

## The Contra Costa Health Plan Provider Bulletin

### Trauma Screenings and Trauma-Informed Care Provider Trainings

The California Department of Health Care Services (DHCS), in partnership with the California Office of the Surgeon General, is creating a first-in-the-nation statewide effort to screen patients for Adverse Childhood Experiences (ACEs) that lead to trauma and the increased likelihood of ACEs-Associated Health Conditions due to toxic stress. The bold goal of this initiative is to reduce ACEs and toxic stress by half in one generation.

All providers are encouraged to receive training to screen patients for ACEs. By screening for ACEs, providers can better determine the likelihood a patient is at increased health risk due to a toxic stress response, which can inform patient treatment and encourage the use of trauma-informed care. Detecting ACEs early and connecting patients to interventions, resources, and other supports can improve the health and well-being of individuals and families.

*Beginning on January 1, 2020, DHCS will pay Medi-Cal providers \$29 per trauma screening for children and adults with Medi-Cal coverage. By July 2020, providers must self-attest that the training has been completed to be eligible to continue receiving Medi-Cal payment for conducting ACEs screenings.*

#### Provider Training

The ACEs Aware initiative offers Medi-Cal providers training, clinical protocols, and payment for screening children and adults for ACEs.

Training to screen for ACEs is available at the [ACEs Aware website](#). The two-hour online curriculum is easy to access for a wide range of health care professionals and will provide Continuing Medical Education (CME) and Maintenance of Certification (MOC) credits.

For more information visit the DHCS website at <https://www.dhcs.ca.gov/provgovpart/Pages/TraumaCare.aspx>

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## Prior Authorization Updates Q4 2019

Contra Costa Health Plan's (CCHP) Interactive No Authorization Required List located on our website at <https://cchealth.org/healthplan/providers/> states which services do not require prior authorization. It is expected that all services requiring prior authorization must be authorized **PRIOR** to providing the service, except for services that might be necessary on an emergent basis.

The list of codes requiring prior authorization is updated regularly to reflect current clinical guidelines and regulatory requirements. CCHP recommends that our providers visit our website for the most current No Prior Authorization Required List. The following changes are in effect as of December 31, 2019.

### **CODES APPROVED TO ADD to the No Prior Authorization Required list**

95885 - Needle Electromyography, each extremity, with related paraspinal areas, when performed, done with nerve conduction, amplitude and latency/velocity study; limited

### **CODES REMOVED from the No Authorization List and now require Prior Authorization**

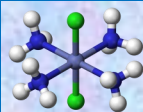
37236 – open or percutaneous transluminal balloon angioplasty

G0425 – Telehealth consultation, emergency department or initial inpatient, typically 30 minutes communicating with the patient via telehealth

G0426 – Telehealth consultation, emergency department or initial inpatient, typically 50 minutes communicating with the patient via telehealth

G0427 - Telehealth consultation, emergency department or initial inpatient, typically 70 minutes or more communicating with the patient via telehealth





## Pharmacy and Therapeutics Committee News



The CCHP P&T committee met on 12/5/2019. Updates from the meeting are outlined below:  
**\*\*Changes to the PDL will be effective by mid-January 2020\*\***

### Updates/Announcements:

#### 1. Walgreens Specialty Pharmacy:

**It is our great pleasure to announce that we have selected Walgreens as our preferred specialty pharmacy provider.** The Contra Costa Health Plan and Walgreens team is committed to helping you provide your patients with excellent care, including convenient and easy access to the specialty medications you prescribe. To refer Contra Costa Health Plan members to Walgreens, please contact Walgreens at the following dedicated local pharmacy, or simply e-prescribe specialty prescriptions directly to the below location:

Community, a Walgreens Pharmacy  
 Store No. 16477  
 3009 Broadway  
 Oakland, CA 94611  
 T: 510-285-0214 | F: 510-285-0215



**Quick reference table for all changes to the Preferred Drug List (PDL) and/or Prior Authorization (PA) criteria (for full details of each change, please see individual drugs listed below this table):**

<u>Changes Made</u>	<u>Drug Name</u>
Created new PA criteria:	Fasenra (benralizumab) Nucala (mepolizumab) Vascepa (icosapent ethyl)
Modified PA criteria:	Recombinant Human Growth Hormone
ADDED to the CCHP formulary:	Malarone (atovaquone/proguanil) Advair Diskus (salmeterol/fluticasone) Boniva (ibandronate) Evista (raloxifene)

#### • **Creation of new criteria for Fasenra (benralizumab):**

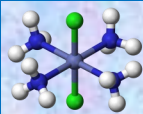
- Prior authorization requests for Fasenra will be required to meet the following criteria for approval: member is at least 12 years of age AND has a diagnosis of eosinophilic phenotype asthma (as determined by an eosinophil count of  $\geq 150$  cells/micro-liter prior to initiation of therapy) AND there is a history of 2 or more severe asthma exacerbations requiring systemic corticosteroid treatment in the past 12 months AND there is documented inadequate control of asthma symptoms after a minimum of 3 months of compliant use of an ICS/LABA or ICS/LAMA.

#### • **Creation of new criteria for Nucala (mepolizumab):**

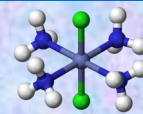
- Prior authorization requests for Nucala will be required to meet the following criteria for approval: member is at least 6 years of age AND has a diagnosis of eosinophilic phenotype asthma (as determined by an eosinophil count of  $\geq 150$  cells/micro-liter prior to initiation of therapy) AND there is a history of 2 or more severe asthma exacerbations requiring systemic corticosteroid treatment in the past 12 months AND there is documented inadequate control of asthma symptoms after a minimum of 3 months of compliant use of an ICS/LABA or ICS/LAMA.

#### • **Creation of new criteria for Vascepa (icosapent ethyl):**

- Prior authorization requests for Vascepa will be required to meet the following criteria for approval: member is at least 18 years of age AND documentation shows that Vascepa is being used for secondary prevention AND laboratory values show moderate hypertriglyceridemia (at least 150mg/dL) AND member is currently taking highest tolerated dose of a high intensity statin AND documentation shows that the member has implemented lifestyle changes to decrease cardiovascular risk. Note: if the diagnosis is hypertriglyceridemia (primary prevention), then members must use preferred formulary agents including generic omega-3 fatty acids, Lovaza, and fibrates (such as gemfibrozil).



## Pharmacy and Therapeutics Committee News



- **Modification of criteria for recombinant human growth hormone:**
  - Additional indications were added to the criteria, including Noonan Syndrome and SHOX mutation. Criteria for the new indications as well as Turner Syndrome and Prader-Willi Syndrome now require documentation showing the patient's epiphyses have not closed AND confirmation of the diagnosis by genetic testing (when appropriate) AND correct weight-based dosing. Additionally, the committee clarified that Idiopathic Short Stature (ISS) is not a covered indication. Specifically, CCHP does not consider ISS to be an illness, disease, or injury, and as such the diagnosis of ISS is not a covered plan benefit. Denials for this indication will clearly state that they are contractual-based, and not based on medical necessity.
- **Addition of Malarone (atovaqone/proguanil) to the CCHP formulary:**
  - Generic atovaqone/proguanil 62.5/25mg and 250/100mg tablets have been added to the formulary as a tier 2 product for all CCHP members. Members will be limited to 1 tablet per day and a total of 180 tablets per year.
- **Addition of Advair Diskus (salmeterol/fluticasone) to the CCHP formulary:**
  - Generic Advair Diskus 100/50mcg, 250/50mcg, and 500/50mcg have been added to the formulary as a tier 1 product for all CCHP members.
- **Addition of Boniva (ibandronate) to the CCHP formulary:**
  - Boniva 150mg tablets have been added to the formulary as a tier 2 product with a quantity limit of 1 tablet per month for all CCHP members.
- **Addition of Evista (raloxifene) to the CCHP formulary:**
  - Evista 60mg tablets have been added to the formulary as a tier 1 product for all CCHP members.

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### **There are numerous ways to view the CCHP Preferred Drug List:**

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

- An interactive searchable formulary is available within Epic (contact the Epic team with any questions related to functionality).
- A printable copy of the CCHP PDL can be found here: <http://cchealth.org/healthplan/pdf/pdl.pdf>
- A searchable copy of the CCHP PDL can be found here: <http://formularynavigator.com/Search.aspx?siteID=MMRREQ3QBC>
- **EPOCRATES – free mobile & online formulary resource**
  - CCHP providers may add the CCHP formulary to their mobile devices using the following steps:
    - Open the Epocrates application on your mobile device.
    - Click on the “formulary” button on the home screen.
    - Click “add new formulary” button on the bottom of the screen.
    - Use the search box to locate “Contra Costa Health Plan” Medi-Cal or Commercial formulary. Click on each formulary that you would like to add, and then click the “add formulary” button.



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.

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Providers may request a copy of CCHP pharmacy management procedures or specific drug PA criteria by contacting the pharmacy unit directly at 925-957-7260 x2, or via the email listed below:

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P&T updates and DUR educational bulletins can be viewed online at  
<http://cchealth.org/healthplan/provider-pharmacy-therapeutics.php>

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Questions and comments may be directed to CCHP Pharmacy by emailing  
[cchp\\_pharmacy\\_director@hsd.cccounty.us](mailto:cchp_pharmacy_director@hsd.cccounty.us)

# Initial Health Assessment (IHA)

The performance of an Initial Health Assessment (IHA) is essential for Primary Care Providers (PCPs) to complete in order to develop a complete picture of the member's health status in order to formulate a plan of care based on the patient's acute, chronic, and preventive health care needs. According to the Department of Health Care Services (DHCS), the required IHA includes:

- A complete physical, mental health exam, and a comprehensive medical history including a complete social history (History and Physical).
- An Individual Health Education Behavioral Assessment (IHEBA), such as the DHCS-approved Staying Healthy Assessment (SHA).
- The provision of appropriate preventive services in accordance with the United States Preventive Screening Task Force (USPSTF) A and B recommendations.

The completion of the History and Physical (H&P) should occur within 120 days of the effective date of the member having been assigned to the provider. If the H&P is not completed as required, then the reasons for this (e.g. member declined or appointment was missed, etc.) and efforts to reschedule should be documented in the medical record.

Similarly, the member's completion of an age-appropriate IHEBA (Staying Healthy Assessment or other DHCS-approved tool) should occur within 120 days of the member having been assigned to the provider. If the IHEBA/SHA is not completed as required, then the reasons for this and efforts to reschedule any missed appointments that interfered with the completion of the IHEBA/SHA should be documented in the medical record.

It is important to note that the practitioner's signature with the date must be included on the IHEBA/SHA to indicate practitioner review of the patient's entries and so that follow-up may be done as needed. The DHCS requires Medical Record reviewers to assign a score of zero when the practitioner's signature and/or date are not found on the IHEBA/SHA. This can negatively impact the overall review score and result in a Corrective Action Plan (CAP).

In addition to the H&P and IHEBA/SHA, PCPs should ensure that the appropriate USPSTF screenings are conducted and that patient refusal or other reasons for them not having been done are documented in the medical record.

For additional information regarding the IHA, please refer to the following internet link:

<http://www.dhcs.ca.gov/provgovpart/Documents/AB340/AB340MediCalManagedCareScreeningTools.pdf>

**SHA Questionnaires by Age:**

<https://www.dhcs.ca.gov/formsandpubs/forms/Pages/StayingHealthy.aspx>

For the most current USPSTF Recommendations, please refer to the following link: <https://www.uspreventiveservicestaskforce.org/Page/Name/uspstf-a-and-b-recommendations/>





## Fluoride Varnish Information and Training

The Contra Costa County Child Health Disability Prevention Program (CHDP) recommends Fluoride Varnish for all children ages six months (or after the eruption of the first tooth) through five years of age to prevent dental caries and to maintain and improve the overall oral health of young children in primary settings. Fluoride varnishing whose application is now recommended 2-4 times annually, or every 3-6 months, has been shown to decrease and prevent oral caries by supporting healthy tooth enamel while preventing bacterial damage to teeth and can be applied in a primary care setting (PCP office) or the patient's dental office. Fluoride Varnish is recommended by the American Academy of Pediatrics (AAP) whose periodicity schedule can be found at [www.aap.org/periodicityschedule](http://www.aap.org/periodicityschedule).

The Contra Costa CHDP will soon offer training for PCP office staff as needed. For more information, please call (925) 313-6150.



## Restored Medi-Cal Benefits

The Department of Health Care Services (DHCS) has restored the Medi-Cal optional benefits for outpatient services of Acupuncture, Audiology, Chiropractic, Podiatry, Vision, Occupational and Speech Therapy Services and Incontinence Creams and Washes to Medi-Cal members effective January 1, 2020. The restored benefits require **prior authorization** (no authorization required for Acupuncture) and are limited to two (2) visits per month in combination for Acupuncture, Audiology, Chiropractic, Occupational and Speech Therapy services. Medically necessary visits beyond two per month, require additional prior authorization. Vision services has been restored to all Medi-Cal members limited to routine eye exam and eyeglasses once every 24 months; contact lens when required for medical conditions such as aphakia, aniridia and keratoconus.

The following Medi-Cal members are eligible for chiropractic services:

- Children under age 21
- Pregnant women through the end of the month that includes 60-days following the end of a pregnancy;
- Residents in a skilled nursing facility, intermediate care facility, or subacute care facility.
- All members when services are provided at hospital outpatient departments, Federally Qualified Health Centers (FQHC) or Rural Health Centers (RHC). No authorization required when performed at a FQHC or RHC.



CONTRA COSTA  
**CRISIS CENTER**

*Established in 1963*

## **Our Mission**

*To keep people alive and safe, help them through crises,  
and provide or connect them with culturally relevant  
resources in the community.*

## **Our Core Programs**

### **Crisis & Suicide Lines**

We provide 24/7 counseling, support, help and hope for those in crisis or feeling suicidal, depressed or distressed. Help is available by phone or by text. 24-hour translation services available.

### **Information & Referral**

Call 24/7 for information about local health and social services. In addition, our free, comprehensive, continually updated resource database is available online in multiple languages: [www.211cc.org](http://www.211cc.org).

### **Grief Counseling**

We provide face-to-face counseling—in groups—to children, youth and adults mourning the death of a loved one. Also, schools and businesses can request our mobile grief response team after a student or colleague unexpectedly dies.

**CALL 211 or 1-800-833-2900**  
**TEXT HOPE to 20121**



CONTRA COSTA  
**CRISIS CENTER**

*Establecido en 1963*

## **Nuestra Misión**

*Nuestra misión es mantener a las personas en vida y seguras, ayudarlas a través de sus crisis y conectarlas con recursos relevantes a su cultura en la comunidad.*

## **Nuestros Programs**

### **Líneas de Crisis**

Proveemos consejería, apoyo, ayuda y esperanza para las personas que estén en crisis o con tendencias suicidas, deprimidos o afligidos. La ayuda está disponible por teléfono o por mensaje de texto. Servicios de traducción están disponibles las 24 horas.

### **Información y Referencias**

Llame 24/7 para obtener información acerca de servicios de salud y de asistencia social en nuestra comunidad. Además, nuestra base de datos es actualizada continuamente y está disponible en nuestra página web en diferentes idiomas.

### **Consejería de Duelo**

Proveemos consejería en grupo para menores o adultos que pasan por el dolor de la muerte de un ser querido. También escuelas y empresas pueden solicitar que nuestro equipo de especializado les ayude después de la muerte inesperada de un estudiante o colega.

**LAME al 211 o al 1-800-833-2900**  
**Mande un texto con la palabra HOPE al 20121**



# Welcome Community Provider Network (CPN) Providers

## Primary Care Providers

Tesiah Coleman, NP	Internal Medicine	Brighter Beginnings Family Health Clinic, Richmond and Antioch
Maria McMillon, PA	Family Medicine	La Clinica De La Raza, Pittsburg
Aarentino Smith, NP	Family Medicine	LifeLong Medical Care, Berkeley
Jeana Radosevich, MD	Family Medicine	LifeLong Medical Care, Richmond
Megan Richardson, NP	Family Medicine	LifeLong Medical Care, Richmond
Rebecca McEntee, MD	Family Medicine	LifeLong Medical Care, Richmond
Shevaun Lewallen, NP	Family Medicine	LifeLong Medical Care, Richmond
Maya Protter, NP	Family Medicine	LifeLong Medical Care, San Pablo
Olga Eaglin, PA	Family Medicine	LifeLong Medical Care, San Pablo
Sara DeLaney, NP	Family Medicine	LifeLong Medical Care, San Pablo
Rocio Neale, PA	Internal Medicine	La Clinica de la Raza, Oakley
Ingrid Fernandes, MD	Internal Medicine	La Clinica De La Raza, Pittsburg

## Specialty Care Providers

Nirvana Kundu, MD	Anesthesia and Pain Management	First Choice Anesthesia Consultants of Northern California, Pinole
Herbert Holman, MD	Dermatology	Solo, Oakland
Damara Leeman, RD	Dietitian/Diabetes Educator	John Muir Physician Network, Walnut Creek
Debbie Sousa Hull, RD	Dietitian/Diabetes Educator	John Muir Physician Network, Walnut Creek
Susan Wilson, MD	Family Planning	Planned Parenthood, Concord
Na'amah Razon, MD	Family Planning	Planned Parenthood, Walnut Creek
James Kalberer, HAD	Hearing Aid Dispensing	Connect Hearing, Inc., Concord
Scott Holt, HAD	Hearing Aid Dispensing	East Bay Hearing Services, Fremont and Hayward
Neha DeSouza, MD	Hematology/Oncology	Epic Care, Castro Valley and Hayward
Suguna Chirla, MD	Medical Oncology	Epic Care, Castro Valley and Dublin
Erika Klara, MFT	Mental Health Services	Axis Community Health, Pleasanton and Livermore
Judy Lock, NP	Mid-Level Urgent Care	LifeLong Medical Care, San Pablo
Loren Bauman, PA	Mid-Level Urgent Care	STAT Med Urgent Care, Lafayette, Concord, Dublin and Livermore
Kimberly Oja, NP	Mid-Level Urology	BASS Medical Group, Inc., Walnut Creek
Genevieve Purcell, CNM	Midwife	Planned Parenthood, Concord
Jason Law, MD	Nephrology	Diablo Nephrology Medical Group, Concord and Walnut Creek
Said Ibrahim, MD	Neurology	Bridge Medical Consultants Inc, San Ramon and Danville
Tara Ericksen, NP	OB/GYN	Axis Community Health, Pleasanton
Rose Monardo, MD	OB/GYN	John Muir Physician Network, Orinda
Jessica Johns, MD	OB/GYN	John Muir Physicians Network, Orinda
Melissa Owens, MD	OB/GYN	John Muir Physicians Network, Orinda
Rose Mondardo, MD	OB/GYN	John Muir Physicians Network, Orinda
Ivan Hwang, MD	Ophthalmology	California Eye Clinic, Antioch, Brentwood and Walnut Creek
Elaine Wu, OD	Optometry	La Clinica De La Raza, Concord and Oakland
Sharon Villa, OD	Optometry	La Clinica De La Raza, Concord and Oakland

# Welcome Community Provider Network (CPN) Providers

## Specialty Care Providers

Kory Stotesbery, DO	Psychiatry	Comprehensive Psychiatric Services, Walnut creek
Gabrielle Way, DPT	Physical Therapy	VibrantCare Outpatient Rehabilitation of California, Inc., Concord, Fairfield, Livermore, Oakland, San Leandro, San Ramon, Pinole
Arman Danielyan, MD	Psychiatry	Arman Danielyan, MD Inc., Concord and Walnut Creek
JJafar Bozorgmehr, MD	Psychiatry	Comprehensive Psychiatric Services, Fairfield
Muhammad Tariq, MD	Psychiatry	Comprehensive Psychiatric Services, Fairfield
Sierra Weir, SLP	Speech Pathology	Say the Word Speech Therapy, Berkeley and Oakland
Paul Mead, MD	Surgery - Orthopaedic	Muir Orthopaedic Specialists, Walnut creek
Tyler Clark, MD	Surgery - Orthopaedic	Muir Orthopaedic Specialists, Walnut Creek
Aklil Rostai, PA	Urgent Care	STAT MED Urgent Care, Concord, Dublin, Lafayette, Livermore

## Behavior Analysis

Monique Weaver-Gutierrez, RBT	A Behavioral Health Cooperative, LLC, San Pablo
Philip Grant, BCBA	Adapt: A Behavioral Collective, Inc.
Nghia Nguyen, BCBA	Autism Intervention Professionals, Fremont
Emily Schaefer, BCBA	Autism Intervention Professionals, Fremont
Jennifer Johnson, BCBA	Autism Intervention Professionals, Fremont
Kimberly Tran, BCBA	Autism Intervention Professionals, Fremont
Phoebe Ballard, BCBA	Autism Intervention Professionals, Fremont
Stephanie Vanlathanith, BCBA	Autism Intervention Professionals, Fremont
Jason Kwak, PsyD, BCBA-D	Bay Area Behavior Consultants, Richmond
Jessica Marcus-Gomez, BS, RBT	Bay Area Behavior Consultants, Richmond
Amanda Messina-Godfrey, BCBA	Bay Area Behavior Consultants, LLC, Richmond
Elizabeth Gomez, RBT	Bay Area Behavior Consultants, LLC, Richmond
Chelsy Willis, BA	Behavior Treatment and Analysis, Inc, Walnut Creek
Jorge Iniguez, MS	Behavior Treatment and Analysis, Inc, Walnut creek
Nelson Molina, BA	Behavior Treatment and Analysis, Inc, Walnut creek
Michael Ani, BCBA	Behavioral Health Works, Inc., Hayward
Mona Redja, Psy.D	Best Steps Clinical Testing, Santa Clara and Vallejo
Andrew Saalfield, BCBA	Center for Autism and Related Disorders, LLC, Antioch
Cassie Turner, BCBA	Center for Autism and Related Disorders, LLC, Antioch
Erum Khan, BCBA	Center for Autism and Related Disorders, LLC, Antioch
Jamielynn Gordon, BCBA	Center for Autism and Related Disorders, LLC, Antioch
Hunter Long, BCBA	Center for Autism and Related Disorders, LLC, Brentwood
Stephanie Shyken, BCBA	Center for Autism and Related Disorders, LLC, Brentwood
Brandi McGee, BCBA	Center for Social Dynamics, Alameda
Danielle La Torre, MA	FirstSteps for Kids - Bay Area, Walnut Creek
Sikwayi Dawson, MS, RBT	Gateway Learning Group, Concord
Alison Van Hoff, BCBA	Gateway Learning Group, Concord
Atzimba Yaar, BCBA	Gateway Learning Group, Concord
Chenghua Wang, BA	Gateway Learning Group, Concord
Jessica Koernke, BCBA	Gateway Learning Group, Concord
Lizbeth Ramirez, BA, RBT	Gateway Learning Group, Concord
Summer Yared, MS	Gateway Learning Group, Concord

# Welcome Community Provider Network (CPN) Providers

## Behavior Analysis

Christopher Duff, BCBA	Kids Overcoming, LLC, Oakland
Kristina Brijitzka, BA	Positive Pathways LLC, San Francisco and Antioch
Nicole Torres, BA	Positive Pathways LLC, San Francisco and Antioch

## Facilities

DaVita - San Ramon Valley Home Training	Dialysis	Danville
DaVita - Lone Tree Ranch Dialysis	Dialysis Center	Antioch
Noble Hospice Care	Hospice & Palliative Care	Fremont
Premier Surgery Center	Ambulatory Surgery Center	Concord

## Mental Health

Jilliann Daly, Psy.D	Axis Community Health, Pleasanton
Jane Bond, MFT	Solo, El Cerrito
Arman Danielyan, MD	Arman Danielyan, MD Inc., Concord and Walnut Creek

## Mental Health

Kristin Moeller, MD	Miller Wellness Center
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# THE BULLETIN BOARD

## Visit our website for resources:

[www.cchealth.org/healthplan/providers](http://www.cchealth.org/healthplan/providers)

CCHP Provider & Pharmacy  
CCHP Electronic Provider Directory  
CCHP Preferred Drug List (PDL)  
CCHP Provider Manual  
CCHP Provider Web Portal  
Prior Authorization Forms  
Clinical and Preventive Guidelines  
No Prior Authorization List

## Uninsured individuals:

[www.cchealth.org/insurance](http://www.cchealth.org/insurance)

## Interpreter Services

Providers needing help with  
interpreter services or  
needing help with arranging  
face to face American Sign  
Language interpretation  
services may call  
**(877) 800-7423 option 4.**

## Advice Nurse Unit

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 (877) 661-6230 Option 1.**



## Non-Medical Transportation from CCHP

**(855) 222-1218**

## HOLIDAYS OBSERVED BY CCHP

January 20, 2020  
February 17, 2020

Martin Luther King, Jr. Day  
President's Day





**595 Center Ave. Suite 100  
Martinez, CA 94553**

**Phone: (925) 313-9500 Fax: (925) 646-9907**

**E-mail: [ProviderRelations@cchealth.org](mailto:ProviderRelations@cchealth.org)**

**Website: [www.cchealth.org](http://www.cchealth.org)**

**Provider Relations, Contracts Management & Credentialing  
Staff Contact Information**

Terri Lieder, MPA, CPCS, CPMSM	Director of Provider Relations	(925) 313-9501	Terri.Lieder@cchealth.org
Stephanie Fullerton, BS, MHA	Provider Issues/Network Management	(925) 313-9512	Stephanie.Fullerton@cchealth.org
Ronda Arends, BA	Credentialing Supervisor	(925) 313-9522	Ronda.Arends@cchealth.org
Patricia Cline, BA	Contracts Supervisor	(925) 313-9532	Patricia.Cline@cchealth.org

**Contra Costa Health Plan  
Provider Call Center 1 (877) 800-7423**

**Press 1 – Member Eligibility and Primary Care Physician Assignment  
Press 2 – Pharmacy Department  
Press 3 – Authorization Department / Hospital Transition Nurse  
Press 4 – Interpreter Services  
Press 5 – Claims Department  
Press 6 – Provider Relations Department  
Press 7 – Member Services Department**

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