



## The Contra Costa Health Plan Provider Bulletin

### Seniors and Persons with Disabilities (SPDs) are here!

The SPD's began mandatory enrollment at CCHP with 1,010 new SPD members either choosing or being assigned by the State into CCHP during the first month on June 1, 2011. CCHP appreciates all 3 networks – CCRMC, CPN and Kaiser for working with us as we assigned members to PCPs which ensured continuity of care for them. We were successful in assigning nearly all SPDs back to their previous PCP or meeting their choice of PCP. This first month resulted in 50% of the SPDs being returned to CCRMC and 50% being assigned to either CPN or Kaiser. We will continue these cooperative efforts over the next eleven months as SPDs continue to enroll.



### Cultural/Sensitivity Training

CCHP is required to present SPD cultural awareness and sensitivity training to all of our providers. We have made training materials available on our website to enhance our provider's awareness of the needs of this special member population. We presented our first live trainings in April at the Community Provider meeting in West County on April 19 and in Central/East County April 26. Both trainings were well attended by our Primary Care physicians. In May, we notified providers by fax that training webinars would be available during the month of May on our website at [www.contracostahealthplan.org](http://www.contracostahealthplan.org) for providers to access at their leisure. In addition, all training materials have been posted on the website for your review. Additional webinars will be scheduled at future dates and we will notify you as they become available.

Please contact Provider Relations with any questions or concerns at (925) 313-9500, or send us an email to [Provider.Relations@hsd.cccounty.us](mailto:Provider.Relations@hsd.cccounty.us).

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## Tidbits from the Utilization and Case Management Team:

### Health Risk Assessments for New SPD Enrollees



Contra Costa Health Plan's (CCHP) Case Management is excited to welcome new Medi-Cal Seniors and Persons with Disabilities (SPDs) to our plan beginning June 1, 2011. New SPD members will be mandated into managed care on a rolling 12 month basis over the next year. CCHP's Case Management department will be conducting health risk assessments (HRA) on all newly enrolled members. The results of the HRA, along with previous utilization data from the State, will be key in assuring quality transitional and ongoing care. The HRA will enable us to identify and address barriers to care access such as developmental, physical or mental health disability, transportation concerns, housing, food, medication management and caregiver support. Case Management has a dedicated team of nurses and care management associates who will strive to ensure our members' needs are met. In addition, completed HRA's and care plans for high-risk clients will be sent to the primary care provider.

Any questions about the HRA may be addressed to the team by contacting Monica at (925) 957-7453.

### NDC and Quantity Required for Claims Submissions

The collection of drug information for enrollees of Medicaid Managed Care Organizations is a mandate of the Affordable Care Act (ACA) that requires states to collect specific drug information. As of **June 1<sup>st</sup>, 2011** this mandate **requires** Contra Costa Health Plan (CCHP) claims submissions for physician administered drugs given in an outpatient setting (i.e provider's office or ambulatory care) to be submitted with the product's 11 digit NDC number, metric quantity, and unit of measure. If claims submitted on the CMS-1500 or UB04 do not have NDC/quantity/unit of measure information along with the information that is already required by CCHP's claims unit, these claims will be rejected and returned for correction.



CCHP recognizes that this ACA mandate is a new requirement, but the impact to providers should be minimal. State Medi-Cal Fee for Service already requires NDC and quantity information on their physician administered drugs claims, so it is likely you are already compliant with this requirement.

### 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. More information about *SelectCare* can be found at [http://www.cchealth.org/health\\_plan/selectcare/](http://www.cchealth.org/health_plan/selectcare/). The complete *SelectCare* formulary can be found at <http://selectcare.performrx.com/>.

### \*Tdap Alert\*

In addition to school age children, two other groups, caregivers of newborns and childcare workers, are now being required to have proof of the Tdap immunization for employment. We encourage you to provide the Tdap to them as well.

## Pharmacy and Therapeutics Update

The Pharmacy and Therapeutics committee at CCHP reviewed the efficacy, safety, cost and/or utilization of the following therapeutic categories/medications at the meeting. The changes are expected to be effective the week of July 15th, 2011.

➤ Antihistamines	➤ Antihyperuricemics	➤ Triptans
➤ Dipeptidyl Peptidase – 4 Inhibitors	➤ Hepatitis B & C Agents	➤ Statins
➤ Pradaxa		

The committee approved **addition** of the following to the Preferred Drug List (formulary):

- Allegra® OTC (fexofenadine) after failure of loratadine and ceterizine. OTCs are not covered for commercial members.
- Generic Amerge® (naratriptan) step therapy. Naratriptan 2.5mg is formulary after failure of sumatriptan. Naratriptan 1mg is non-formulary.
- Generic Mevacor® (lovastatin) is added the formulary.

The committee approved **deletion** of the following to the Preferred Drug List (formulary):

- **Crestor®**(rosuvastatin) doses of 20mg or less removed from formulary. Existing patients will be grandfathered, new starts must use other formulary statins (pravastatin, simvastatin). Only 40mg daily dose of Crestor is formulary. Tablet splitting of any dose of Crestor is non-formulary and requires PA.

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

- Incivek® (telaprevir)
- Victrelis® (boceprevir)
- Pradaxa® (dabigatran)
- Coycrys® (colchicine)



### SPD Transition

- CCHP has started accepting enrollment of **Seniors and Persons with Disabilities (SPDs)**. Previously these patients were covered under Fee-For-Service Medi-Cal. CCHP has setup a special transition period to allow these SPDs to **continue on any non-formulary medications** and use of non-contracted pharmacies for up to **90 days (30 days with 2 refills)** upon enrollment with CCHP.

CCHP will notify providers when their new SPD patient is on a CCHP non-formulary medication. Providers should promptly switch their patients over to a CCHP formulary agent or submit a prior authorization. Since CCHP will get new SPD enrollments at the beginning of each month over the next 12 months, some providers can expect to receive letters each month for their new SPD enrollees.

Patients will also receive letters from CCHP if they are using a non-contracted pharmacy. The letter will explain the need to use a contracted pharmacy and how to transfer their prescriptions to another pharmacy.

## New Stark Rules Under Health Reform

From WASHINGTON DC, USA -- Excerpt from HEALTH CARE UPDATE NEWS SERVICE™ --  
FEBRUARY 15, 2011

The rules of the physician self-referral have changed. Changes to the regulations occurred in Oct 2009 with heightened enforcement by CMS and the HHS OIG in 2011. Here is an outline of the changes.

- The health care reform law bans all referrals by physicians to hospitals, even those in rural areas, in which they have an ownership interest unless very strict conditions are met.
- Physicians who refer patients for certain imaging services must comply with new notice and disclosure rules to use the in-office ancillary services exception.
- To comply with the act, CMS has established the self-referral disclosure protocol to resolve "actual or potential" violations of the Stark law.
- For providers who use the SRDP, HHS now has been given flexibility to reduce the penalties.
- The law imposes a 60-day deadline for returning "overpayments" with potential civil monetary penalties if the deadline is missed.
- A person or entity that performs a designated health service (DHS), even on behalf of an organization that bills for the service, is now subject to Stark, and these "under arrangement" agreements must be in compliance with Stark rules.
- Because of changes to "stand-in-the-shoes" provisions, the availability of Stark exceptions has also changed.
- Prohibitions on certain kinds of lease arrangements and compensation methods narrow the availability of some of the exceptions.
- Complex Stark implications arise with the ARRA EHR incentives.



For more information:

CMS website: <http://www.cms.gov/PhysicianSelfReferral/>

The physician self-referral law -Section 1877 of the Social Security Act (42 U.S.C. 1395nn).

The regulations- Title 42 of the Code of Federal Regulations §411.350 – §411.389.

## Claims Tips

Helpful tips to make your claims process more efficiently for you on the CMS 1500 claim form:

**Complete Box 32** - Place of Service. We know that you can't see a patient in a P O Box or a billing address. If you complete box 32 then the correct location is reported and the correct payment rate is applied.

**Box 23** - Authorization. Take time to include the authorization number or PCP Referral Number for service provided. Your claims will not be denied if we know you have an Authorization Number or PCP Referral Number.

**Claims Filing Limit** - Claims must be received within 6 months from the date of visit. Please make sure you get your claims to us in a timely manner.

**Check eligibility** prior to providing services by calling our new eligibility line at 1 (877) 800-7423. By entering your NPI number, the eligibility line will give you a confirmation number that can be tracked in our system and used as proof of member eligibility at time of service.



Welcome!!!  
To Our New CCHP Providers



Meltem Karatepe, MD  
Delta Pediatrics, Antioch

Elouise Joseph, MD  
Pediatrics, Brookside Community  
Health Center, San Pablo

Sara Huerta, NP  
PCP - Pediatrics  
Diablo Valley Pediatrics  
Antioch, Concord

Sung Ryoo, MD  
PCP - Internal Medicine, Pittsburg

Claudia Husni, MD  
PCP - Internal Medicine  
La Clinica de La Raza, Pleasant Hill

Wendell Williams, MD  
PCP - Family Medicine  
Bridge Family Practice, Inc., Oakland

Valerie Dzubur, MD  
PCP - Family Medicine  
Sutter East Bay Medical Foundation  
San Pablo

Ebrahim Ahmadi, MD  
PCP - Family Medicine, Fremont

Peter Binstock, MD  
Bela Chheda, MD  
Joshua Perloth, MD  
Michael Vollmer, MD  
Ralph Weinstein, MD  
Jorge Bennett, MD  
Ronald Wasserman, MD  
Infectious Disease Doctors Medical  
Group, Walnut Creek

Muir Orthopaedic Specialists  
Walnut Creek, Brentwood, San Ramon

Wendy Verano, PA  
Cardiothoracic Surgery Assistant  
East Bay Cardiac Surgery Center Medical  
Group, Oakland

Deborah Gilbride, LM  
Cam Linh T. Hoang, NP  
Karina Manayan, NP  
Family Planning, Planned Parenthood  
Concord

Brooke Casey, LM  
Midwife, Planned Parenthood  
Concord, Napa

Kimberley Fillmore, MD  
OB - Diablo Valley Women  
OB/GYN Medical Group, Inc.  
Concord

Ronald Sato, MD  
Surgery, Plastic and Reconstructive  
Doctors Medical Center  
San Pablo

Navjeet Boparai, MD  
Integrated Pain Management  
Antioch, Walnut Creek

BaySpine Surgery Center, LLC  
Outpatient Surgery Services, Richmond

US Dental Surgery Centers, Inc.  
Children's Dental Surgery Center  
Stockton

Sequoia Surgical Center  
Ambulatory Surgery  
Walnut Creek

Mark N. Isaacs, MD  
Vein Specialists of Northern California  
Walnut Creek

Welcome!!! New CCRMC PCP Providers

Monika Mehrens, DO  
PCP - Antioch Health Center

Jon Froyd, DO  
PCP - Concord Health Center

Christina Hamilton, MD, Geena Jester, MD  
Abby Luensmann, MD, Rohan Radhakrisna, MD  
Courtney Wright, MD  
PCP's - Martinez Health Center

Dayna Parish, MD  
PCP - Pediatrics, Pittsburg Health Center

Jason Reinking, MD  
PCP - North Richmond Health Center

Joseph Mega, MD, James Walls, MD  
PCP - Richmond Health Center



# The Bulletin Board

Mark your Calendar for Our Next PCP Community Provider Network Meeting  
We encourage and appreciate your participation!

West County July 19, 2011

Doctors Medical Center

2000 Vale Road, Administrative Conference Room, 1st Floor

San Pablo, CA 94806

7:30 - 9:00 AM

Central/East County July 26, 2011

1350 Arnold Drive, Conf Room #103

Martinez, CA 94553

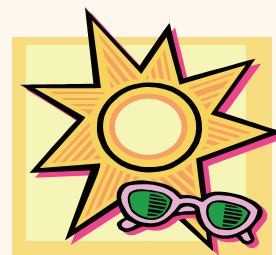
7:30 - 9:00 AM



## Holidays Observed by CCHP

Independence Day July 4, 2011

Labor Day September 5, 2011



### Send All Claims to:

Contra Costa Health Plan

P.O. Box 2157

San Leandro, CA 94577

Our accredited **URAC Advice Nurse Unit** is available for our member's 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**



Find resources for uninsured individuals at [www.cchealth.org/insurance](http://www.cchealth.org/insurance)

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

Find available on our web site;  
Provider Manual, Provider Directory, and Prior Authorization Forms.



595 Center Avenue, Suite 100  
Martinez, CA 94553  
Ph: (925) 313-9500  
Fax (925) 646-9907  
E-mail us: [ProviderRelations@hsd.cccounty.us](mailto:ProviderRelations@hsd.cccounty.us)  
Website: [www.contracostahealthplan.org](http://www.contracostahealthplan.org)

## Contra Costa Health Plan Provider Relations - Contracts Contact Information

<b><i>Terri Lieder</i></b>	Provider Network Manager (925) 313-9501	<a href="mailto:Terri.Lieder@hsd.cccounty.us">Terri.Lieder@hsd.cccounty.us</a>
<b><i>Vicki Turner</i></b>	Unit Administrative Assistant (925) 313-9500	<a href="mailto:Vicki.Turner@hsd.cccounty.us">Vicki.Turner@hsd.cccounty.us</a>
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<b><i>Mary Berkery, RN</i></b>	Facility Site Review Manager (925) 313-9507	<a href="mailto:Mary.Berkery@hsd.cccounty.us">Mary.Berkery@hsd.cccounty.us</a>
<b><i>Maria Perez</i></b>	Credentialing Coordinator (925) 313-9506	<a href="mailto:L.Perez@hsd.cccounty.us">L.Perez@hsd.cccounty.us</a>
<b><i>Nicole Meyer</i></b>	Contracts Secretary (925) 313-9521	<a href="mailto:Nicole.Meyer@hsd.cccounty.us">Nicole.Meyer@hsd.cccounty.us</a>
<b><i>Heather Wong</i></b>	Credentialing/Contracts Assistant (925) 313-9508	<a href="mailto:Heather.Wong@hsd.cccounty.us">Heather.Wong@hsd.cccounty.us</a>

## 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