



## The Contra Costa Health Plan Provider Bulletin

### Doctors Medical Center San Pablo (DMCSP)

Doctors Medical Center San Pablo (DMCSP) is planning its closure on April 21, 2015. In response to the need for services that this closure will cause, county health officials, Contra Costa Health Plan (CCHP) and Contra Costa Regional Medical Center and Clinics (CCRMC) have been working with other West County healthcare providers and hospital systems to provide primary, urgent and emergency care alternatives for West County residents. People experiencing life-threatening medical emergencies should always dial 9-1-1 immediately.

CCHP is rapidly hiring additional RNs and LVNs to increase our capacity and response times for Advice Nurses. Our Advice Nurse Unit is also collaborating with the CCRMC physicians to increase physician participation in our Telephonic Clinician Consultation (TCC) Program which is now functioning 7 days a week. These TCC physicians may order medications, labs and x-rays which can solve member needs and prevent unnecessary visits 75% of the time with patient satisfaction at 96%.

A list of alternatives for accessing care will be available for the public on the Contra County Health Services website at [www.cchealth.org](http://www.cchealth.org). CCHP's Advice Nurse line will also have an additional option for those needing that information.



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## Interpreter Services for CCHP Members

Contra Costa Health Plan CPN (Community Providers)

Not including hospitals. Hospitals please use your own contracted vendor.

Do you have patients whose primary language is not English?  
You think that they understand you because they say yes and nod  
but they really don't?

**WHEN YOU NEED AN INTERPRETER, YOU HAVE ACCESS FAST  
OVER THE PHONE:**

1. **DIAL: 1 (866) 874-3972**
2. **PROVIDE:** your 6-digit Client ID **298935**
3. **INDICATE:** the language you need or press  
1 for Spanish  
2 for all other languages and state the name of the language you need  
0 for assistance if you don't know what language you need
4. **PROVIDE:** Additional information, if required:
  - Patient Name
  - Patient Date of Birth
  - Doctor Name
  - Doctor Phone Number
5. **CONNECT:** to an interpreter, document his/her name and ID number in patient's chart for reference. Summarize what you wish to accomplish and give any special instructions.



When calling or receiving a call from a limited English proficient individual: Use the conference feature on your phone to make a 3-way call, and follow the instructions above to connect to an interpreter.

Face to Face Interpretation: CPN providers may also ask for in-person or face to face interpretation services for ASL (American Sign Language) or other languages. This service is only approved if the interpretation cannot be done over the phone such as ASL; is a sensitive topic such as serious diagnosis; requires visual explanation, etc. To arrange for Face to Face Interpreter Services call **1 (877) 800-7423 Press 4** for Advice Nurse, they will assist you.

### We provide flyers for your reception area

We provide flyers you can post in your office which state: **Point to your language! We will get you an interpreter.**

To print a copy of the flyer, go to our website at:

[www.cchealth.org/healthplan/pdf/point\\_to\\_your\\_language.pdf](http://www.cchealth.org/healthplan/pdf/point_to_your_language.pdf)

If you have any problems accessing the Linguistic Services listed above you can call CCHP at: (925) 313-6063. This information is also available on our web site [www.contracostahealthplan.org](http://www.contracostahealthplan.org) Go to section called "For Providers" and then under "Interpreter Services".

Visit our CCHP Provider & Pharmacy Online Search Engine  
(OSE)

at:

[www.contracostahealthplan.org](http://www.contracostahealthplan.org)

## Provider Relations Tidbits

### **Mental Health Referrals:**

Medi-Cal members can self-refer or be referred by their primary care provider (PCP) for mental health services by calling the Mental Health Access Line at **1 (888) 678-7277**.

Commercial and Medicare members may access mental health services in accordance with their benefit plan and limitations. These members or their PCP can access services by calling the CCHP Mental Health Authorization Unit at **(925) 957-7239**.

### **Child Abuse Reporting:**

If you suspect child abuse, it is mandatory to report the case. Before filling out the Suspected Child Abuse Report form, you would need to do a verbal report by calling the Abuse Reporting Line at:

Central County: **(925) 646-1680**

West County: **(510) 374-3324**

East County: **(925) 427-8811**



### **Charging for completing forms**

CCHP does not allow providers to bill a member for completing medically necessary forms. This includes forms for disability, FMLA, sports physicals and any other medically related form.

Providers can bill a member for copying a member record, but if the record is sent directly to a provider for ongoing care, the member/provider should not be charged.

### **Autism Referrals:**

All Autism referrals from the CPN Network should currently be sent to the CAAD Clinic (Clinic for ASD and ADHD Diagnoses). Their Phone number is (925) 370-5490 and Fax # is **(925) 370-5277**.

## Breast Reduction Referral Guidelines for PCPs

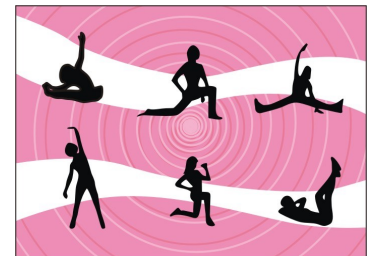
In order to save members from making extra trips and visits, please note the following guidelines re: referring a member to a Plastic Surgeon for consultation for possible Breast Reduction surgery. Be sure the member has these requirements fulfilled before referring:

- If member is over 40, they must have had a mammogram within the last year that was negative for cancer. Ask the member to take a copy of the mammogram to the Plastic Surgery visit.
- Member must have a documented three-month trial of conservative measures. This may include:

Analgesic/non-steroidal anti-inflammatory drugs interventions

Physical therapy/exercises/posturing maneuvers

Supportive devices (e.g. proper bra support, wide strap bras)



### **OB/GYN Providers**

Good news ! In order to expedite care to our members, and simplify processes in our provider offices, CCHP will now allow the following procedures to be done without prior authorization:

58100- endometrial biopsy

56605- vulvar biopsy

57500- cervical biopsy

57454- colposcopy

57460 colposcopy with LEEP

## Pharmacy and Therapeutics News Notes

### **Preferred Drug List (PDL) change should be effective March 2015.**

The CCHP Pharmacy and Therapeutics committee approved the following changes to the Preferred Drug List:

**Added Percocet 10/325 (oxycodone 10mg/APAP 325mg) tablets subject to quantity limit of 30 tabs per fill.**

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Effective January 1, 2015, the California Department of Managed Healthcare (DMHC) requires prescribers to use pharmacy prior authorization Form No. 61-211 for non-Medicare health plans. Healthplans will no longer be able to accept other prescription drug prior authorization forms. RMC practitioners will notice changes to the PBMPX referral to accommodate the new form. CPN providers may access the new form at the links below.

DMHC Prescription Prior Authorization Form 61-211 may be found at the following:

PDF format: <http://tinyurl.com/cchprxpaform>

Online form: <http://tinyurl.com/cchprxpa>

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### **Medication Prior Authorization processing turnaround time to become 1 business day:**

CA Department of Health Care Services has promulgated new regulations regarding Prior Authorization processing turnaround times. CCHP is currently redesigning its workflows to achieve 1 business day turnaround on all medication Prior Authorizations.

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Smoking cessation counseling certificate no longer required:

CCHP will no longer require members wishing to cease smoking to obtain a certificate of smoking cessation counseling. Members may access up to two 90-day courses per year of smoking cessation drugs. Reprogramming of claims processing is occurring, expect these changes to take effect in mid to late January.

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Prescription drugs are NOT always more effective than over-the-counter remedies. Take arthritis pain, for example. Even though prescription Cymbalta is approved for chronic arthritis pain, it does NOT work better than basic pain relievers like Aleve and Advil. That's good news because Cymbalta costs much more than those basic pain relievers and has a greater risk of side effects (Consumer Reports for Health, January 2015)

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CCHP updates the Preferred Drug List (PDL) formulary after each quarterly Pharmacy & Therapeutics Committee meeting. CCHP invites and encourages practitioners to access each update through the following means:

A printable copy of the CCHP preferred drug list can be found here:

<http://cchealth.org/healthplan/pdf/pdl.pdf>

A searchable CCHP preferred drug list can be found here:

<http://formularynavigator.com/Search.aspx?siteID=MMRREQ3QBC>

## Pharmacy and Therapeutics News Notes continued...

### **EPOCRATES – free mobile & online formulary resource**

How to add the CCHP formulary to your epocrates user profile:



1. Go to [www.epocrates.com](http://www.epocrates.com).
2. Click on "My Account" in the top right.
3. Sign in with your Epocrates username and password, if needed.
4. Click on "Edit Formularies."
5. Follow the on screen instructions to select and download formularies or to remove formularies.
  - For the 'Select State' filter, click **California**
  - For the 'Select Category' filter, click **Health Plan**
  - Choose the **Contra Costa Healthplan** formulary; click the 'Add' button
  - Click the "Done" button when you've finished., and the formularies on your mobile device will be changed accordingly.
6. Update your device, and the formularies on your mobile device will be changed accordingly. Epocrates mobile is supported on the iOS (iPhone, iTouch, iPad), Android, & BlackBerry platforms.

If you have any questions about the installation or use of Epocrates, please contact Epocrates Customer Support at [goldsupport@epocrates.com](mailto:goldsupport@epocrates.com) or at (800) 230-2150.

Questions and comments may be directed to CCHP Pharmacy by emailing [cchppharmacydirector@hsd.cccounty.us](mailto:cchppharmacydirector@hsd.cccounty.us).

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### **State Reporting Requirements for Provider Preventable Conditions (PPC)**

By Federal law, a provider must report the occurrence of any Provider Preventable Condition (PPC) in any Medi-Cal patient that did not exist prior to the provider initiating treatment. A provider must report the occurrence regardless of whether or not the provider seeks Medi-Cal reimbursement for services to treat the PPC. Reporting a PPC for a Medi-Cal beneficiary does not preclude the reporting of adverse events, pursuant to *Health and Safety Code* (H&S Code), Section 1279.1, to the California Department of Public Health (CDPH).

A provider reports a PPC by completing and submitting the *Medi-Cal Provider-Preventable Conditions (PPC) Reporting Form* (DHCS 7107). Providers must submit the form within five days of discovering the event and confirming that the patient is a Medi-Cal beneficiary.

If the beneficiary is enrolled in the fee-for-service (FFS) Medi-Cal program, the form must be sent to the DHCS Audits and Investigations Division. If the beneficiary is enrolled in a Medi-Cal Managed Care Plan (MCP), the provider must report the PPC to the beneficiary's managed care plan.

As specified by federal regulations, PPCs are recognized as Other Provider-Preventable Conditions (OPPCs) in all health care settings and Health Care-Acquired Conditions (HCACs) in inpatient hospital settings only. The PPCs are defined on the reporting form.

To report a PPC related to a member of Contra Costa Health Plan, please complete and fax the *Medi-Cal Provider-Preventable Conditions (PPC) Reporting Form* (DHCS 7107) to the Quality Department at (925) 313-6870.

## Contra Costa Health Plan's Disease Management Programs - Adult Diabetes and Pediatric Obesity

Do you ever wish that you could get more help addressing the needs of patients with diabetes? Do you find yourself frustrated by your inability to motivate change in patients with pediatric obesity? Contra Costa Health Plan has developed two disease management programs aimed at improving care for our members and providing additional support for their providers. The programs, focused on adult diabetes and pediatric obesity, offer best practice guidelines, referrals, motivational interviewing, tracking, and education to both providers and patients/families faced with these conditions.

### Referral Guidelines:

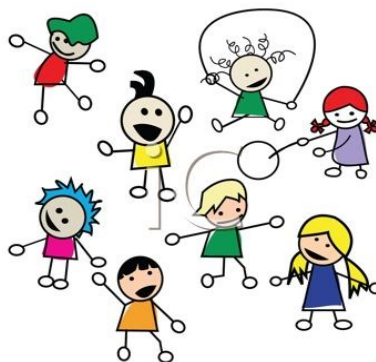
The following patients are eligible for the program:

- Pediatric Obesity-children must be ages 2-11, with a BMI%ile for age greater than or equal to 95
- Diabetes- All members with type I or II diabetes ages 18-75 are eligible

CCRMC PCPs should refer patients to the Disease Management programs via cLink under Pediatric Obesity or Diabetes in medications/orders.

Community Providers can access the Disease Management Program referral form on the website provider section under "forms and resources".

The programs will send patients quarterly information about their disease, and help them understand how to use both lifestyle and medical tools to address these problems. Providers will be given feedback about return visits, labs, and referrals relevant to their patient. Patients will also be offered special programs, such as classes, incentives, and self-help and community resources. We welcome your feedback about the programs. To find out more, email [Disease.Management@hsc.cccounty.us](mailto:Disease.Management@hsc.cccounty.us) or call Lourdes Jensen, RN, CDE at (925) 313-6968.



## **Contra Costa Health Plan's Incentive Programs Adult Diabetes, Pediatric Obesity, and Prenatal/Postpartum**

CCHP provides incentives for Medi-Cal members to do things that are good for their health.

### **Diabetes**

A \$20 Target gift card is available to Medi-Cal members 18-75 years of age for maintaining recommended care of their diabetes. Members become eligible when they complete six diabetes-related examinations or tests. The exams/tests include a dilated eye exam, HbA1c, LDL-Cholesterol, Microalbumin, a foot exam, and blood pressure exam. Members are eligible for the incentive once every 12 months.

- To learn more about the incentive, contact Lourdes Jensen, RN, CDE at (925) 313-6968 or email at [Disease.Management@hsd.cccounty.us](mailto:Disease.Management@hsd.cccounty.us).

### **Pediatric Obesity**

Our Go! Club offers a \$20 Target gift card to our Medi-Cal members 2-18 years of age that participate in CCHP-approved resources for healthy eating habits and/or exercise. Each child is eligible to receive one incentive per year. The incentive is provided to those children or families completing three sessions (within a 12 month period) in an approved class, with a dietician, or with a health educator. One session must be with the PCP for weight counseling.

- To learn more about the incentive, contact Lourdes Jensen, RN, CDE at (925) 313-6968 or email at [Disease.Management@hsd.cccounty.us](mailto:Disease.Management@hsd.cccounty.us).

### **Prenatal/Postpartum**

A gift card incentive is available for pregnant CCHP Medi-Cal members. Members can earn up to \$40 for participating. For having a prenatal visit during the first trimester, the member receives a \$20 Target gift card. In addition, the member receives a \$20 gift card once they complete a postpartum visit. The Postpartum visit must be within 3-8 weeks after delivery.

- To learn more about the incentive, contact Catherine Harrell at (925) 313-6427 or email at [Catherine.Harrell@hsd.cccounty.us](mailto:Catherine.Harrell@hsd.cccounty.us).



## Fraud, Waste and Abuse

On an annual basis, CCHP is required to notify all contracted providers of the Fraud, Waste and Abuse training requirements. The Centers for Medicare and Medicaid Services (CMS) requirements for Fraud, Waste and Abuse (FWA) training for all contracted entities became effective January 1, 2009. The requirements can be found in 42 C.F.R. 422.503 (b) (4) (VI) and 42 C.F.R. 423.504 (b) (4) (VI). Accordingly, Contra Costa Health Plan (CCHP) is providing you a copy of training materials you can use to conduct FWA training to satisfy these federal requirements.



A copy of the training materials is included in our provider manual appendix H and on our website located at [www.contracostahealthplan.org](http://www.contracostahealthplan.org), under For Providers-Provider Manual-Appendix H. A hard copy of the material can be mailed upon request by calling Provider Relations at (925) 313-9500 or by e-mail to [ProviderRelations@hsd.cccounty.us](mailto:ProviderRelations@hsd.cccounty.us).

CCHP views the integrity of its staff, providers, contractors and members to be paramount and uncompromising. A provider or downstream contractor may submit a potential or suspected FWA case directly to the CCHP Provider Relations Unit or CCHP Director of Compliance. Submissions may also be made in the suggestion box located in Suite 100, 595 Center Avenue, Martinez.

Furthermore, FWA may also be reported to the Office of Inspector General at: 800-HHSTips or for cases involving Medicare prescription drugs, to the Health Integrity unit at: 877-7 SafeRx. (Any such report should always contain a complete description of the incident with a reminder to staff that confidentiality of the individual reporting the fraud will be maintained.)



### Missing or unpaid claims? Check first, avoid duplicate billing!

Many providers are submitting duplicate claims to CCHP for a single service encounter.

A duplicate claim is a claim submitted for the:

- *Same beneficiary; for the*
- *Same item or service; for the*
- *Same date of service*

Although CCHP believes that most providers and suppliers are not deliberately trying to receive duplicate payment by submitting duplicate claims, CCHP wants to remind providers and suppliers that submitting such duplicate claims for the same service encounter is inappropriate and asks you to discontinue this practice.

Also, please keep in mind that CCHP should not make payment for duplicate claims that you might submit. CCHP will pay the first claim that is approved and will deny subsequent claims for the same service as duplicates. Please check on your original claims status before submitting duplicates, duplicate billing creates unnecessary work for all parties involved. If you have not received payment within 45 business days you can call CCHP to check claim status, use our web portal at [www.contracostahealthplan.org](http://www.contracostahealthplan.org) to obtain a claims tracer sheet and fax to (925) 957-5173.

**Thank you!**



## Welcome Contracted Provider Network (CPN) Providers

Piedmont Primary Care, Monique Berces-Mardenly, NP—PCP-Family Medicine

Sutter East Bay Medical Foundation, Mary Bunzel, NP, Mary Wardlaw, NP—PCP-Family Medicine



LifeLong Medical Care, Anna Nordensjo, MD-Family Medicine, Haylene Anesoar, MD, Omoniyi Omotoso, MD—PCP-Pediatrics,

Parham Gharagozlou, MD, Spencer Goss, NP—PCP Internal Medicine

Healthy Living Clinic, Joyce Morgan-Thompson, NP—PCP-Internal Medicine



La Clinica de La Raza—PCP-Internal Medicine, Janice Louie, MD

Springhill Medical Group, Garima Gandhir, DO—PCP-Internal Medicine

## Behavior Analysis

Applied Behavior Consultants, Inc., Casey Holton, BCBA, Joseph Morrow, BCBA, PhD

Behavioral Intervention Association, Anna Kern, MFT, Rachel Manfredi, BCBA

Behavior Support Partnership, San Leandro—Behavior Analysis, Melissa Sweitzer, BCBA, PhD, Pamela Yata, BCBA, Heidi Okamoto, BCBA

Encompass Consulting, LLC, Phillip Grant, BCBA, Kevin Koo, BCBA, Mai X. Chung, BCBA

First Steps for Kids-Bay Area, Jesslyn Farros, BCBA

Kids Overcoming, LLC, Matthew McAlear, BCBA, Stacy Stapleton, BCBA

Goals for Autism, Andrea Barker, BCBA, Jose Castellanos, BCBA

Sheri Artis, BCBA

Pacific Child and Family Associates, Tiffany Word, BCBA, Anna Crumpecker, BCBA, Patrick Jung, BCBA, Fae Rubenstein, BCBA

Positive Pathways, LLC, Michelle Zody, BCBA, Dawn Fleminger, BCBA

STE Consultants, LLC, Hilary Gibson, BCBA, DeAnna Mercier, BCBA, Kristin Peterson, BCBA, Kimberlee Romick, BCBA, Hannorah Thurman, BCBA, Melissa Thompson, BCBA, Erin Tracy, BCBA, Sarah Trautnant-Eslinger, BCBA, Nirupa Fenn, BCBA, Gina Gavrilis, BCBA, Tyler Godsy, BCBA, Amanda Johnson, BCBA, Michelle Modrich, BCBA, Penelope Schenckan, BCBA, Anna Shafovaloff, BCBA, Natasha Stong-Hicks, BCBA



Cardiovascular Consultants Medical Group, Priscilla Narain, PA—Cardiovascular Disease

Ames Chow, DC—Chiropractic Medicine

MiniMed Distribution Corp., - DME (Insulin Pumps and Supplies)



Planned Parenthood, Ann-Elizabeth Griego, MD, Lynn Hayden, CNM, Jennifer Scafidi, CNM, Jenna Breton, NP-Family Planning

Gerald Tarder, MD—Gastroenterology

## Welcome Contracted Provider Network (CPN) Providers Continued...

Bay Area Surgical Specialists, Jenny Jew, MD-Gastroenterology,  
Sarah Woon, MD-Nephrology



Contra Costa Infectious Disease Medical Group, Nimisha Shukla, MD—Infectious Disease

Ace Home Health and Hospice, Inc., American Hospice and Home Health Care Services-Home Health/Hospice

Comfort Assisting, Inc., Harmony Healthcare, LLC, Nova Care Home Health Services, Inc.,—  
Home Health

Bayside Mobile Medical Services—In-Home Laboratory Services (for home-  
bound members)

Precision Pathology Medical Group—Laboratory

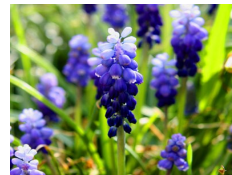


Kindred Hospital San Francisco Bay Area, Long Term Acute Care

La Cheim School, Inc., Marylou Beban, LCSW—Mental Health Social Work

Touchstone Counseling, Rachel Connelly, MFT—Mental Health Counselor

Comprehensive Psychiatric Services, Kulwinder Singh, MD—Psychiatry



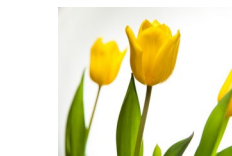
Daniel Zimmerman, MD, Colette Pellowski, NP—OB/GYN

La Clinica De La Raza, Jacqueline Theis, OD—Optometry

Dublin Physical Therapy, Inc., Stephanie Kalivoda, PT, Rosanna O'Leary, PT, Kimika Raffety, PT,  
Kevin Takao, PT—Physical Therapy

Community Mobile Ultrasound, Community Mobile Diagnostics—Portable Ultrasound Services  
(for homebound members)

Vani Velkuru, MD—Rheumatology



Epic Care-East Bay Medical Oncology-Hematology Associates, Shoko Abe, MD,  
Gregory Broderick-Villa, MD, Teresa Kim, MD, Steven Stanten, MD—Surgery General,  
Ramandeep Bambah, MD—Medical Oncology

Amerjit Dosanjh, MD AMC, Christian Kirman, MD, Mauricio Kuri, MD—Surgery Plastic

# The Bulletin Board

Mark your Calendar for our next PCP Community Provider Network Meeting.  
We encourage and appreciate your participation!

West County April 21, 2015  
West County Health Center  
13601 San Pablo Ave., Administrative Conference Room A  
San Pablo, CA 94806  
7:30 - 9:00 AM

Central/East County April 28, 2015  
1350 Arnold Drive, Conference Room #103  
Martinez, CA 94553  
7:30 - 9:00 AM

\* Please note next CPN meeting dates: West County Tuesday, July 21, 2015  
Central/East Tuesday, July 28, 2015

CPN Meeting Materials  
are available on our  
website at:  
[www.contracostahealthplan.org](http://www.contracostahealthplan.org).



Holidays Observed by CCHP  
  
Memorial Day, May 25, 2015

Find resources for uninsured  
individuals at  
[www.cchealth.org/insurance](http://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 or needing help with arranging face to face ASL (American Sign Language) interpretation services call 1 (877) 800-7423 Press 4.



For ccLink Web Portal Access Agreement

The ccLink logo, which includes the text "ccLink PROVIDER PORTAL Linking you to a Culture of Caring".

Go to our website located at [www.cchealth.org](http://www.cchealth.org), click on "Health Plan," select "For Providers", then Forms & Resources, under 'Information For Providers', located in black box, under the green ccLink logo click on the PDF files named ccLink Provider Portal Access Agreement and Attachment A.

Print out and follow instructions on first page.  
Need more information call (925) 313-9500.

Welcome New CCRM Providers

Karla Ballesteros, NP  
Bay Point Health Center

Irina Pyrkova-Corotan, MD  
Martinez Health Center



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 Staff Contact Information

***Terri Lieder*** Director of Provider Relations/Credentialing (925) 313-9501 [Terri.Lieder@hsd.cccounty.us](mailto:Terri.Lieder@hsd.cccounty.us)

***Brenda Flowers, RN*** Provider Liaison/FSR Nurse (925) 313-9503 [Brenda.Flowers@hsd.cccounty.us](mailto:Brenda.Flowers@hsd.cccounty.us)

***Jenny Galindo, RN*** Provider Liaison/FSR Nurse (925) 313-9513 [Jenny.Galindo@hsd.cccounty.us](mailto:Jenny.Galindo@hsd.cccounty.us)

***Ronda Arends*** Credentialing Supervisor (925) 313-9522 [Ronda.Arends@hsd.cccounty.us](mailto:Ronda.Arends@hsd.cccounty.us)

***Patricia Cline*** Contracts Supervisor (925) 313-9521 [Patricia.Cline@hsd.cccounty.us](mailto:Patricia.Cline@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/Hospital Transition Nurse
- Press 4 – Interpreter Services (Advice Nurse)
- Press 5 – Claims Department
- Press 6 – Provider Relations Department
- Press 7 – Member Services Department

