

Provider Bulletin

Contra Costa Health Plan

Healthy and Active Before 5

A New Plan to Prevent Obesity in Young Children

Contra Costa Health Plan recently endorsed a community-wide action plan to prevent obesity in Contra Costa children ages 0–5 called, “Healthy and Active Before 5”. Developed with the participation of CCHP’s CEO Patricia Tanquary and 40 other community programs interested in addressing this serious issue, the Plan notes that overweight toddlers have been found to have a 5 times greater risk of obesity at age 12, compared to those who have not been overweight. Recent studies of Contra Costa children participating in the CHDP program report that 33% of children ages 2- 5 are overweight or obese.



Healthy and Active Before 5 emphasizes the importance of prevention of obesity as well as effective identification and counseling children and their families. It is organized around 8 overarching principles to ensure communities and families create healthy food and activity environments for children. CCHP providers will play a critical role in this campaign by supporting breastfeeding for at least the first year of life, encouraging families to limit television and marketing to their children, and effecting preventative care that educates and motivates families to adopt healthy lifestyles for their children.

CCHP will continue to provide more information on this initiative to providers in the coming year. National AAP guidelines now call for all children to have a BMI-for-age calculated and graphed during the well child visit. Tools and quality improvement efforts will be available to providers to help families avoid this lifelong problem for their children. Obtain more information on the Healthy and Active Before 5 action plan by contacting Patricia Sanchez, Health Educator at CCHP at (925) 313-6019 or at psanchez@hsd.cccounty.us.

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Quality Update:

Diabetes Provider Bonus Program

This is a reminder that CCHP's Quality Management Department is doing a Quality Improvement Project to ensure that all patients with diabetes receive recommended screening tests and exams.

As part of this project, **CCHP will pay providers a bonus of \$75 for each of their patients** who qualify for the **Diabetes Member Incentive**. The member incentive rewards participants with a \$30 Target gift certificate after completion of all **6 recommended tests and exams** for optimal diabetes control:

- HbA1c
- LDL-Cholesterol
- Retinal Eye Exam
- Foot Exam
- Blood Pressure

Medical Attention for Nephropathy, which includes any of the following:

- Microalbumin test
- Visit to a nephrologist
- Positive urine macroalbumin test
- Treatment for Nephropathy
- ACE inhibitor/ARB therapy

All CCHP members with diabetes are eligible for this incentive. You can refer them or they can call Contra Costa Health Plan's Living Well with Diabetes Program at (925) 313-6060 and enroll. We will send the member a form with space for documenting all 6 tests. We will need you or your staff to help **complete this form listing the dates of the completed items. Provider signature is required to verify completion of tests.**

The **member** can send their completed form to the **Diabetes Incentive Program** in the envelope provided. We will then send your patient a \$30 gift certificate. Providers will be sent \$75.00 for each assigned patient who completes the Diabetes Incentive Program. Providers participating in this incentive program will be paid quarterly. Incentives are limited to one per patient per year.

You can help your patients earn a reward and collect a bonus for providing these recommended services!

CCHP Bonus for Well-Child Visits

It Is Now Easier to Qualify for the \$75 Bonus

If you have a patient that is now a Contra Costa Health Plan (CCHP) member, but an earlier well-child visit (or visits) was billed to Fee-For-Service Medi-Cal, you can get credit for the visit by faxing a copy of the PM-160 to CCHP at 925-313-6870, attention Ken Tilly.

Earlier we had specified that only claims data would qualify. However, CCHP understands that eligibility for newborns is unstable and a well-visit may not be found in our claims data. Therefore, a copy of the CHDP PM-160 form for the visit is acceptable and will also qualify for the bonus.

Remember, CCHP will pay community providers a bonus of \$75 for each of their patients who turned 15 months old **on or after July 1, 2007** and who had **6 or more well-child visits during their first 15 months of life.**

For more information or questions about the bonus program, call Ken Tilly, QM Director, at 925-313-6498 or email ktilly@hsd.cccounty.us

CCHP will revise its Clinical Practice Guidelines for Asthma and Diabetes

Any providers interested in reviewing evidence, writing draft guidelines or commenting on draft guidelines are welcome to participate in the process.

Email Troy Kaji MD at: tkaji@hsd.cccounty.us

Pharmacy Update:

Synagis

The Synagis injection season began November and will run through March 2008. As a reminder, the following are criteria for the use of Synagis for RSV prophylaxis:

- Children 2 years of age or younger with chronic lung disease;
- Infants born at 28 weeks gestation or earlier, who are less than 12 months of age;
- Infants born at 29 to 32 weeks of gestation, who are less than 6 months of age;
- Infants born between 32 and 35 weeks of gestation, who are less than 6 months of age AND have 2 or more of the following risk factors:
 - Child care attendance;
 - School-aged siblings;
 - Congenital abnormalities of the airways;
 - Severe neuromuscular disease;
- Children 24 months or younger with hemodynamically significant cyanotic and acyanotic congenital heart disease.

For patients at County Health Center, requests should be made through the patient's pediatrician. Pediatrician's office may submit requests (except for patients covered under a county employee) to Children's Hospital of Oakland's (CHO) Synagis clinic to determine CCS eligibility. If CCS approved, CHO's Synagis clinic may be used. Other patients not CCS eligible, or unable to find transportation to CHO may receive their injections at county clinics. Information about CHO's Synagis clinic can be obtained by calling **(510) 428-3885, Ext. 2914.**

For patients with Contracted Community Providers, the Synagis request form must be completed by the CPN provider and returned to the health plan for review. The Synagis request form can be found at CCHP's website: http://www.cchealth.org/health_plan/pdl.php

If you have questions please contact Curt Le, Pharm D at cle@hsd.cccounty.us or by telephone at **(925) 957-7284.**

AUTHORIZATION UPDATE:

To serve our members better and improve our timeliness in processing prior authorization requests (PARs), please **do not specify** a provider or vendor when requesting:

- Durable Medical Equipment (DME), including respiratory supplies and equipment (e.g. oxygen, CPAP);
- Home Health;
- Hospice;
- Orthotic and Prosthetic (e.g. braces, splints)

CCHP uses contracted providers for these services. CCHP prefers to match the service needed to the most appropriate vendor. Specifying a non-contracted provider on the PAR may cause a **delay** in rendering the medically necessary service(s). Your cooperation is appreciated. For questions, call the Authorization Unit at **925-957-7260.**

It's Official: Provider and RHD Advocate to Lead CCHP Provider Relations Team



Tracy Ann Jones-Ealy has been working with and caring about patients in Contra Costa County for over 23 years. She started in health care in 1985 working in a Chiropractic office “This is where I started, no experience and eager to learn.” Over the years she also learned the importance of keeping “caring” in healthcare.

Prior to joining CCHP in 2001, she worked for large primary care groups in West Contra Costa County. Encouraged by her husband and two daughters, Tracy Ann earned her Baccalaureate of Science in Business Administration from the University of Phoenix in 2003.

Tracy Ann Jones-Ealy, Director of Provider Relations

Reviewing the Contra Costa County Reducing Health Disparities (RHD) statistics for 2002 was an eye opener and turning point in Tracy Ann’s life. She knew immediately that she would be involved in RHD. She became a core member of the RHD team for CCHP and has been passionate about it ever since. She was selected by the CCHS Director, Dr. William Walker to work on the RHD Advisory Group in 2006. CCHP was recently awarded the CCHS RHD achievement award for 2007, due in large part to the RHD training that Tracy Ann and two of her colleagues, Olitia Tuitin and Wendy Mailer, composed and facilitated. Tracy Ann understands the complexities of RHD and believes it is a problem she is here to help solve.

“Taking care of people comes naturally to me,” states Tracy Ann. “Coming from Primary Care Medicine gives me a good working background to understand the Provider’s perspective. I look forward to strengthening CCHP’s relationships with our Providers, and resolving issues. CCHP has a big heart and has been serving Contra Costa County for over 35 years. CCHP is an organization that I have been proud to be a part of over the past 6 years; first in Marketing and Member Services leadership, and now as Provider Relations Director. I look forward to being at your service.”

You can reach Tracy Ann Jones-Ealy at: tjones@hsd.cccounty.us

Mark Your Calendar for Our Next Community Provider Network Meetings:



West County April 22, 2008
Doctors Medical Center
2000 Vale Road, San Pablo, CA 94806
7:30 AM to 9:00 AM

Central/East County April 29, 2008
John Muir Medical Center—Concord
2540 East Street, Concord, CA 94520
7:30 AM to 9:00 AM

Community Network PCP’s earn a \$200 Incentive for attending!

Regulatory Update:

SB853 Language Assistance Program Update

CCHP is required by Senate Bill 853 to provide access to Independent Medical Review (IMR) information in formats that our members can speak and understand. Non- English formats for the IMR are available at: http://www.dmhc.ca.gov/dmhc_consumer/pc/pc_imr.asp

Resources for Community Providers

Health Education Services available for members through CCRMC and CCHP:

If you are a community provider you can refer your patients to the county system for health education. CCHP's Health Education Department can assist you in locating a variety of Health Education modalities that are culturally appropriate for your diverse patient population.

Programs offered by CCRMC

Health Education One-on-One Appointments

Appointments with **patient educators** or **dietitians** are available at the county clinics for individualized health problems. Examples are: smoking cessation, diabetes, high cholesterol, asthma and weight management

Refer patients by faxing a prior authorization form to CCHP at **(925) 313-6058** for the programs listed above. Services are provided at CCRMC clinics.

Programs offered by CCHP

Asthma Management Program

CCHP's Asthma Management Program is designed to assist members who have been previously diagnosed with moderate to severe asthma. For more information about the Asthma Management Program, or to refer a CCHP member, please call **(925) 313-6651** or **1-877-313-6905**.

Baby Watch Program

The Baby Watch program is part of CCHP's Prenatal Case Management program. The goal of the Baby Watch incentive program is to promote good prenatal care to reduce low birth weight babies and infant morbidity. For more information about Baby Watch, or to refer a CCHP member, please call **(925) 957-7436**.

Living Well with Diabetes Program

CCHP's diabetes program is called Living Well with Diabetes. Members can speak with a trained nurse who can help them learn about managing their disease:

To get more information, please call **(925) 313-6060**.

Other Resources

Childbirth preparation classes at CCRMC

Refer pregnant patients to Healthy Start for childbirth preparation classes. For more information, please call Healthy Start:

(925) 370-5495 Martinez, **(510) 231-1340** Richmond, **(925) 431-2345** Pittsburg

California Smokers' Help Line (Phone Counseling)

English **(800)662-8887**, Spanish **(800)456-6386**, Mandarin & Cantonese **(800)838-8917**, Vietnamese **(800)778-8440**, Hearing Impaired **(800)933-4833**

Chewing Tobacco

English **(800)844-2439**, Korean **(800)556-5564**, Hearing Impaired **(800)933-4833**, Teens **(800)662-8887**. Nicotine Patches are available to CCHP members who present a certificate of completion of a smoking cessation class, or a certificate of 45 minutes' counseling from California Smoker's Help line, and a prescription from their doctor (1 time in 6 month period).

Health Education Materials Order Form

CCHP's Health Education Department provides a two-page tip sheet for the following topics; some have more than one subcategory. CCHP will provide one camera-ready copy for each tip sheet. Fax your order to **925-313-6870**. 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
- Prostate Cancer S
- Safety C, S, V
- Smoking Cessation S
- Stress and Relaxation C, S, V

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

C=Chinese, S=Spanish, V=Vietnamese

Some tip sheets listed above are available in other languages. Please circle if for 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 Patricia Sanchez at 925-313-6019 or e-mail psanchez@hsd.cccounty.us

The main operations for CCHP will be closed:

Memorial Day May 26, 2008



Our URAC accredited Advice Nurse Unit is available to members 24 hours a day, 7 days a week, including holidays. The Advice Nurse Unit can be reached at 1-877-661-6230, Option 1.

Contra Costa Health Plan

A federally qualified HMO



Visit our website at: www.contracostahealthplan.org

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

<i>Tracy Ann Jones-Ealy</i>	Director of Provider Relations	(925) 313-9501	tjones@hsd.cccounty.us
<i>Margaret Smethurst</i>	Unit Administrative Assistant	(925) 313-9505	msmethur@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>EJ Swint</i>	Publications Specialist	(925) 313-9507	eswint@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



595 Center Avenue, Suite 100
Martinez, California 94553
Ph (925) 313-9500
Fax (925) 646-9907

www.contracostahealthplan.org

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