



Community Provider Network CARE MATTERS

Volume 9, Issue 4
Winter 2011



The Contra Costa Health Plan Provider Bulletin

GOOD NEWS FOR OUR PROVIDERS

No Medi-Cal payment reductions!



On November 1, 2011, Contra Costa Health Plan (CCHP) notified you that the Centers for Medicaid and Medicare Services (CMS) approved State budget reductions of 10% for Medi-Cal payments. These reductions are exempted for:

- Services to children under the age of 21
- Home Health
- Hospice

CCHP has already received decreased capitation amounts based upon these State decisions retroactive to July 1, 2011. Despite this financial loss to CCHP, we will not be applying these reductions to our claims for Medi-Cal members at this time to non Federally Qualified Health Center providers. We will evaluate the impact of this loss on CCHP. We may need to apply these reimbursement decreases to our providers in the future but we will let you know and they will not be applied retroactively.

We thank you and greatly appreciate your continued commitment to Contra Costa Health Plan's patients during these difficult times.



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Verification of Member Eligibility

A reminder that Providers must verify eligibility prior to providing services. If a member is retroactively terminated after a provider verifies eligibility, but received authorization to provide services, the provider will be compensated at their contracted rate. To verify Contra Costa Health Plan (CCHP) member eligibility and/or PCP assignment, providers should:

1. Check member roster sent weekly to Primary Care Providers
2. Call the eligibility line prior to providing services

1 (877) 800-7423 (Option 1)

Please use the automated system rather than calling or faxing the Health Plan. Callers will get an **immediate answer** to their eligibility requests, and are able to check multiple members eligibility in a single call. **You will need your NPI number and the member's CCHP ID number or Social Security Number to access the automated line.**

The following is the information that will be given:

- Eligibility status for current date
- Member's name
- Member's CCHP ID number
- Member's Network
- Member's PCP
- Member's copayment for office visits (if any)
- Medi-Cal Member's CIN number if needed
- Confirmation number for the verification



OR

3. Fax member names to Membership Maintenance unit for verification on the eligibility verification form before 12pm the day before appointment. Membership Maintenance will return the eligibility list by fax within 24 business hours. Fax number (925) 313-6614.

SelectCare Reminder

A reminder to our providers that *SelectCare*, our Medicare Special Needs program for patients who are dually eligible for Medicare and Medi-Cal has closed effective December 31, 2011, due to the continued reduction in CMS rates. For our Primary Care Providers who were providing services for *SelectCare* patients, if you continue to see these patients after January 1, 2012, you should bill regular Medicare as the prime carrier and CCHP as secondary.

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 January 9th, 2012.

➤ Atypical Antipsychotics	➤ Non-Stimulant ADHD medications	➤ Anaphylaxis medications
➤ Androgens	➤ Oral Contraceptives	➤ Narcotic Analgesics

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

- Allegra OTC (fexofenadine) after failure of loratadine and cetirizine. OTCs are not covered for commercial members.
- Savella with step therapy
- Latuda 40mg and 80mg

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

- Testred and Androxy tablets
- Ortho Tri Cyclen Lo tablets

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

- Prior authorization has been removed on Testosterone Enanthate.

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 to use a non contracted hospital for 30 days post enrollment and also they may use non-formulary medications 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 until June 2012, 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. If you have questions, please call the Pharmacy Unit at 1 (877) 800-7423 option 1.

Tidbits from Utilization Management...

What is Case Management?

According to The Case Management Society of America “Case Management is a means for achieving client wellness and autonomy through advocacy, communication, education, identification of service resources and service facilitation.” CCHP achieves this by facilitating personalized, comprehensive, high quality, well-coordinated care and service. CCHP Case Managers work one-on-one with clients to develop trust and rapport, leading to higher compliance and achievement of healthcare goals. To make a referral to the Case Management Program, simply fill out the CM Referral form (found in your Provider Manual) and fax it to (925) 313-6462. If you would like an electronic version that can be emailed, please call (925) 957-7453.

Community Provider Network Update

On a quarterly basis, Contra Costa Health Plan is contractually required by the Department of Health Care Services (DHCS) and Centers for Medicaid and Medicare Services (CMS) to verify the information we have on file for your practice. We need to confirm all providers’ office locations, phone and fax numbers and providers practicing at each location. This information is used on our on-line search engine, which is available at www.contracostahealthplan.org, to display all contracted network providers and in our directories that are distributed to our health plan members. We do understand that it is time consuming for your office to complete the document quarterly. However, our goal is to ensure all of your practice information is accurate. If your office/practice information has not changed since the last report, write **no changes** on it and fax the form back.

It is extremely helpful if group practices could please send in a roster listing all providers, practice locations, the sites each provider is practicing, phone and fax numbers instead of completing the form.

If you have any questions, please call (925) 313-9500. Thank you for your cooperation.

Important Referral Reminders for PCPs

Please remember, when you refer your primary care member to a specialist, you need to complete the triplicate form that says ***Community Provider Referral Form for 2 Initial Visits***. Please include as much medical information as possible, including clinic summaries, test results, x-ray reports and labs. FAX the referral ***DIRECTLY*** to the specialist ***AND*** to ***Contra Costa Health Plan Authorization Unit CCHP*** at ***(925) 372-5106 or 313-6058***. After CCHP receives the referral, a case number is generated for tracking and claims payment. Give the yellow copy to the member so they can schedule an appointment, and give it to the specialist. Failure to fax CCHP a copy will result in a claim denial for the specialist. The specialist may not be willing to accept further referrals from you. Thanks in advance for your cooperation.

Breastfeeding Support in Contra Costa County

Toll free Contra Costa Breastfeeding Advice Warmline: 1 (866) 878-7767

Follow the link below to access the following resources;

<http://www.cchealth.org/services/breastfeeding/resources.php>

Resources

[Pregnancy/Breastfeeding/Depression/Medications Information and Resources](#)

[Contra Costa County Breastfeeding Support Resources \(PDF\)](#)

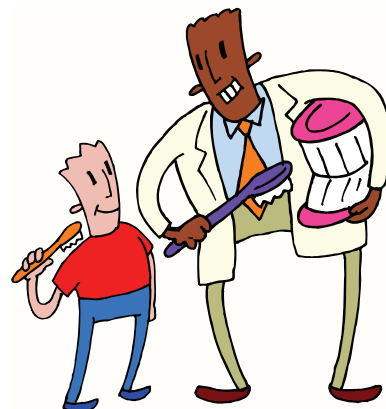
[An Easy Guide To Breastfeeding](#)

Content provided by the [Family, Maternal & Child Health \(FMCH\) Programs](#) of Contra Costa [Public Health Division](#). For more information, call (925) 313-6254.

Fluoride Varnish

Dental caries is the most common chronic condition in children, and can cause them a variety of serious difficulties including pain, poor nutrition, and diminished self esteem. The children at the greatest risk tend to be from low-income families. Studies show that caries rates drop by **50%** over two years with **one annual application** of fluoride varnish to primary teeth, and by **75%** with **two annual applications**. The varnish can be applied by a physician, nurse, or any trained personnel, and requires approximately 1 to 3 minutes to apply.

Fluoride varnish application is now a paid benefit for CCHP kids with **Medi-Cal**, younger than age six. It can be applied up to three times a year, and is reimbursed at **\$18 per application**, billing on a CMS 1500 form, using the code D1203. Varnish costs about \$146 plus shipping for 200 doses—less than a dollar a dose. CCHP staff are available to train your staff and demonstrate application. We can also give you information on how to order. Please contact us at (925) 313-9500 to take advantage of this win/win situation.





Welcome New CPN Providers!

Axis Community Health, Jennifer Beekman, NP, Sepideh Tafreshian, MD -
PCP Family Medicine, Divya Raj, MD - PCP Pediatrics

Bay Area Spine Institute, Paul Nottingham, MD - Specialist - Orthopaedic Spine Surgery

Bay Area Surgical Specialists, Saurin Shah, MD - Specialist - Thoracic Surgery

Cardiovascular Consultants Medical Group, Faizul Haque, MD -
Specialist - Cardiovascular Disease

Choice Medical Group, Vivian Freeman, NP - Specialist - Family Planning

Clinica la Luna y el Sol, Rosanne O'Rourke, NP - PCP Family Medicine

Comprehensive Psychiatric Services, Smita Thakkar, MD - Specialist - Mental Health

Diablo Neurosurgical Medial Group, Geoffrey Adey, MD, George Counelis, MD,
Richard Perrin, MD, Terence Chen, MD - Specialist - Neurosurgery

Discovery Eye Care Optometry, Manteca Optometric Eye Care Center,
Frederick Stellhorn, OD - Specialist - Optometry

East Bay AIDS Center, Amy Garlin, MD - Specialist - Infectious Disease

East Bay Shoulder Clinics and Sports Rehabilitation, Katherine Rawlinson, PA

East Bay Vision Center, Man-Wa Lam, OD -- Specialist - Optometry

Eyecare Galleria, Rowena Velasquez, OD - Specialist - Optometry

La Clinica De La Raza, Joan Hoffman, MD - PCP Family Medicine, Oakley and Pittsburg

LifeLong Medical Care, Jessica Furer, MD, Floyd Huen, MD, Leslie Kernisan, MD,
Bruce O'Neil, MD - PCP Internal Medicine

Muir Orthopaedic Specialists, Stanley Ma, PA - Specialist - Orthopaedic Surgery Assistants

Planned Parenthood, Lisa De la Fuente, NP, Joan Flores, NP, Anna-Mary Patteson, NP -
Specialist - Family Planning

Sampath Ramakrishnan, MD - PCP Internal Medicine, Urgent Care

Touchstone Counseling, Tom Westin, MFT - Specialist - Mental Health

The Bulletin Board

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

West County January 17, 2012
Doctors Medical Center
2000 Vale Road, Administrative Conference Room, 1st Floor
San Pablo, CA 94806
7:30 - 9:00 AM

Central/East County January 24, 2012
1350 Arnold Drive, Conf Room #103
Martinez, CA 94553
7:30 - 9:00 AM

Community Provider
Network Meeting
Agenda/Materials



Holidays Observed by CCHP

Christmas Day, December 26, 2011

New Year's Day, January 02, 2012

Dr. Martin Luther King Jr. Day, January 16, 2012

President's Day, February 20, 2012

Welcome New CCRMC PCP Providers

Cathy Huang, MD
Brentwood Health Center

Nusrat Chaudhry, MD
Martinez Health Center

Lawrence Boly, MD
Pittsburg Health Center



Send All Claims to:
Contra Costa Health Plan
P.O. Box 2157
San Leandro, CA 94577

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

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

Find resources for uninsured
individuals at
www.cchealth.org/insurance

Our URAC accredited
Advice Nurse Unit is available
for our members 24 hours a
day, 7 days a week including
holidays. Members can call
The Advice Nurse Unit at
1 (877) 661-6230 Press 1.

Providers needing help with
translation services call
1 (877) 800-7423 Press 4.





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Fax (925) 646-9907
E-mail us: ProviderRelations@hsd.cccounty.us
Website: www.contracostahealthplan.org

Contra Costa Health Plan Provider Relations - Contracts Contact Information

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<i>Heather Wong</i>	Credentialing/Contracts Assistant	(925) 313-9508	Heather.Wong@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