

Provider Bulletin

CCHP: A Culture of Caring for over 35 years

Contra Costa Health Plan is celebrating 35 years in our community. We want to take a moment to thank our providers for their commitment to Contra Costa Health Plan. CCHP started in 1973 and some of our providers and members are still with us today. We are here to serve you in taking excellent care of our members. We look forward to another 35 years of providing quality customer service to our providers.



An Exciting New Plan Option For Your Patients

Contra Costa Health Plan is happy to introduce a new and innovative plan for your patients, receiving both Medicare and Medi-Cal, called **SelectCare**. Currently your patients are probably using their Medicare, Medi-Cal and Medicare Part D to access services, creating a nightmare for billing and reimbursement for services. **SelectCare** was created precisely for this reason. It takes the confusion out of coordinating care and billing for your patients.



Wendy Mailer
Sales & Outreach Manager

SelectCare offers your patients the opportunity to access all their health care needs from Contra Costa Health Plan including prescription coverage. There are no co-payments for the patient's care and one billing source for your office. The members have access to 24 hour, 7 day a week Advice Nurse services, which can offer peace of mind to the patient and your staff. Coverage for Worldwide Emergency Services is one of the added benefits of this plan with additional supplemental benefits. A secure pharmacy website will allow your patients to look up and keep track of their prescription history.

What could be simpler, one plan, one phone number for all their needs? If you or your staff has any questions about this new plan, please contact me directly at (925) 957-7224 or by email at wmailer@hsd.cccounty.us. You can also direct your patients to call the Health Plan Marketing Offices at 1-(800)-211-8040 for information on joining **SelectCare**.



Inside This Issue

CCHP: A Culture of Caring	1	Culturally Competent Nursing Care	7
Selectcare –An Exciting New Plan Option	1	New Primary Care Providers	7
Cultural & Linguistic Survey Opportunity	2	Flu/Vaccine Schedule	8
Pharmacy & Therapeutic Update	3	Claims Information	9
New Obesity Provider Toolkits	4	Health Educational Materials	10
CCHP Consumer Assessment & Survey	5	Provider Relations & Contract Contact Info	11
Utilization & Case Mgmt.	6	Provider Call Center Information	12
Timely Filing Guidelines	6		

An Exciting Cultural and Linguistic Survey Opportunity For You

As our providers prepare for meeting the health care needs of their patient during this busy season, are you sure your Spanish and Cantonese-speaking patients understand you? More importantly do they comprehend what you are saying? We have an opportunity for you to see what level of comprehension you are achieving. CCHP in collaboration with Contra Costa Health Services and the Kaiser Research Foundation are encouraging your participation with a very exciting Clinician Cultural and Linguistic Assessment (CCLA).

The Clinician Cultural and Linguistic Assessment (CCLA) is a multi-part language interpretation assessment designed to measure both the linguistic and cultural abilities of health care providers. In the CCLA, the participant is given instructions in English, followed by a health care scenario (e.g., a patient newly diagnosed with cancer, a small child needing lab work) in the target language, either Spanish or Cantonese. Once the scenario is laid out, the participant is asked to carry out a specific task in the target language, such as explaining a diagnosis or giving advice for health maintenance, in a manner appropriate to cultural norms.

This survey is for all Spanish and Cantonese speaking proficiency levels (beginners through advanced). The goal of this project is to evaluate the delivery of the CCLA using the telephone (interactive voice response or IVR, using pre-recorded prompts) and the Internet (web based testing or WBT).

Providers participating in this study will take the

assessment using the IVR (interactive voice response) and WBT tools, and will also participate in online pre-assessment and post-assessment surveys capturing demographic and satisfaction/ease-of-use data, respectively. Depending



Tracy Ann Jones-Ealy, Director
CCHP Provider Relations

“This level of collaboration is exciting. I know the end result will be improved comprehension leading to the improved health and safety of the patients we serve. Knowing better requires us to do better.”

~Tracy Ann Jones-Ealy, CCHP Reducing Health Disparities Core Team Member

on the speed with which the participant moves through the surveys, the total time commitment will be between an hour and ten minutes and an hour and a half, with the CCLA itself taking one hour.

The Kaiser Foundation will also pay each individual participant a stipend of \$50 for completion of the survey. For all who participate the results of the assessment will not impact

in any way the provider’s current language status with the Health Plan. Only the participant will receive their score of proficiency. The Health Plan will receive aggregate data only. This is a one-time opportunity for CCHP providers to assess your proficiency and comprehension of these two commonly used languages in our community.

For more information, please contact Tracy Ann Jones-Ealy, Director of CCHP Provider Relations at (925) 313-9501 or by email at tjones@hsd.cccounty.us

Pharmacy & Therapeutic 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 September 5, 2008 meeting. The changes should be effective approximately on October 20, 2008.

Contraceptives	Non-Ergotamine Dopamine Agonists	Paxil [®]
Triptans PA criteria	Lyrica [®] PA criteria	Sedative Hypnotics
Byetta [®] PA criteria	Symlin [®] PA criteria	

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

Requip[®] (ropinerole) generic tablets
Removed tablet-splitting requirement on Paxil[®] (paroxetine)
Sonata[®] (zaleplon). Step therapy that allows it to process as formulary if generic
Ambien[®] (zolpidem) has been tried and failed

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

Imitrex[®] (sumatriptan)
Lyrica[®] (pregabalin)
Sedative Hypnotics
Byetta[®] (exenatide)
Symlin[®] (pramlintide)

Deletions to the Preferred Drug List (formulary):

Ovcon[®] 50 (ethinyl estradiol/norethindrone)
Fluoxetine 20mg tablets. 20mg capsules will be the preferred dosage form for this strength. There will be messaging to the pharmacy to use 20 mg capsules when 20 mg tablets are processed.

FYI/REMINDERS:

The Food and Drug Administration (FDA) will completely remove chlorofluorocarbon (CFC) propelled albuterol inhalers from the market after December 31, 2008. CFC containing inhalers (i.e. generic albuterol, Provental[®], Ventolin[®]) have been found to harm the environment. If not already, you should transition your patients to a more environmentally friendly hydrofluoralkane (HFA) propelled albuterol inhaler. Please note our formulary HFA albuterol inhaler is **Ventolin[®] HFA**. Proventil[®] HFA and ProAir[®] HFA are non-formulary.

Grievance Process for Providers

Contra Costa Health Plan is committed to the delivery of excellent customer service. Seamless customer service is important to us. If you have received less than excellent customer service, it is important for you to know providers have a way to have their grievances evaluated and resolved in a timely manner. Grievances you would likely submit would regard member discharge, member behavior, facility site reviews, contractual concerns or interactions with CCHP staff. You may submit your request in writing, by mail, fax or by calling us.

Contra Costa Health Plan Attn: Provider Grievance Department
595 Center Avenue, Suite 100 Martinez, CA 94553
Phone: (925) 313-9500 Fax: (925) 646-9907

New Obesity Provider Toolkits!



As a nation, we are more overweight than ever before, leading to higher rates of many chronic diseases, disability, and premature death. Our children are poised to be the first generation to have a shorter life span than their parents. Former Surgeon General Richard Carmona, MD has called obesity “the fastest growing, most threatening disease In America today.” It is no surprise that many physicians feel overwhelmed and frustrated by the daunting task of addressing weight issues with their patients given the physical, emotional, social, and environmental factors associated with obesity and weight management.

In an effort to address these issues and to improve patient care and outcomes, the California Medical Association (CMA) Foundation and California Association of Health Plans (CAHP) convened expert panels of physicians and other health care providers for an intervention. Their goal was to study and discuss published material and best practices to help clinicians determine the most effective ways to prevent obesity, assess and treat overweight and obese patients. Both groups discussed and developed three resourceful toolkits, which include:

- **Child & Adolescent Obesity Provider Toolkit**
- **Adult Obesity Provider Toolkit**
- **PRE/POST-Bariatric Surgery Provider Toolkit**



All three provider toolkits include:

- Effective communication techniques
- Resources for the office
- Strategies for managing overweight patients
- Patient education resources
- Billing and procedure codes
- Clinical guideline abstracts

Get your free copy at the CMA Foundation and CAHP website:
<http://www.calmedfoundation.org/projects/obesityProject.aspx>.

Sources: California Medical Association (CMA) Foundation and California Association of Health Plans (CAHP)

Mark Your Calendar for Our Next Community Provider Network Meetings:



West County October 21, 2008
Doctors Medical Center
2000 Vale Road, San Pablo, CA 94806
7:30 AM to 9:00 AM

Central/East County October 28, 2008
John Muir Medical Center—Concord
2540 East Street, Concord, CA 94520
7:30 AM to 9:00 AM

CPN PCP's earn a \$200 Incentive for attending!

We encourage and appreciate your participation!

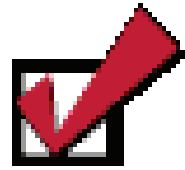
Healthy Families Members Give CCHP Outstanding Marks

CCHP recently received survey results from the CAHPS (Consumer Assessment of Health Care Providers and Systems) and the YAHCS (Young Adult Health Care Survey). These specific surveys are used to assess the satisfaction and quality of care provided to more than 800,000 children in the Healthy Families Program managed by 24 health plans in California.

Methodology:

Total Sample size = 900 Response rate = 52%

English 190	Spanish 698	Chinese 4	Korean 2	Vietnamese 6
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Survey Results:

CCHP had 3 areas of outstanding performance, which reflects the hard work of CCHP providers, CCHP staff and other CCHS divisions. There are also 12 categories that received above average ratings. The last 5 categories were rated below average. Please note that percent difference is very small and was not statistically significant.

	2007 HFP Average	CCHP
Overall Rating of Health Plan	87.3%	90.4%
Overall Rating of Specialist	79.7%	88.6%
Communication and Experience of Care	75.7%	80.2%

Statistically Significant Above Average for CAHPS/YAHCS Ratings

	2007 HFP Average	CCHP
Overall Ratings of Doctor or Nurse	84.5%	86.4%
Access to Specialized Services	82.0%	91.2%
Family Centered Care: Getting Needed Information	79.7%	85.7%
Coordination of Care	70.7%	78.2%
Getting Needed Care	87.6%	88.6%
How well Doctors Communicate	88.9%	89.6%
Courteous and Helpful Office Staff	87.8%	89.3%
Rating of Health Plan Customer Service	78.4%	80.1%
Counseling and Screening to Prevent Risky Behavior	14.9%	15.3%
Counseling and Screening to Prevent Unwanted Pregnancy and STD's	20.1%	25.7%
Counseling and Screening Related to Depression, Mental Health & Relationships	15.2%	17.1%
Care Provided in a Confidential and Private Setting	33.0%	34.0%

Above Average for CAHPS/YAHCS Ratings

	2007 HFP Average	CCHP
Getting Care Quickly	64.9%	62.5%
Access to Prescription Medication	95.5%	94.3%
Family Centered Care: Personal Doctor or Nurse	58.3%	58.2%
Family Centered Care: Shared Decision Making	79.0%	76.7%
Counseling and Screening Related to Diet, Weight & Exercise	45.9%	41.8%

Below Average for CAHPS/YAHCS Ratings

Tidbits from the Utilization and Case Management Team

*Is your authorization request really **URGENT**?*



The Utilization Management (UM) department reviews **URGENT** authorization requests for urgency. An authorization request is processed urgently when the member faces “imminent and serious threat” to his or her health and the standard timeframe, typically, 5 business days for the decision-making process:

- Would be detrimental to the enrollee’s life or health, or
- Could jeopardize the member’s ability to regain maximum function

An authorization request is not **URGENT** when the provider submits a request for:

- An impending/upcoming pre-scheduled visit/service (e.g. appointment scheduled for the next day),
- Routine follow-up/annual appointment,
- Ongoing continued care of an existing member, or
- Retroactive authorization for services rendered

Timely submission of authorization requests is essential to providing uninterrupted service to our members. When a request does not meet the above guidelines, the Authorization Unit will inform the requesting provider that the authorization request will be processed as a standard request.

Please let us know if you have comments about this article or suggestions for improving our collaborative efforts with you by contacting Diane Doran, RN, Authorization Unit Supervisor at (925)957-7422, or by email at ddoran@hsd.cccounty.us

Timely Filing Guidelines:

Effective January 1, 2009 CCHP will use the following timely filing guidelines. These guidelines are consistent with the minimum filing limits for claims established by the California Code of Regulations (CCR), Title 28 Section 1300.71



- **Contracted providers** – will have 180 days after the date of services or discharge (from inpatient or facility) to submit claims to CCHP
- **NON-Contracted providers** – will have 180 days after the date of service or discharge (from inpatient or facility) to submit claims to CCHP

Acceptable proof of timely filing documentation could include retroactive eligibility determinations, Coordination of Benefits explanation, or other exceptional circumstances.

New Community Provider Network Update Form

On a quarterly basis, CCHP is contractually required to verify the information we have on file for your practice. We have enclosed a form for you to complete and fax to us at (925) 646-9907. Also, please keep CCHP informed of any changes in your practice information that occur between quarters by calling (925) 313-9500. We will forward updated changes to Contracts and Credentialing for you!

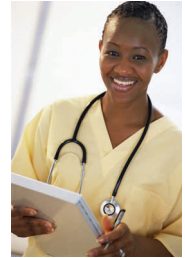


Culturally Competent Nursing Care: A Cornerstone of Caring

The Office of Minority Health at the U.S. Department of Health and Human Services invites nurses to participate in this continuing education course. This program, accredited for 9 CNE's by the American Nurses Credentialing Center's Commission on Accreditation, is available online at no cost to participants.

Nurses spend more time in direct patient care than other health providers and are employed in a variety of settings and specialties across the health care system. As such, nurses have a unique opportunity to help improve access to care, quality of care, and health outcomes for patients, especially those patients subject to racial and ethnic health disparities.

The Culturally Competent Nursing Modules (CCNMs) are a case-based curriculum designed to help nurses better meet the cultural and linguistic needs of an increasingly diverse patient population. The Office of Minority Health (OMH) is supporting the development of these modules as part of their mission to "improve the health of racial and ethnic minority populations through the development of effective health policies and programs that help to eliminate disparities in health."



Designed with input from practicing nurses, this free curriculum offers tools to enhance cultural competency, language access services, and organizational supports to assist nurses in treating their diverse patients. To accommodate a nurse's busy schedule, the course may be taken at your convenience, from any computer with internet access. Credits are instantly awarded and certificates of completion may be printed anytime. We invite you to participate in this educational activity available at www.thinkculturalhealth.org. This site also provides the most current information and resources in cultural competency.

These modules are based on the principles outlined in the **National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health Care** issued in December 2000.

"Providing effective and respectful nursing care to our country's increasingly diverse population is of paramount importance to the ANA. The OMH curriculum offers nurses the most comprehensive program regarding culturally competent nursing care."

Rebecca M. Patton, MSN, RN, CNOR
President, American Nurses Association

~The Office of Minority Health

New Primary Care Providers

CCHP would like to welcome the following Physicians to our CPN Network:

H. Edward Risgalla, M.D.
La Clinica de La Raza
2100 Monument Blvd. #8
Pleasant Hill, CA 94523
Family Practice

Thomas Smith, M.D.
Brookside Community Health Center
Richmond Campus Family Practice

Christine Simon, M.D.
El Cerrito Medical Group
Family Practice

Welcome

Contra Costa County Public Health Flu Clinics October—November 2008

Flu vaccine will be offered to high risk persons and the general public, 9 years of age and over, at these locations:

Tuesday, October 14

RICHMOND

9:30am—11:00 am
Nevin Community Center
598 Nevin Avenue

RICHMOND ANNEX

1:00 pm—2:30 pm
Annex Senior Center
5801 Huntington Avenue

Wednesday, October 15

ANTIOCH

9:00 am—11:00 am
Antioch Senior Center
415 West 2nd Street

Thursday, October 16

BRENTWOOD

9:00 am—11:00 am
Brentwood Community Center
730 Third Street

PITTSBURG

2:00 pm—3:30 pm
Pittsburg Senior Center
300 Presidio Lane

Tuesday, October 21

RICHMOND

9:30 am—11:30 am
Richmond Recreation Complex
3230 MacDonald Avenue

EL CERRITO

1:00 pm—3:00 pm
El Cerrito Community Center
7007 Moeser Lane

Wednesday, October 22

WALNUT CREEK

9:00—11:00 am
Heather Farms Community Center
301 N. San Carlos Drive

Thursday, October 23

PLEASANT HILL

1:30 pm—3:30 pm
Community Senior Center
233 Gregory Lane

Tuesday, October 28

CONCORD

9:00 am—11:00 am
Concord Senior Center
2727 Parkside Circle

SAN PABLO

1:30—3:30 pm
San Pablo Senior Center
1943 Church Lane

Wednesday, October 29

LAFAYETTE

2:00 pm—3:30 pm
Senior Center
500 St. Mary's Road

Thursday, October 30

PINOLE

9:00 am—10:30 am
Pinole Senior Center
2500 Charles Street

Thursday, November 6

MARTINEZ

9:30 am—11:30 am
Senior Center
818 Green Street

DANVILLE

2:00 pm—3:00 pm
Danville Veterans Hall
400 Hartz Avenue

Flu Vaccination is a covered benefit for all CCHP members. CCHP members seeking services at the Public Health Flu Clinics will receive their vaccinations at **NO CHARGE** when presenting their CCHP ID card.

CCHP members in the CPN network can either receive their flu vaccinations in their provider office or at the listed Public Health Flu Clinics.

Other immunizations offered at the Public Health Clinics at **NO CHARGE** to CCHP members are:

Pneumonia \$40.00
Tetanus/Diphtheria (Td) \$15.00
Tetanus/Diphtheria/Pertussis (Tdap) \$15.00

Any CCHP patient 9 years of age and older can also receive their flu vaccine at the listed Public Health Flu Clinics. Patients under 9 years of age should see their Primary Care Provider for immunization services or contact the Contra Costa County Immunization Hotline at (800) 246-2494.

Please note CCHP will no longer reimburse members for flu vaccine services from local pharmacies or other flu clinics.



We do not provide flu shots to persons with current fevers, infections, or allergies to eggs.

Notes from the Claims Unit

Please make sure you include your NPI number on all claims **EXCEPT FOR** PM160. Continue to use your Health Plan Vendor Number for Child Health & Disability Prevention (CHDP) claims. All other claims with the NPI field incomplete will be denied. Don't delay your payment, include your NPI number on all CMS-1500 & UB-04 Claims.

Your **NPI** number must be registered with the Medi-Cal program before using it to bill CCHP. We report all claims data to the Department of Health Care Services (DHCS) and NPI reporting is a DHCS requirement. If you don't have an NPI number, visit the CMS web site www.cms.hhs.gov. If you need to register your NPI with DHCS go to www.medi-cal.ca.gov.

As a result of the NPI implementation, providers are encouraged to submit the complete nine-digit ZIP code for the billing provider address on claims.

Reminders:

- CCHP does not allow duplicate billing for CHDP services. Preventative services should only be submitted on a PM160 and **not** a CMS 1500 for CHDP visits.
- To correct a claim submitted in error, mark the claim "CORRECTED CLAIM" before resubmitting. A letter of explanation would also be helpful to prevent claim denial.

Mail Completed Claims to:

CCHP PMB #325
133 Estudillo Ave
San Leandro, CA 94577

Electronic Claim Submission

Please contact Chuck Adams
At **Docustream**
(510) 264-0900

Claims Questions

Please call Claims Unit
(925) 957-5185
8:00A.M. to 5:00 P.M.

Free Educational Materials Available for CCHP Members

A question was asked in our 2008 Medi-Cal Group Needs Assessment survey. The question was, which are the best ways you and your child would like to learn about health topics? Far and away, getting health education information from the Doctor's office was the number one response.

The health plan has access to a wealth of educational material for our members. These resources have the latest information on a number of health topics. These topics range from Alcohol and Other Drugs to Toilet Training. These materials are easy to read and understand. We have enclosed some samples of the materials that were most requested in the Group Needs Assessment survey. Take advantage of this resource! These resources are available by completing the Health Education Materials Order form located near the back of this bulletin. Additional information can be obtained by contacting, CCHP's Health Educator, Patty Sanchez at (925) 313-6019 or by email at psanchez@hsd.cccounty.us.

Holidays Observed by CCHP

Veterans Day	Nov. 11, 2008
Thanksgiving Day	Nov. 27, 2008
Day After Thanksgiving	Nov. 28, 2008
Christmas Day	Dec. 25, 2008
New Year's Day	Jan. 1, 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)**



Health Education Materials Order Form

CCHP's Health Education Department is providing 1 page tip sheets for the following topics. Some topics will have more than one subcategory. CCHP will provide one camera-ready copy for each tip sheet. **Fax your order to (925)313-6870. You can also place your order by email at psanchez@hsd.cccounty.us**



For Adults

- Alcohol and Other Drugs
- Asthma S
- Back Pain C, S, V
- Blood Pressure C, S, V
- Cholesterol C, S, V
- Depression S
- Diabetes S
- When to use the Emergency Room
- Exercise S
- Nutrition S
- Menopause
- Pregnancy Related S
- Preventive Health Care Check-ups for Women/Men
- Prostrate Cancer S
- Safety C, S, V
- Smoking Cessation S
- Stress and Relaxation C, S, V

Teen Health

- Alcohol
- Being a Parent or Guardian of a Teen
- Cigarettes
- Depression
- Elicit Drugs
- Helping Your Teen Make Responsible Choices
- HIV/AIDS
- Injuries
- Nutrition
- Physical Activity
- Sex
- Teenage Growth and Development: 11-14 Years
- Teenage Growth and Development: 15-17 Years
- Teens: Vaccinations, Immunizations & Shots
- Violence Prevention

Children's Health

- Child Development C, S, V
- Dental Health C, S, V
- Children and Weight S
- Preventive Health Check-ups
- Controlling Fever
- Children and Stress C, S, V
- Disciplining Your Child S
- Ear Infections S
- Comfort Your Child While Getting Immunized S
- Toilet Training S
- Vomiting in Children S

Please send the requested information to:

Name: _____

Address: _____

C=Chinese, S=Spanish, V=Vietnamese

Some of the tip sheets listed above are available in other languages. Please circle if you want languages other than English.

These educational materials are simple and easy to understand - intended not to exceed 6th grade reading level. We have additional materials with a higher reading level. If you have questions or need materials for topics other than what is listed above please contact Patty Sanchez at **(925) 313-6019** or e-mail psanchez@hsd.cccounty.us



Contra Costa Health Plan A Federally Qualified HMO

Please visit our website at: www.contracostahealthplan.org

Coming Soon! Online CCHP Provider & Pharmacy Search Engine

Go Paperless!

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

Contra Costa Health Plan

Provider Relations Contact Information

595 Center Avenue, Suite 100, Martinez, CA 94553
(925) 313-9500 Main Number (925) 646-9907 Fax Number
Email: ProviderRelations@hsd.cccounty.us

<i>Tracy Ann Jones-Ealy</i>	Director of Provider Relations	(925) 313-9501	tjones@hsd.cccounty.us
<i>Ruth Perez</i>	Administrative Assistant	(925) 313-9505	rperez2@hsd.cccounty.us
<i>Terri Lieder</i>	Supervisor, Credentialing Team	(925) 313-9502	tlieder@hsd.cccounty.us
<i>BJ Jacobs, FNP</i>	Provider Liaison	(925) 313-9503	bjacobs@hsd.cccounty.us
<i>Mary Berkery, RN</i>	Facility Site Review Manager	(925) 313-9504	mberkery@hsd.cccounty.us
<i>Maria Perez</i>	Credentialing Coordinator	(925) 313-9506	lperez@hsd.cccounty.us
<i>Jason Woodruff</i>	Provider Relations Representative	(925) 313-9507	jwoodruff@hsd.cccounty.us

Provider Contracting Department

<i>Shenita Hurskin</i>	Director of Contracts	(925) 313-9521	shurskin@hsd.cccounty.us
<i>Nicole Meyer</i>	Contracts Secretary	(925) 313-9522	nmeyer@hsd.cccounty.us



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The Editor welcomes your comments and suggestions.
Please contact Tracy Ann Jones-Ealy, CCHP Director of Provider Relations
Phone (925)313-9501 Email: ProviderRelations@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
- Press 4 – Interpreter Services (Advice Nurse)
- Press 5 – Claims Department
- Press 6 – Provider Relations Department
- Press 7 – Member Services Department