

# CCRMC Provider Bulletin

## CCHP Announces New Online Search Engine (OSE)

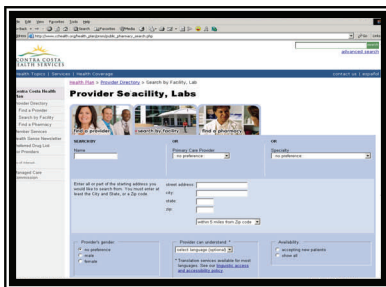
The CCHP Online Search Engine allows members, potential members, providers and health services staff the ability to look up the over 1300 CCHP Primary Care Providers, Contracted Specialists, Facilities (X-Ray and Labs, Imaging Centers, Contracted Hospitals) and Pharmacies in the Greater Contra Costa County Region.

The OSE system can be accessed on the Contra Costa Health Plan website, [www.contracostahealthplan.org](http://www.contracostahealthplan.org). Once on the website, you would click on the Provider Directory link which is on the menu, at the left side of the screen. Users then may click on “Find a Provider”, “Search by Facility”, or “Find a Pharmacy” to begin their search. Searches are driven by zip codes or provider name. Searches driven by zip code will locate providers closest to the zip code that’s been entered. Gender specific or language specific searches are also possible search options.



**OSE Core Team**  
Carol Fitzgerald, Juana Fon, Terri Lieder, Shawn Eyer  
Back: Jason Woodruff, Tracy Ann Ealy

Provider information has always been available, but not accessible in this way. The OSE unlocks this information and displays it in a user-friendly format that is easy to read and understand. Search results list detailed information about the Provider, such as their board certification, gender, office hours, location, telephone numbers, network affiliation and languages spoken by the office doctor/staff. All searches allow the user to print out the results of their search in an efficient PDF format. The OSE system is also fully integrated with Google Maps. This allows users to easily find directions to their destination by driving, public transit or by walking.



The OSE is in phase one of a two-phase solution. Not only has the OSE made accessing Provider, Pharmacy and other Facility data easier, it will also enhance and streamline the printed directories and pharmacy data in our Member Informational Materials. Both of these technologies were brought to Contra Costa Health Plan with no additional funding increases. The OSE will be available by Dec. 17, 2008.

This collaborative project could not have been accomplished without the help of many talented individuals: **Jason Woodruff** Project Manager; **Shawn Eyer**, Health Services Division Web Designer; **Carol Fitzgerald** Information Systems Specialist; **Juana Fon** CCRMC Medical Staff Liaison; **Terri Lieder** Data Management Resource Supervisor; the CCHP Member Services Test team; and many others who have aided the Provider Relations Team in the roll out of this very important project. For more information on the OSE please visit [www.contracostahealthplan.org](http://www.contracostahealthplan.org) or contact Tracy Ann Ealy, Director of Provider Relations at (925) 313-9501 or by email at [tealy@hsd.cccounty.us](mailto:tealy@hsd.cccounty.us).

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## How Medi-Cal Plans Compare on Quality of Care - Quality Report Card 2007

### For Children (2007)

	Anthem Blue Cross Partnership Plan	Contra Costa Health Plan
<b>Getting needed care</b> Children got the care they needed without problems	Average	Average
<b>Getting care quickly</b> Children got appointments and treatment without long waits	Average	Average
<b>How well doctors communicate</b> Doctors listened carefully, gave good explanations, showed respect	Average	Higher
<b>Courteous Office Staff</b> Office or clinic staff were helpful and treated parents and children with courtesy and respect	Higher	Higher
<b>Plan customer service</b> Parents got the help they needed from plan customer service and plan written material	Average	Average
<b>Vaccines (shots) for children</b> Children got all the vaccines (shots) they were supposed to have to prevent illness	Lower	Average
<b>Check-ups for teenagers</b> Teenagers got all the check-ups they were supposed to have	Lower	Average
<b>Care for children with asthma</b> Children with asthma got the right kinds of medicines	Higher	Higher

### For Adults (2007)

	Anthem Blue Cross Partnership Plan	Contra Costa Health Plan
<b>Getting needed care</b> People got the care they needed without problems	Average	Average
<b>Getting care quickly</b> People got appointments and treatment without long waits	Average	Average
<b>How well doctors communicate</b> Doctors listened carefully, gave good explanations, showed respect	Average	Higher
<b>Shared decision making</b> Doctors talked with patient about treatment and asked which was best for the patient	Average	Average
<b>Plan customer service</b> People got the help they needed from plan customer service and plan written materials	Average	Average
<b>Pregnancy care</b> Pregnant women got regular check ups before their baby was born	Average	Higher
<b>Care after childbirth</b> New mothers got regular check ups after their baby was born	Average	Average
<b>Care for adults with asthma</b> Adults with asthma got the right kinds of medicines	Lower	Higher

**Higher** = Scored higher than the average for Medi-Cal plans in California

**Average** = Scored about the same as the average for Medi-Cal plans in California

**Lower** = Scored lower than the average for Medi-Cal plans in California

## Pharmacy & Therapeutics Meeting Update

The Pharmacy and Therapeutics committee at CCHP reviewed the efficacy, safety, cost and/or utilization of the following therapeutic categories/medications at the December 5, 2008 meeting. The changes should be effective on approximately January 20, 2009.

Histamine-2 Receptor Blockers	Pravachol®(pravastatin)	Simcor®(niacin/simvastatin)
Cymbalta®(duloxetine) PA criteria	Gleevec®(imatinib) PA criteria	Revlimid®(lenalidomide) PA criteria

The committee *approved & added the* following to the Preferred Drug List (formulary):

- ◆ Pepsid®(famotidine) Chewables and Pepsid®(famotidine) Tablets
- ◆ Pravachol®(pravastatin) 80mg (previously required use of two 40mg tablets)
- ◆ Simcor®(niacin/simvastatin)

The following were reviewed and *prior authorization criteria* approved or updated (remain non-formulary):

- ◆ Cymbalta®(duloxetine)
- ◆ Gleevec®(imatinib) and Revlimid®(lenalidomide) PA criteria are pending review by CCRMC oncology

### FYI/REMINDERS:

Our formulary/Preferred Drug List is available online at iSite, CCHP's website at [http://www.cchealth.org/health\\_plan/pdl.php](http://www.cchealth.org/health_plan/pdl.php), and electronically for download at [www.epocrates.com](http://www.epocrates.com) for those with a PDA (personal digital assistant). Instructions for downloading the free CCHP formulary thru EpocratesRx® software can be found at <http://www.epocrates.com>. Please note that currently, EpocratesRx software is available for the Palm®, Win Mobile®, iPhone®, Blackberry®, and Win Smartphone® PDA platforms. Please note, the user will need to register with Epocrates® before downloading the application.

At P&T, the committee also discussed a non-mandatory Crestor®(rosuvastatin) to generic statin switch program. CCHP plans to send letters to providers in the next few weeks further describing the switch. CCHP is asking that providers consider switching patients on lower doses of Crestor® to a generically available statin alternative. Only those providers with patients on lower doses of Crestor® will receive a letter asking them to consider a change.

### SelectCare News

*SelectCare* is a Medicare Advantage Special Needs Plan offered by Contra Costa Health Plan. It is designed for Medicare beneficiaries who are also enrolled in the California Medi-Cal program. For our providers that manage *SelectCare* enrollees, we will provide updates on formulary issues through this provider newsletter. More information about *SelectCare* can be found out [http://www.cchealth.org/health\\_plan/selectcare/](http://www.cchealth.org/health_plan/selectcare/). The *SelectCare* formulary can be found at <http://selectcare.performrx.com/>. As of October 2008, no updates to the *SelectCare* formulary have occurred.

## Two Plan Model Update for Contra Costa County

After many months of uncertainty, the Department of Health Care Services (DHCS) announced that Anthem Blue Cross rescinded their termination of the Medi-Cal Managed Care Plan. The Anthem Blue Cross termination would have affected the healthcare services for thousands of Contra Costa County Medi-Cal beneficiaries. DHCS has not yet received formal notification of the Anthem Blue Cross decision, but felt confident enough to notify the five affected county plans. CCHP is the plan in Contra Costa County that would have been impacted. The other plans are located in Alameda, San Francisco, Santa Clara, and San Joaquin counties.

Anthem Blue Cross has decided to terminate their participation in the Healthy Families Program, a state sponsored program, in Contra Costa County and four other Bay Area Counties. This termination will affect a few thousand low-income children in Contra Costa County beginning February 1, 2009. Healthy Families members will have three options in Contra Costa County: CCHP, Kaiser and HealthNet.

## Utilization Management Department

Under the direction of the Medical Director, CCHP's Utilization Management Department (UMD) is responsible for managing resources to maximize the quality and cost effectiveness of the care provided to members. The UMD promotes positive member-physician relationships within the continuum of the healthcare delivery system, while providing appropriate health care services. The UMD consists of three comprehensive integrated units: Authorization, Utilization Review, and Case Management.



### ◆ Florence Chan, RN, MBA, CCM, CPUM

Leading this department is Florence Chan. She has been a registered nurse since 1987. Before earning her RN license, she worked as an LVN for 5 years. She earned an Associate Degree in Nursing in 1986, a Bachelor of Science in Nursing in 1990, and most recently, a Master of Business Administration in 2006. As a Bay Area native, her practical RN experience includes positions at Highland General, Stanford and O'Connor Hospitals. Her interest in UM began in 1990 and she has since held a variety of utilization management and managed care positions. Before joining CCHP in 1999, Florence worked as a Case Manager and Utilization Review Coordinator at Santa Clara Valley Medical Center and Pacific Health Care. Her background in these roles enables her to function as the Director of Utilization Management and Case Management Services. Florence is a Certified Case Manager and Certified Professional in Utilization Management.

### ◆ Laurie Crider, RN, CCM

Laurie Crider is the Manager of Case Management Services. She received her BSN in 1984. She spent the first 14 years of her career as a Labor and Delivery and high-risk perinatal RN in New York and then at John Muir Medical Center in Walnut Creek. While at John Muir she also taught prenatal education classes and CPR. In 1989, Laurie earned her advanced certification in in-patient obstetrics. In 1998, Laurie entered the world of Managed Care when she became the Regional Manager of Women's Health at Aetna, Inc. She managed both their maternity case management program and the infertility program for the western half of the U.S. Having been "well challenged" by the California Managed Care system for 5 years, Laurie decided to update her clinical skills by becoming a home health RN for John Muir Home Health. The knowledge gained during this time in her career was invaluable when she became a UM/case management nurse at CCHP in 2004. She most enjoys seeing the positive impact that she and her amazing staff have on the health and well being of our most needy members. In 2006, Laurie earned her Certification in Case Management.

### ◆ Diane Doran, RN, CCM

Diane Doran is the Manager of the Authorizations Unit (AU). She has been a RN since 1987, graduating from Santa Monica College with an AS Degree in Nursing. Diane has worked in many areas of nursing; orthopedic and general surgery, pediatric and adult home health, AIDS hospice care, medical office supervision and rural nursing in Texas. Her experience also includes 7 years supervisory experience at John Muir Health in the UM Department. Diane came to CCHP in 2004. In February 2008, Diane became the Manager of the Authorizations Unit. Diane manages the day to day activities of the AU, focusing their efforts on the goal of excellent care and service to the community. She also handles all pediatric inquiries and authorizations, is the California Children's Services liaison for CCHP, and reviews and prepares services and claims appeals for presentation to the Appeals Committee. Diane recently received her Certification in Case Management.

## Provider Manual Revision



Provider Relations is pleased to announce that it has revised and updated the Contra Costa Health Plan Provider Manual. We plan to distribute the new manual to all of our Primary Care Providers by the end of December and will begin distribution to our Specialty Providers in January. Our goal is to have the new manual out to all of our providers in the next several months. Provider Relations staff will be contacting your office to schedule a time to bring out the new manual to you and explain the changes. We will also be picking up the manual you currently have and recycling the binders. If you have any questions, please contact Provider Relations at (925) 313-9500 or via email at [ProviderRelations@hsd.cccounty.us](mailto:ProviderRelations@hsd.cccounty.us)

## The Bulletin Board

### Important Claims Submission Address Changes

Please note new address for Docustream effective immediately



#### Send All Claims to:

Contra Costa Health Plan  
P.O. Box 2157  
San Leandro, CA 94577

#### Courier Claims Address:

Contra Costa Health Plan  
14860 Wicks Blvd  
San Leandro, CA 94577

Happy New Year  
From CCHP

#### Holidays Observed by CCHP

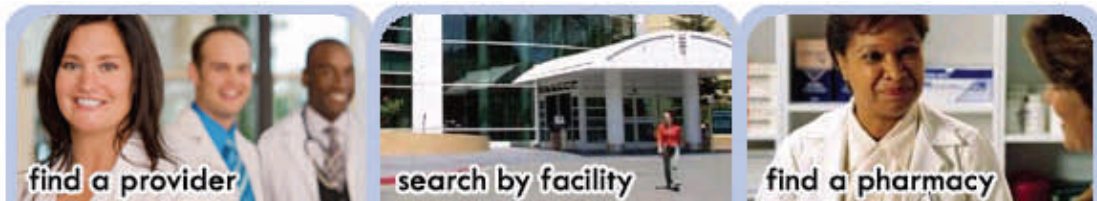
Christmas Day	Dec. 25, 2008
New Year's Day	Jan. 1, 2009
Martin Luther King Jr. Day	Jan. 19, 2009
President's Day	Feb. 16, 2009

Our accredited Advice Nurse Unit is available for our members 24 hours a day 7 days a week including holidays. The Advice Nurse Unit can be reached by calling 1-877-661-6230 (press 1).



#### New Primary Care Providers

Richmond Health Center  
Andrea Sandler, M.D.  
Katrina Rapa, M.D.



**Visit our New CCHP  
 Provider & Pharmacy Online Search Engine (OSE)**  
 Please visit our website at: [www.contracostahealthplan.org](http://www.contracostahealthplan.org)

Contact Provider Relations if you would like to receive your CCHP Publications via email!

The Editor welcomes your comments and suggestions,  
 please contact Tracy Ann Ealy at [ProviderRelations@hsd.cccounty.us](mailto:ProviderRelations@hsd.cccounty.us).

**Contra Costa Health Plan**  
**Provider Relations Contact Information**

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<b><i>Maria Perez</i></b>	Credentialing Coordinator	(925) 313-9506	<a href="mailto:lperez@hsd.cccounty.us">lperez@hsd.cccounty.us</a>
<b><i>Jason Woodruff</i></b>	Provider Relations Representative	(925) 313-9507	<a href="mailto:jwoodruff@hsd.cccounty.us">jwoodruff@hsd.cccounty.us</a>

**Provider Contracting Department**

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<b><i>Nicole Meyer</i></b>	Contracts Secretary	(925) 313-9522	<a href="mailto:nmeyer@hsd.cccounty.us">nmeyer@hsd.cccounty.us</a>



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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
- Press 4 – Interpreter Services (Advice Nurse)
- Press 5 – Claims Department
- Press 6 – Provider Relations Department
- Press 7 – Member Services Department