list-style-type: none"> - Additional information in meeting packet <ul style="list-style-type: none"> ▪ <u>Community Immunity: What You Can Do</u> <ul style="list-style-type: none"> - Reviewed information how providers can help promote immunity in the community - <u>Resources:</u> cchealth.org/communityimmunity or call (925) 313-6767 ▪ <u>Communicable Disease Outbreak Reporting</u> <ul style="list-style-type: none"> - Reviewed information to report a communicable disease outbreak - Contact Public Health's Communicable Disease Programs Phone # (925) 313-6740 - Reporting forms located at cchealth.org/cd/disease-reporting.php ▪ <u>Health Education Program</u> <ul style="list-style-type: none"> - Elisa Hernandez, Senior Health Education Specialist introduced herself to the providers and gave a brief description of the Health Education Program - <u>For more information:</u> Elisa.Hernandez@hsd.cccounty.us or call (925) 313-6019 ▪ <u>Staffing Updates</u> <ul style="list-style-type: none"> - Luke Lim, Pharmacy Director is no longer with CCHP. position has been replaced - Laurie Crider, Case Management Director has accepted another position in the County, search underway to replace position - Recruiting for Medical Consultant if interested contact Dr. Yasul ▪ <u>BAART Community Healthcare</u> <ul style="list-style-type: none"> - CCHP is working with BAART to expand their services in Central County ▪ <u>Autism</u> <ul style="list-style-type: none"> - In process of contracting with a speech group that will cover speech services for autistic children 		<p>E. Hernandez, MPH</p> <p>J. Yasul, MD</p> <p>J. Yasul, MD</p> <p>M. Berkery, RN</p>
IV.	<p>New Business:</p> <ul style="list-style-type: none"> • Legislative Updates <ul style="list-style-type: none"> - Restated CCHP's requirement to cover all forms of tobacco cessation - Major change CCHP to cover Chantix • New Benefits for Transgender and Eating Disorders <ul style="list-style-type: none"> - Attempting to organize local resources - Inform Dr. Yasul if interested in doing work with transgender or eating disorders • SB-1004 Health Care: Palliative Care <ul style="list-style-type: none"> - Bill has passed the Senate and waiting approval from the House 		J. Yasul, MD
V.	<p>Other:</p> <ul style="list-style-type: none"> • Provider Bulletin was reviewed. • Provider Concerns <ul style="list-style-type: none"> - Concerns expressed regarding mental health access numbers and PM160s - Provider Relations will follow up with concerns 		M. Berkery, RN
VI.	<p>Adjournment: Meeting adjourned @ 8:55 a.m.</p>		

Next meeting – July 28, 2015

CONTRA COSTA HEALTH PLAN
East/Central County
Quarterly Community Provider Network (CPN)
Meeting Minutes – January 27, 2015

Attending:

CCHP Staff: M. Berkery, RN, Co-Chair; D. Dooley, MD and R. Cohen, MD (Guests); J. Galindo, RN, PHN; B. Flowers, RN; L.M. Perez, CPCS

CPN Providers: C. Akera-Dow, MD; S.M. Chang, MD; N. Essa, MD; G. Graves, MD; S. Huerta, CPNP; A. Mahdavi, MD; C. Mayor, NP; B. Monday, BCBA; J. O'Meany, PA; H.E. Risgalla, MD; S. Sachdeva, MD; J. Sequeira, MD; S. Shtivelman, MD; W. Taft, MD; R. Tracy, MD; J.G. Zimmerman, MD

Discussion	Action	Accountable
Meeting called to order @ 7:45 a.m.		M. Berkery, RN
I. Agenda was approved with no revisions.		M. Berkery, RN
II. Review and Approval of Minutes from October 28, 2014: Minutes were approved as presented.		M. Berkery, RN
III. Regular Reports: <ul style="list-style-type: none"> • Medical Director's Report/Health Plan Updates <ul style="list-style-type: none"> ▪ Autism Referrals <ul style="list-style-type: none"> - All autism referrals from CPN Network go directly to the CAAD Clinic (Clinic for ASD and ADHD Diagnoses) - phone # is (925) 370-5490 and fax # is (925) 370-5277 ▪ Flu Vaccine Matrix - reviewed <ul style="list-style-type: none"> - Be aware of flu, measles and pertussis (Public Health) - Questions and Resources: http://www.cdph.ca.gov/HealthInfo/discond/Pages/Measles.aspx ▪ Breast reduction referrals <ul style="list-style-type: none"> - Follow certain guidelines ▪ VerifPoint Credentialing Solutions (VCS) <ul style="list-style-type: none"> - Contract with VCS to provide continual credentialing and recredentialing services for CPN Network since 2010 - VCS obtaining all expirable documents between credentialing cycles (additional service as of 10/1/14) - Provider to comply by submitting to VCS requested information ▪ Podiatry Referrals <ul style="list-style-type: none"> - Need prior authorization, no longer a Medi-Cal benefit ▪ Optometry <ul style="list-style-type: none"> - No prior authorization needed, members could go to contracted optometrists ▪ Advance Directives <ul style="list-style-type: none"> - Providers encourage to push on advance directives 		M. Berkery, RN
IV. New Business: <ul style="list-style-type: none"> • Lipid Management Guidelines <ul style="list-style-type: none"> ▪ CCHP practices every 1 to 2 years of adopting the best practices for pediatric and adult medicine, called Pediatric Prevention Guidelines from American Academy of Pediatrics, State requirement for Well Child Exams <ul style="list-style-type: none"> - Recently adopted newest version, new recommendation routinely screen ALL children for Lipids Disease - Advocating Lipids Disease be treated as other diseases which is lifelong monitoring - Atherosclerosis is actually a lifelong condition that could start early in life depending upon both environmental and genetic factors - New recommendation allowing to more persuasively influence family - Educate family, follow the lipid and handle additional risk factors 		D. Dooley, MD/ R. Cohen, MD

	<ul style="list-style-type: none"> - If there is a strong family history for early Atherosclerosis Disease or if there is a secondary risk factor such as diabetes, provider is to go ahead and screen as early as two (2) years of age with fasting lipid - Do the at risk screening for the patients who have high risk, the obese children and 2-8 year olds with risk factors using fasting lipids - Screening recommendation (change) non-fasting for 9-11 year olds - Well Child Exams on ALL children should include blood pressure monitoring and checking BMI - Risk Factors are basically coronary artery events, very high total cholesterol in the family or the child who has risk factors and smoking cigarettes - Talk to family about concerns, conduct motivational interviewing about changing lifestyle and diet (important) and refer to interventions <ul style="list-style-type: none"> • Dietary Supplements <ul style="list-style-type: none"> ▪ Data came back neutral <ul style="list-style-type: none"> - Fish oil NOT recommended for adults anymore for HDL modifications - Vitamin E and Folic Acid NOT recommended 		
V.	Adjournment: Meeting adjourned @ 8:50 a.m.		

Next meeting – April 28, 2015

Practical Strategies for Providers to Support Breastfeeding

Come discuss and learn about best practice tips for every day medical complications of breastfeeding seen in your office settings.

Presenting:

Diana Mahar, MD, IBCLC



Training topics include:

- ❖ Milk Supply Issues
- ❖ Jaundice
- ❖ Engorgement and overproduction
- ❖ Cultural beliefs regarding breastfeeding
- ❖ How to deal with uncomfortable issues such as guilt and breast exams.
- ❖ Knowing when and where to refer



Join Us....

Where:

Pittsburg Health Center
Cypress Room
2311 Loveridge Road
Pittsburg, CA 94565

When:

Thursday, May 14, 2015

Time:

6:00 pm - 8:30 pm



Do you know what the health benefits are for breastfeeding Mothers and Infants?



Register Online:

bfprovidersandnurses.eventbrite.com

or

Scan QR code

Questions please contact:

Monique Sims-Harper

925)646-5200

Monique.sims@hsd.cccounty.us

FREE Registration &

Food provided

2.5 hours CME/ CEU Units

Available



KAISER PERMANENTE



HEALTH CARE RESOURCES

for West Contra Costa Residents

Doctors Medical Center (DMC) San Pablo Closing April 21

As of April 21, DMC will be closing and no longer accepting patients. The following information will help you find urgent medical care in West Contra Costa or free medical advice by phone to help you decide what kind of care you need.

WHEN TO CALL 9-1-1

For any life-threatening medical or psychiatric emergencies, call 9-1-1 immediately.

WHEN TO CALL AN ADVICE NURSE

Advice nurses can help you figure out if you need to go to an Emergency Room, visit an urgent care clinic or make an appointment for the next day. You should call an advice nurse for nonlife-threatening conditions.

WHEN TO GO TO URGENT CARE

An urgent care clinic offers immediate care for walk-ins or same-day appointments for patients who need timely medical care but who are not having a medical emergency.

ANYONE WHO DOESN'T HAVE PRIVATE INSURANCE CAN CALL CONTRA COSTA HEALTH SERVICES' (CCHS) ADVICE NURSE LINE FOR FREE HEALTH ADVICE ANYTIME.

FREE Advice Nurse
24 Health Line
HOURS A DAY
DAYS A WEEK
including Holidays

Contra Costa Health Services Advice Nurse Line:
1-877-661-6230 option 1

HEALTH CENTERS IN WEST COUNTY AREA (NON-URGENT CARE UNLESS SPECIFIED)

LifeLong Brookside Richmond	510-215-5001
LifeLong Brookside San Pablo	510-215-9092
LifeLong Richmond	510-233-2514
LifeLong, Dr. Jenkins Office	510-237-9537
Brighter Beginnings Family Health	510-213-6681
RotaCare at Brighter Beginnings	510-213-6678
BAART Community HealthCare	510-232-0874
Planned Parenthood Richmond	510-222-5290
Concentra Urgent Care, Richmond	510-222-8000
CCHS West County Health Center	1-800-495-8885
CCHS North Richmond Center for Health	1-800-495-8885

NEW URGENT CARE CENTER STARTING APRIL 20

Patients can walk in or call
for an appointment.

Lifelong Urgent Care Center

2023 Vale Rd., San Pablo, CA 94806
(across the street from DMC)

Noon to 8 p.m.
7 Days a Week

510-231-9800

RECURSOS DE ASISTENCIA MÉDICA

Para los Residentes del Oeste de Contra Costa

Doctors Medical Center (DMC) de San Pablo Cierra el 21 de Abril

A partir del 21 de Abril, el Doctors Medical Center en San Pablo cerrará sus puertas y ya no aceptará pacientes. La siguiente información le ayudará a conseguir atención médica de urgencia en el Oeste de Contra Costa o asesoramiento médico gratuito por teléfono para ayudarle a decidir qué tipo de atención médica necesita.

CUÁNDO LLAMAR AL 9-1-1

Llame al 9-1-1 inmediatamente por cualquier emergencia médica o psiquiátrica.

CUÁNDO DEBE LLAMAR A LOS ENFERMEROS CONSEJEROS

Los enfermeros consejeros le ayudarán a determinar si usted necesita ir a una Sala de Emergencias, a una clínica de urgencias, o si necesita hacer una cita para el día siguiente. Llame también a los enfermeros consejeros para casos que no sean de vida o muerte.

CUÁNDO IR A UN CENTRO DE URGENCIAS

Los centros de urgencias ofrecen atención médica inmediata sin cita previa, y pueden proporcionar citas en el mismo día para pacientes que necesiten atención médica que no sea urgente.

LOS PACIENTES QUE NO TENGAN SEGURO MÉDICO PRIVADO PUEDEN LLAMAR A LA LÍNEA DE ENFERMEROS CONSEJEROS DE CONTRA COSTA HEALTH SERVICES (CCHS) PARA RECIBIR ASESORAMIENTO MÉDICO GRATUITO A CUALQUIER HORA.



GRATIS Línea de Enfermeros Consejeros
24/7
 HORAS AL DÍA
 DÍAS A LA SEMANA
 incluyendo días de fiesta

Línea de Enfermeros Consejeros de Contra Costa Health Services:
1-877-661-6230 opción 1

CENTROS DE SALUD EN EL ÁREA DEL OESTE DE CONTRA COSTA

(PARA ASISTENCIA MÉDICA, NO URGENTE EXCEPTO EN CASOS ESPECIFICADOS)

LifeLong Brookside Richmond	510-215-5001
LifeLong Brookside San Pablo	510-215-9092
LifeLong Richmond	510-233-2514
LifeLong, Dr. Jenkins Office	510-237-9537
Brighter Beginnings Family Health	510-213-6681
RotaCare at Brighter Beginnings	510-213-6678
BAART Community HealthCare	510-232-0874
Planned Parenthood Richmond	510-222-5290
Concentra, Cuidado de Urgencias Richmond	510-222-8000
CCHS West County Health Center	1-800-495-8885
CCHS North Richmond Center for Health	1-800-495-8885

NUEVO CENTRO DE URGENCIAS A PARTIR DEL 20 DE ABRIL

Los pacientes podrán llegar sin cita o llamar para hacer cita.

Lifelong Urgent Care Center

2023 Vale Rd., San Pablo, CA 94806
 (enfrente del DMC)

De mediodía a 8 p.m.
 7 Días a la Semana
 510-231-9800



Para obtener más información, visite www.cchealth.org o llame 2-1-1

HEALTH CARE RESOURCES

for West Contra Costa Residents

Doctors Medical Center Closing April 21

As of April 21, Doctors Medical Center in San Pablo will be closing and no longer accepting patients. The following information will help you find urgent medical care in West Contra Costa or free medical advice by phone to help you decide what kind of care you need.

WHEN TO CALL 9-1-1

For any life-threatening medical or psychiatric emergencies, call 9-1-1 immediately.

WHEN TO CALL AN ADVICE NURSE

Advice nurses can help you figure out if you need to go to an Emergency Room, visit an urgent care clinic or make an appointment for the next day. Advice nurses also can provide information for self-care. You should consider calling an advice nurse for more minor issues like sore throat, earache, urinary tract infection, sinus infection symptoms, and other nonlife-threatening conditions.

WHEN TO GO TO URGENT CARE

An urgent care clinic offers immediate care for walk-ins or same-day appointments for patients who need timely medical care but who are not having a medical emergency.

NEW URGENT CARE CENTER

LifeLong Medical Care will open a new urgent care center April 20 across the street from Doctors Medical Center in San Pablo. Patients can walk in or call for an appointment. LifeLong also has sites that offer primary care and non-urgent care with scheduled visits.

Lifelong Urgent Care Center
2023 Vale Rd., San Pablo, CA 94806
Noon to 8 p.m.
7 Days a Week
510-231-9800

ANYONE WHO DOESN'T HAVE PRIVATE INSURANCE CAN CALL CONTRA COSTA HEALTH SERVICES' ADVICE NURSE LINE FOR FREE HEALTH ADVICE ANY TIME.

FREE Advice Nurse
24 Health Line
HOURS A DAY
DAYS A WEEK
including Holidays

Contra Costa Health Services Advice Nurse Line:
1-877-661-6230 option 1

PATIENTS WITH PRIVATE INSURANCE SHOULD CALL THEIR PLANS' ADVICE NURSE LINES

Advice Nurse Units Telephone Numbers (for health plan members to call):

Kaiser Patients	1-800-464-4000
Aetna Patients	1-800-556-1555
Blue Cross Patients	1-800-249-3617
Health Net Patients	1-800-973-6273
United Health Patients	1-800-237-4936
Contra Costa Health Plan	1-877-661-6230 option 1



For more information,
visit www.cchealth.org or call 2-1-1

WHERE TO GET CARE IN WEST CONTRA COSTA

LIFELONG MEDICAL CARE

LifeLong offers urgent care, primary care and non-urgent care with scheduled visits.

Provider	Address	Phone	Hours
LifeLong Urgent Care	2023 Vale Road San Pablo, CA 94806	510-231-9800	M–Sun 12 p.m.–8 p.m. (Starting April 20) Walk-ins welcome
LifeLong Brookside Richmond	1030 Nevin Avenue Richmond, CA 94804	510-215-5001	M- F 8:30 a.m.–5 p.m. By appointment only
LifeLong Dr. Jenkins	120 Broadway, Ste. 4 Richmond, CA 94804	510-237-9537	M- Thurs 9 a.m.–3 p.m. By appointment only
LifeLong Richmond	2600 Macdonald Ave., Ste. B, Richmond, CA 94804	510-233-2514	M, W, Thurs 9 a.m.–3 p.m. By appointment only
LifeLong Brookside San Pablo	2023 Vale Road, Ste 201 San Pablo, CA 94806	510-215-9092	M–Thurs 8:30 a.m.–8 p.m. Fri 8:30 a.m.–5 p.m. Sat 9 a.m.–3 p.m. By appointment only

CONTRA COSTA HEALTH SERVICES (CCHS)

CCHS offers primary care and non-urgent care by appointment.

Provider	Address	Phone	Hours
West County Health Center	13601 San Pablo Ave., San Pablo, CA 94806	1-800-495-8885	M–Thurs; 8 a.m.–8:45 p.m. F–Sat.; 8 a.m.–5 p.m. By appointment only
North Richmond Center for Health	1501 Fred Jackson Way, Richmond, CA 94805	1-800-495-8885	M–F; 7:45 a.m.–12 p.m. 1 p.m.–4:45 p.m. By appointment only

OTHER PLACES TO GET CARE

Patients should contact locations directly regarding service fees.

Provider	Address	Phone	Hours
Brighter Beginnings Family Health	2727 Macdonald Ave. Richmond, CA 94804	510-213-6681	M, W, Thurs & F 9 a.m.–5 p.m.
RotaCare Free Medical Clinic at Brighter Beginnings	2727 Macdonald Ave. Richmond, CA 94804	510-213-6678	Tues 4 p.m.–7 p.m.
BAART Community HealthCare	1313 Cutting Blvd. Richmond, CA 94804	510-232-0874	M-F 6 a.m.–2 p.m.
Planned Parenthood Richmond	2970 Hilltop Mall Rd., Ste. 307 Richmond, CA 94806	510-222-5290	M, Tues & Thurs 8:30 a.m.–8 p.m. W, F 8:30 a.m.–5 p.m. 1 st & 3 rd Sat 8:30 a.m.–2 p.m.
Planned Parenthood Richmond	340 Marina Way Richmond, CA 94801	510-232-1250	M-F 8:30 a.m.–5 p.m.
Concentra Urgent Care	2970 Hilltop Mall Rd., Ste. 203 Richmond, CA 94806	510-222-8000	M–F 8 a.m.–5 p.m. Walk-ins welcome
Sutter Urgent Care	2500 Milvia Street Berkeley, CA 94704	510-204-5514	M–F 5 p.m.–9 p.m. Sat, Sun & Holidays 10 a.m.–2 p.m. Walk-ins welcome

RECURSOS DE ASISTENCIA MÉDICA

Para los Residentes del Oeste de Contra Costa

Doctors Medical Center Cierra el 21 de Abril

A partir del 21 de Abril, el Doctors Medical Center en San Pablo cerrará sus puertas y ya no aceptará pacientes. La siguiente información le ayudará a conseguir atención médica de urgencia en el Oeste de Contra Costa o asesoramiento médico gratuito por teléfono para ayudarle a decidir qué tipo de atención médica necesita.

CUÁNDO LLAMAR AL 9-1-1

Llame al 9-1-1 inmediatamente por cualquier emergencia médica o psiquiátrica.

CUÁNDO DEBE LLAMAR A LOS ENFERMEROS CONSEJEROS

Los enfermeros consejeros le ayudarán a determinar si usted necesita ir a una Sala de Emergencias, a una clínica de urgencias, o si necesita hacer una cita para el día siguiente. Los enfermeros consejeros también pueden darle información sobre cómo cuidarse a sí mismo igualmente puede contar con los enfermeros consejeros si tiene problemas leves tales como dolor de garganta, dolor de oído, infección de orina, síntomas de sinusitis, o por otras condiciones médicas que no sean de vida o muerte.

CUÁNDO IR A UN CENTRO DE URGENCIAS

Los centros de urgencias ofrecen atención médica inmediata sin cita previa, y pueden proporcionar citas en el mismo día para pacientes que necesiten atención médica que no sea urgente.

NUEVO CENTRO DE URGENCIAS

LifeLong Medical Care abrirá un nuevo centro de urgencias el 20 de Abril en frente de Doctors Medical Center en San Pablo. Los pacientes podrán llegar sin cita o llamar para hacer cita. LifeLong también tiene centros que ofrecen atención médica primaria y de casos no urgentes con citas programadas.

Lifelong Urgent Care Center
2023 Vale Rd., San Pablo, CA 94806
De mediodía a 8 p.m.
7 Días a la Semana
510-231-9800

Para obtener más información,
visite www.cchealth.org o llame 2-1-1

LOS PACIENTES QUE NO TENGAN SEGURO MÉDICO PRIVADO PUEDEN LLAMAR A LA LÍNEA DE ENFERMEROS CONSEJEROS DE CONTRA COSTA HEALTH SERVICES (CCHS) PARA RECIBIR ASESORAMIENTO MÉDICO GRATUITO A CUALQUIER HORA.

GRATIS Línea de Enfermeros
24/7 Consejeros
HORAS AL DÍA
DÍAS A LA SEMANA
incluyendo días de fiesta

Línea de Enfermeros Consejeros de Contra Costa Health Services:

1-877-661-6230 opción 1

LOS PACIENTES CON SEGURO MÉDICO PRIVADO DEBEN LLAMAR A LOS ENFERMEROS CONSEJEROS DE SU PLAN DE SALUD

Números Telefónicos de las Líneas de Enfermeros Consejeros

(para pacientes con los siguientes planes de salud):

Pacientes de Kaiser	1-800-464-4000
Pacientes de Aetna	1-800-556-1555
Pacientes de Blue Cross	1-800-249-3617
Pacientes de Health Net	1-800-973-6273
Pacientes de United Health	1-800-237-4936
Contra Costa Health Plan	1-877-661-6230 opción 1

LifeLong
Medical
Care
Health Services For All Ages
a contra costa health center
www.lifelongmedical.org



CONTRA COSTA
HEALTH SERVICES
www.cchealth.org

DÓNDE OBTENER ATENCIÓN MÉDICA EN EL OESTE DE CONTRA COSTA

LIFELONG MEDICAL CARE

LifeLong ofrece atención médica urgente, atención médica primaria, y asistencia con casos no urgentes con cita programada.

Proveedor	Dirección	Teléfono	Horas
LifeLong Urgent Care	2023 Vale Road San Pablo, CA 94806	510-215-9092	Lun–Dom 12 p.m.–8 p.m. (A partir del 20 de Abril) No necesita cita previa
LifeLong Brookside Richmond	1030 Nevin Avenue Richmond, CA 94804	510-215-5001	Lun–Vie 8:30 a.m.–5 p.m. Solo con cita previa
LifeLong Dr. Jenkins	120 Broadway, Ste. 4 Richmond, CA 94804	510-237-9537	Lun–Jue 9 a.m.–3 p.m. Solo con cita previa
LifeLong Richmond	2600 Macdonald Ave., Ste. B, Richmond, CA 94804	510-233-2514	Lun, Mie, Jue 9 a.m.–3 p.m. Solo con cita previa
LifeLong Brookside San Pablo	2023 Vale Road, Ste 201 San Pablo, CA 94806	510-215-9092	Lun–Jue 8:30 a.m.–8 p.m. Vie 8:30 a.m.–5 p.m. Sab 9 a.m.–3 p.m. Solo con cita previa

CONTRA COSTA HEALTH SERVICES (CCHS)

CCHS ofrece atención médica urgente, atención médica primaria, y asistencia con casos no urgentes con cita programada.

Proveedor	Dirección	Teléfono	Horas
West County Health Center	13601 San Pablo Ave., San Pablo, CA 94806	1-800-495-8885	Lun–Jue 8 a.m.–8:45 p.m. Vie–Sab 8 a.m.–5 p.m. Solo con cita previa
North Richmond Center for Health	1501 Fred Jackson Way, Richmond, CA 94805	1-800-495-8885	Lun–Vie 7:45 a.m.–12 p.m. 1 p.m.–4:45 p.m. Solo con cita previa

OTROS CENTROS DONDE PUEDE RECIBIR ATENCIÓN MÉDICA

Los pacientes deben de contactar a los centros médicos directamente acerca de los costos por servicio.

Proveedor	Dirección	Teléfono	Horas
Brighter Beginnings Family Health	2727 Macdonald Ave. Richmond, CA 94804	510-213-6681	Lun, Mier., Jue & Vie 9 a.m.–5 p.m.
RotaCare at Brighter Beginnings	2727 Macdonald Ave. Richmond, CA 94804	510-213-6678	Mar 4 p.m.–7 p.m.
BAART Community HealthCare	1313 Cutting Blvd. Richmond, CA 94804	510-232-0874	Lun–Vie 6 a.m.–2 p.m.
Planned Parenthood Richmond	2970 Hilltop Mall Rd., Ste. 307 Richmond, CA 94806	510-222-5290	Lun, Mar & Jue 8:30 a.m.–8 p.m. Mie, Vie 8:30 a.m.–5 p.m. Primer y Tercer Sab 8:30 a.m.– 2 p.m.
Planned Parenthood Richmond	340 Marina Way Richmond, CA 94801	510-232-1250	Lun–Vie 8:30 a.m.–5 p.m.
Concentra Urgent Care	2970 Hilltop Mall Rd., Ste. 203 Richmond, CA 94806	510-222-8000	Lun–Vie 8 a.m.–5 p.m. No necesita cita
Sutter Urgent Care Berkeley	2500 Milvia Street Berkeley, CA 94704	510-204-5514	Lun–Vie 5 p.m.–9 p.m. Sab, Dom & Días de Fiesta 10 a.m.–2 p.m. No necesita cita

PATRICIA TANQUARY, MPH, PhD
Chief Executive Officer

JAMES TYSELL, MD
Medical Director



ADMINISTRATION

595 Center Avenue, Suite 100
Martinez, California 94553
Main Number: 925-313-6000
Member Call Center: 877-661-6230
Provider Call Center: 877-800-7423

Se Habla Español

April 7, 2015

Re: Department of Health Care Services Audit

Dear Primary Care Providers,

The Department of Health Care Services (DHCS) will be conducting a routine audit of Contra Costa Health Plan from June 1, 2015 to June 12, 2015. As part of the audit, DHCS will choose primary care provider offices to review medical records and interview the practice for the audit period of March 1, 2014 through February 28, 2015. Providers selected by DHCS will be contacted directly by DHCS Nurse Evaluators to schedule an onsite visit. Please have medical records available and a place where the evaluator can perform the review.

To facilitate a smooth process, please contact us as soon as possible with the dates you have scheduled with DHCS. If you have any questions, or if we can assist you in any way to prepare for the audit, call Brenda Flowers, RN at 925-313-9503 or Jenny Galindo, RN at 925-313-9513, or email to ProviderRelations@hdsccounty.us.

We appreciate your cooperation with the DHCS Nurse Evaluators.

Sincerely,

Terri Lieder

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



Immunization Updates

Measles:

Contra Costa County had one reported measles case in February (<http://cchealth.org/measles/pdf/measles-update-faq-2015-0211.pdf>). There were no secondary cases.

There have not been any new measles cases in California for a few weeks. I'm not sure when your CPN meetings are scheduled, but here is the latest measles update from the California Department of Public Health:

http://www.cdph.ca.gov/HealthInfo/discond/Documents/Measles_update_3-27-2015_public.pdf

Community Immunity Action Plan:

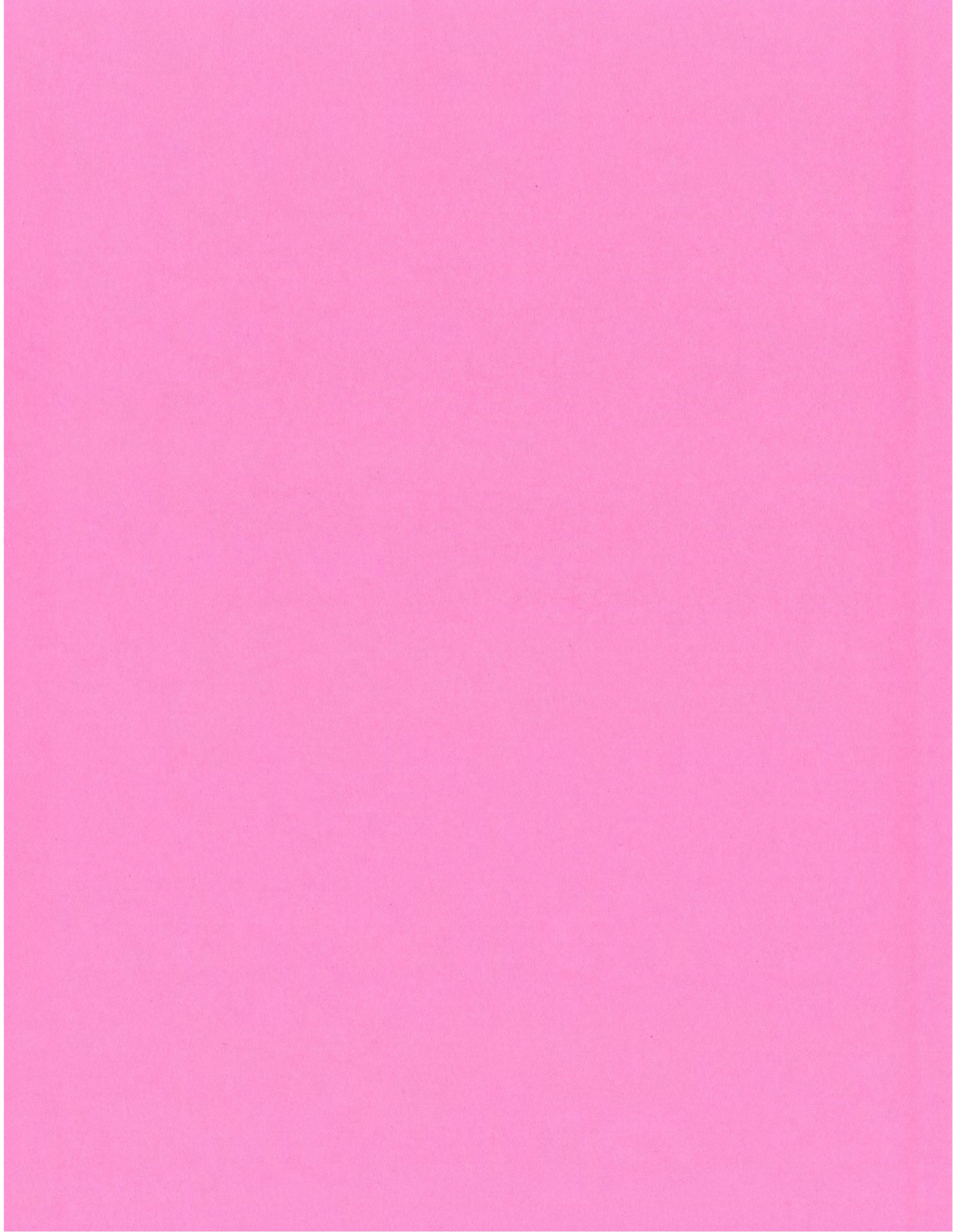
We are hearing from parents, schools, and providers who are concerned about measles and other vaccine preventable diseases and want to know what they can do. Protecting our community from vaccine-preventable diseases will require a community-wide effort and everyone can play a key role. We have prepared a flier and webpage with suggested actions: <http://cchealth.org/immunization/community-immunity.php>

Pertussis:

Contra Costa County had 454 reported cases of pertussis in 2014. We have had over 80 cases in 2015 already. We recommend everyone be up-to-date with their pertussis vaccinations, especially pregnant women, who should receive a Tdap during each pregnancy. Ideally, at 27-36 weeks to maximize maternal antibody transfer to the baby, but any trimester is acceptable.

Communicable Disease Outbreak Reporting:

We appreciate when providers and facilities report potential outbreaks. We have created a flyer with our contact information: <http://cchealth.org/cd/pdf/report-cd-outbreak.pdf>



COMMUNITY IMMUNITY: WHAT YOU CAN DO

#COMMUNITYIMMUNITY ACTION PLAN

Protecting our community from serious, vaccine-preventable diseases such as measles and whooping cough requires a [community-wide effort](#).

Vaccinated community members are protected from diseases and they also protect others by not spreading disease. This is especially important for community members who may not be able to be

vaccinated, including babies, pregnant women, and those with certain health conditions or those who don't develop protection after vaccination.

Immunizations help keep our community healthy and safe. Below are some steps you can take to help protect yourself and our community:

PARENTS CAN:

- 1 Share [immunization information from reputable sources](#) with other parents, school administrators, and school groups such as the PTA and student clubs.
- 2 Know how many students at your child's school are not fully immunized with our [searchable map](#) of child care and grade schools.
- 3 Discuss immunizations with parents of your child's friends.
- 4 Talk to your child's pediatrician about your child's immunization status and the practice's policies on immunizations for patients and staff.

SCHOOLS CAN:

- 1 Review the immunization records for all of your students.
- 2 Review the [immunization assessment process](#), including procedures for [personal belief exemptions](#), [conditional admissions](#), [transfers](#), and [permanent medical exemptions](#).
- 3 Share [immunization data](#) with student families, teachers, and school staff. A [searchable map](#) of child care and grade schools is available showing personal belief exemption levels.
- 4 Recommend staff and teachers be up-to-date with all [doctor recommended immunizations](#), including annual influenza vaccine.
- 5 Prepare for vaccine preventable disease outbreaks at your school that could affect both students and staff.

HEALTHCARE PROVIDERS CAN:

- 1 Recommend [immunizations on schedule](#) for all of your patients.
- 2 Give [immunizations on schedule](#) for all of your patients.
- 3 Review the [immunization level at your patient's school](#) and share information with parents.
- 4 Ensure your staff is up-to-date with all recommended vaccines, including annual influenza vaccine.
- 5 Mask all patients with fever and rash upon entry.

FOR MORE INFORMATION

For resources to help build Community Immunity, visit cchealth.org/communityimmunity or call 925-313-6767



REPORT A COMMUNICABLE DISEASE OUTBREAK

Contact Public Health's Communicable Disease Programs

Ph: 925-313-6740

Fax: 925-313-6465

Reporting forms are located at cchealth.org/cd/disease-reporting.php

Who Must Report

The state of California requires **doctors, surgeons, nurses, practitioners, coroners, dentists, veterinarians, administrators of health facilities and clinics** to report cases or suspected cases of certain diseases and conditions to the local health department. **Anyone in charge of public or private schools or preschools** also must report cases or suspected cases of these diseases.

There are more than 85 reportable diseases and conditions in Contra Costa County, For a list of the reportable diseases visit cchealth.org/cd/disease-list.php

