




The Contra Costa Health Plan Provider Bulletin



Contra Costa Health Plan New Provider Online Search Engine

- Empower members
- Improve Satisfaction
- Facilitate choice

New Online Search Engine

Contra Costa Health Plan is pleased to announce a new Online Provider Search Engine (OSE). To view the new OSE visit the link below:

<https://cchealth.org/healthplan/provider-directory.php>

Please bookmark this link for ease of use. Since this is a brand new OSE, we welcome your feedback. Please send any feedback to the Provider Relations email at providerrelations@cchealth.org

In the late Fall, Provider Relations will be conducting a Health Plan survey on the OSE, we encourage your feedback.

Features:

- Robust search and filtering capabilities
- Detailed provider information including specialty, locations, services, languages spoken, handicap accessibility, hospital affiliations, accepting new patients, office hours, Board Certifications, plus many more
- Ability to select and compare providers
- Google Maps
- Downloadable/printable personalized provider directory
- Search by Benefit Plan

Highlights Inside This Issue

New Online Search Engine	1
Claims Submission Time Frame Change / PAD (Provider Administered Drug) Claims / Non-Credentialed Providers / Coordination of Benefits (COB) Definition & Requirements	2
Physician Uncompensated Care Relief Payment Program Rules	3
Pharmacy and Therapeutics Committee News / Blood Lead Screening	4 - 6
STAT MED Concussion Program / Post Hospital Discharge Specialty Care Visits	7
Cultural Competency Training / Non-Emergency Transportation Minor Consent Form	8
New Facility Site Review & Medical Record Review Survey Tools and Guidelines / Optometry and Ophthalmology Providers / Member Complaints and Grievances	9
Member Rights and Responsibilities Annual Notice	10 - 11
Welcome Community Provider Network (CPN) Providers	12 - 14
The Bulletin Board	15
Contra Costa Health Plan Contact Information	16

**** Claims Submission Time Frame Change ****

Effective **September 1, 2019**, Contra Costa Health Plan (CCHP) is changing the claim submission timeframe from three-hundred and sixty-five (365) days to one-hundred and eighty (180) days after the date of service for both contracted and non-contracted providers. Claims received after the one-hundred and eighty (180) days will be denied for non-timely filing. The three-hundred and sixty-five (365) days to appeal, remains the same.

PAD (Provider Administered Drug) Claims

The collection of drug information is a mandate of the Affordable Care Act (ACA) that requires states to collect specific drug information. This mandate requires CCHP claims submissions for physicians administered drugs given in an outpatient setting (i.e. provider's office or ambulatory care) to be submitted with the product's 11 digit National Drug Code (NDC) number, metric quantity, and unit of measure. The Department of Health Care Services (DHCS) is requiring all Medi-Cal Managed Care Plans submit this information in the Encounter Data. **Effective immediately**, providers must submit along with the HCPC codes the NDC to prevent claim denials. If the number is not included, in the valid format, the claims will be denied.

Non-Credentialed Providers

Contra Costa Health Plan (CCHP) often receives claims from providers who are not credentialed with CCHP but are part of a group with whom we have a contract. **CCHP is only able to pay our non-contracted rates to these non-credentialed providers.** If you have new providers in your group, please remember to contact our Credentialing Department at CCHPCredentialing@cchealth.org as soon as possible so we can initiate the credentialing process. Once credentialed, these providers can receive the rates contracted with the group they are affiliated with.

For questions or concerns, please call CCHP Provider relations at (925) 313-9500 or email Providerrelations@cchealth.org

Coordination of Benefits (COB) Definition & Requirements

Coordination of Benefits (COB) is a method for determining the order in which benefits are paid and the amounts which are payable when a Member is covered under more than one health benefit plan. It is intended to prevent duplication of benefits when an individual is covered by multiple health benefit plans providing benefits or services for medical or other care and treatment. Providers are responsible for identifying the primary payor and for billing the appropriate party. If a Member's CCHP plan is not the primary payor, then the claim should be submitted to the primary payor. If a Member's CCHP plan is the secondary payor, then the primary payor payment must be specified on the claim, and an Explanation of Payment (EOP) needs to be submitted as an attachment to the claim.

Physician Uncompensated Care Relief Payment Program Rules

Contra Costa County is pleased to advise you that the FY 2019-2020 Physician Uncompensated Care Relief Payment Program rules covering services provided from July 1, 2019 through June 30, 2020 are now available. Copies of the rules may be accessed via the Contra Costa Health Services website at <https://cchealth.org/provider-rules/>.

Please note, as required by AB 1833 passed by the state legislature on September 9, 2002, Contra Costa County has adopted the Medicare Provider Fee Schedule as its uniform program standard fee schedule. You are required to bill at the Medicare Provider Fee Schedule "Limiting Charge" rates rather than your usual and customary rates.

A printed copy of the rules has been mailed to all physicians that have filed a claim during the past two years. Printed copies are also available upon request.

Please review the rules carefully before submitting claims to prevent delays in processing or a potential denial of your claim. If you have any questions related to the rules, contact Ms. Christine Ang at (925) 957-5457 or by e-mail at Christine.Ang@cchealth.org

OVERVIEW

On July 1, 1988, the Contra Costa County Board of Supervisors established its SB-12 Emergency Medical Services Fund, pursuant to Chapter 1240, 1987 Statutes, to make relief payments to physicians for certain uncompensated emergency services. On January 1, 1989, the Board implemented the provisions of SB-612, which revised the percentage distribution of the SB-12 Emergency Medical Services Fund and increased the Traffic Court assessment fee from \$1 to \$2 on each \$10 of fines, penalties, and forfeitures for certain criminal offenses under SB-12. On January 16, 2007, the Board approved the additional penalty of \$2 for every \$10 upon various fines, penalties and forfeitures collected by courts for criminal offenses to be deposited into the EMS funds. 15% of this fund must be used to provide funding for all pediatric trauma centers throughout the County.

Authority for establishing this Emergency Medical Services Fund is found in Health and Safety Code Part I, Division 2.5, Section 1797.98. Pursuant to Welfare and Institution Code Section 16952, the County has established a Physician Services Account within this Fund.

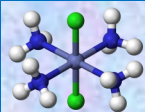
The Board of Supervisors has designated its Contra Costa Health Services (CCHS) Department to administer the Physician Uncompensated Care Relief Payment Program under the following uniform claim and payment procedures. Claims for relief payments on uncompensated emergency services will be paid from SB-12 funds on a monthly basis until they are exhausted. Claimants can only be paid up to the statutory maximum of fifty (50) percent of the Medicare Provider Fee Schedule. If the amount of the approved claims in any given month exceeds the available SB-12 funds, then the available funds will be prorated equitably among all claimants based on the proportion of approved claims to all approved claims for that service month.

RELIEF PAYMENT LIMITATIONS

- Emergency services provided by a physician in a general acute care hospital which provides basics or comprehensive emergency services for emergency medical conditions as defined in Welfare and Institution Code, Section 16953 (under SB-12).

Relief payments for uncompensated emergency services are limited to emergency medical conditions as defined in Health and Safety Code Section 1317.1. Under SB-946, payment shall be made only for emergency services provided on the calendar day on which emergency medical services are first provided and on the following two calendar days; however payment may not be made for services provided beyond a 48-hour period of continuous emergency services to the patient. Services rendered after a patient is stabilized are not covered.

Physician services provided by a physician employed by a county hospital are not eligible for relief payments. Physician services in a primary care clinic, which receives Tobacco Tax appropriations, are not eligible for payment.



Pharmacy and Therapeutics Committee News



**The CCHP P&T committee met on 6/6/2019. Updates from the meeting are outlined below:
 Changes to the PDL will be effective by mid-July 2019**

Updates/Announcements:

a. Changes to Requirements for Prescribing Hepatitis C Medication:

- In the past, access to direct-acting antiviral (DAA) therapy for the treatment of Hepatitis C has been limited to providers with specialized training in the treatment of Hepatitis C (such as gastroenterology, infectious disease, hepatology, etc.). In an effort to expand the availability of Hepatitis C treatment to all county residents, CCHP will now be allowing all providers to prescribe Hepatitis C drugs through the CCHP prior authorization process (there will no longer be a restriction on provider sub-specialty for prescribing Hepatitis C therapy).
- Criteria for prescribing Hepatitis C therapy will still require genotype testing, proper patient screening, and clinical confirmation that the patient has at least a 12 month life expectancy (per APL 18-013). **Preferred agents will be Mavyret, Epclusa, and Zepatier.** Please contact the CCHP pharmacy unit with any questions

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:	Humira CF (adalimumab citrate-free) Veltassa (patiomer) Lokelma (sodium zirconium cyclosilicate)
Modified PA criteria:	Elidel (pimecrolimus)
Added to the CCHP formulary for Commercial and Medi-Cal lines of business:	Benicar (olmesartan) Benicar HCT (olmesartan/HCTZ) Vitamin B-2 (riboflavin)
Added to the CCHP formulary for Commercial line of business only (remains a Medi-Cal carve-out drug):	Abilify (aripiprazole) Subutex (buprenorphine) Suboxone (buprenorphine/naloxone) Videx EC (didanosine) Intelence (etravirine) Edurant (rilpivirine) Tivicay (dolutegravir) Isentress (raltegravir) Biktarvy (bictegravir/emtricitabine/tenofovir) Dovato (dolutegravir/lamivudine) Juluca (dolutegravir/rilpivirine) Delstrigo (doravirine/lamivudine/tenofovir) Symfi/Symfi Lo (efavirenz/lamivudine/tenofovir) Genvoya (elvitegravir/cobicistat/emtricitavine/tenofovir) Odefsey (emtricitabine/rilpivirine/tenofovir)

- **Creation of new criteria for Humira CF (adalimumab citrate free) injection:**
 - Criteria for Humira CF (40mg/0.4mL) will require a trial and failure of Humira 40mg/0.8mL (non-citrate free) injection, documentation from the provider stating that the member is having severe injection site pain that is interfering with the member's compliance, and if the indication is appropriate, the member must have tried and failed Enbrel.



Pharmacy and Therapeutics Committee News



- **Creation of new criteria for Veltassa (patiromer) and Lokelma (sodium zirconium cyclosilicate):**
 - Criteria for Veltassa and Lokelma will require a diagnosis of hyperkalemia, documentation from the provider stating that the member is following a low potassium diet, documentation showing that all medications known to cause hyperkalemia have been discontinued, and documentation of a trial and failure, intolerance, or contraindication to sodium polystyrene sulfonate in the previous 6 months or rationale why it cannot be used. Requests for continuation of therapy will be contingent upon demonstration that the member is clinically benefitting from therapy (as evidenced by potassium level returning to normal or a significant decrease from baseline).
- **Modification of criteria for Elidel (pimecrolimus):**
 - Criteria for Elidel will now require a trial and failure, intolerance or relative contraindication to preferred formulary agent Protopic (tacrolimus).
- **Addition of Benicar (olmesartan) and Benicar HCT (olmesartan/HCTZ) to the formulary:**
 - All strengths have been added to the formulary as tier 1 preferred agents for all CCHP members.
- **Addition of Vitamin B-2 (riboflavin) to the formulary:**
 - Riboflavin 100mg and 400mg tablets have been added to the formulary as tier 1 preferred agents for all CCHP members.
- **All of the following drugs have been added to the CCHP formulary for Commercial plan members and remain a carve-out for Medi-Cal members:**
 - Abilify (aripiprazole): 2mg, 5mg, 10mg, 15mg, 20mg, and 30mg tablets
 - Subutex (buprenorphine): 2mg and 8mg SL tablets
 - Suboxone (buprenorphine/naloxone): 2/0.5mg and 8/2mg SL tablets and films
 - Videx EC (didanosine): 125mg, 200mg, 250mg, and 400mg capsules
 - Intelence (etravirine): 100mg tablets
 - Edurant (rilpivirine): 25mg tablets
 - Tivicay (dolutegravir): 10mg, 25mg, and 50mg tablets
 - Isentress (raltegravir): 25mg, 100mg, and 600mg tablets
 - Biktarvy (bictegravir/emtricitabine/tenofovir): 50/200/25mg tablets
 - Dovato (dolutegravir/lamivudine): 50/300mg tablets
 - Juluca (dolutegravir/rilpivirine): 50/25mg tablets
 - Delstrigo (doravirine/lamivudine/tenofovir): 100/300/300mg tablets
 - Symfi (efavirenz/lamivudine/tenofovir): 600/300/300mg tablets
 - Symfi Lo (efavirenz/lamivudine/tenofovir): 400/300/300mg tablets
 - Genvoya (elvitegravir/cobicistat/emtricitavine/tenofovir): 150/150/200/10mg tablets
 - Odefsey (emtricitabine/rilpivirine/tenofovir): 200/25/25mg tablets



Pharmacy and Therapeutics Committee News



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:
 - ◆ Go to www.epocrates.com and click on “My Account” in the top right.
 - ◆ Sign in with your Epocrates username and password, if needed.
 - ◆ Click on "Edit Formularies."
 - ◆ Follow the on screen instructions to select and download formularies or to remove formularies (plan name in Epocrates is Contra Costa Health Plan).
 - ◆ 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 or at (800)230-2150.

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:

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

Questions and comments may be directed to CCHP Pharmacy by emailing cchp_pharmacy_director@hsd.cccounty.us

Blood Lead Screening

Blood Lead Screening is one of the screenings required for the Bright Futures schedule. The screening should be done at 6, 9, 12, 18, and 24 months and at ages 3, 4, 5, and 6. This is a Medi-Cal requirement because of the elevated risk in that population. Regional Medical Center (RMC) is performing a little below the 50th percentile, and Community Provider Network (CPN) is performing below the 25th percentile.

Blood Lead Screening is one of the services that will be incentivized in a new Value Based Payment initiative announced by California Department of Health Care Services (DHCS). We will provide details of the initiative when DHCS finalizes them.

STAT MED Concussion Program

Contra Costa Health Plan (CCHP) is moving forward with STAT MED Urgent Care Integrated Concussion Program after a successful one-year pilot. This program, effective July 1, 2019, ensures that CCHP members who have sustained a head injury receive appropriate evaluation and follow-up care. If your CCHP patient has an injury which may be a concussion, please refer the member to **call our Advice Nurse (AN) at 1-877-661-6230 option 1**. If the Advice Nurse determines that the member meets STAT MED's protocol, the AN will recommend the member go to STAT MED for an evaluation.

At STAT MED, possible concussion patients will receive a physical and a BrainScope EEG. If the BrainScope test indicates a concern for an internal brain bleed/structural damage, the patient will be sent to NorCal Imaging for a CT scan. If positive, member will be transferred to an emergency room. If negative, member will refer to instructions given by STAT MED. Any adult over age 65 who is diagnosed with a possible concussion will be transferred to an emergency room. Other patients diagnosed with a possible concussion will be referred to STAT MED's BrainWaves Concussion Care Program for follow-up. STAT MED may also refer members for other Imaging, Neurology, Physical Therapy, Mental Health etc., and will schedule follow-up visits as required based on the severity of the injury and the patient's recovery.

The STAT MED provider will also determine the need for and extent of return-to-school/return-to-play/return-to-work restrictions. STAT MED will send clinical notes and documentation of visits and external referrals back to the assigned PCP as they occur.

If you have questions regarding the Concussion Program, please call Provider Relations at (925) 313-9500, or email to ProviderRelations@cchealth.org.

Post Hospital Discharge Specialty Care Visits

To make the transition home smoother for members who are discharged from the hospital, and facilitate scheduling specialty visits in a timely manner, CCHP has made some changes to our process:

- Post-Surgery Prior Authorizations will now be considered **urgent** and will fall within the 3-day time frame versus the current 14-day for routine care.
- CCHP's Utilization Management (UM) and Case Management (CM) Managers will meet weekly to track and make sure these requests are treated as urgent and to link the Case Managers to this process early so that they can help navigate the specialty appointments.
- Our Case Managers under the Transition of Care Team will be linked to the UM Nurse during the discharge process to allow the team to work together with the discharge planners or hospital Case Managers.

If you have questions or concerns about these changes, please contact Provider Relations at providerrelations@cchewalth.org or by phone 925-313-9500.

Cultural Competency Training

Effective July 1, 2017, due to new regulations under Final Rule, 42CFR 431.10, H/1/vii, the California State Department of Health Care Services (DHCS) now requires all health plans to list in their on-line and hard copy directories if a contracted provider has completed Cultural Competency training.

To meet this requirement, CCHP is offering a brief (no more than 30 minutes) training, free and easily accessible on our website. We have included an attestation at the end of the training to verify the training has been completed.

When you complete the training, please click on the **Attest** button, and then **Submit**. This sends the attestation directly to Provider Relations Credentialing Unit. Credentialing staff will review the attestation and update your listing in our database to reflect you have completed the training.

If you have already taken a similar training for another Health Plan, please send us the documentation, along with the name of the training and the other Health Plan's name, and we will accept it as completion of the training.

Steps to go to the training window:

www.cchealth.org - Health plan - For Providers -Training Resources – Under Cultural Competency Training for Healthcare Providers – Click here to access the training (Power point presentation).

Link:

<http://cchealth.org/healthplan/pdf/provider/Cultural-Competency-Training.pdf>

You can check our Online Search Engine (OSE) to check if you have taken the Cultural Competency Training. Here is the link to search your name in the OSE: <https://cchealth.org/healthplan/provider-directory.php>. Click onto the Begin Your Search Here (Red Bar). Click onto the More Search Options icon. Type your name into the Provider First Name and click Find a Provider icon.

Non-Emergency Transportation Minor Consent form

The Department of Health Care Services (DHCS) requires a parent or guardian to give consent for a minor child (17 and under) to travel on Non-Emergency Medical Transportation (NEMT) unaccompanied. The purpose of the consent form for NEMT is for a Parent/Guardian to consent that the minor will be unaccompanied and Contra Costa Health Plan (CCHP) is not liable for any issues/problems that may occur. Non-emergency Transportation companies are not allowed to transport unaccompanied minors without this form completed.

Please have the Parent/Guardian complete the form and attach to the Prior Authorization request for Non-Emergency Transportation. When submitting a Prior Authorization for Non-Emergency Transportation for a minor child that may be unaccompanied, the signed consent form must be included with the request. The form can be found on our website -at

<https://cchealth.org/healthplan/pdf/provider/Appendix-M-Transportation-Minor-Form.pdf>.

New Facility Site Review & Medical Record Review Survey Tools and Guidelines

The Department of Healthcare Services (DHCS) has finalized the updates to the Facility Site Review (FSR) & Medical Record Review (MRR) Survey Tools and Guidelines effective August 1, 2019. The FSR and MRR tools comply with applicable local, state, and federal standards, as well as contractual requirements, including provision of preventative services in accordance with the American Academy of Pediatrics (AAP) Bright Futures, the United States Preventive Services Task Force (USPSTF) Grade A and B recommendations, and the American College of Obstetricians and Gynecologists (ACOG)/Comprehensive Perinatal Services Program (CPSP).

By August 1, 2019, Contra Costa Health Plan (CCHP) will begin using the updated Tools and Guidelines on FSRs and training providers to understand the new requirements of the updated Tools and Guidelines. By October 1, 2019, CCHP will establish Corrective Action Plans based on the new criteria. CCHP will have the new FSR Tools available on our website at:

<https://cchealth.org/healthplan/provider-fsr-tool.php>

For questions, please contact the Provider Relations Community Liaison nurses at 925-313-9527.

Optometry and Ophthalmology Providers

Contra Costa Health Plan (CCHP) recently updated our No Prior Authorization list to remove any Prior Authorization needed to access Optometry or Ophthalmology services by members of the Regional Medical Center (RMC) and Community Provider Network (CPN). Members from both networks can self-refer to a contracted optometrist or ophthalmologist for services.

To prevent any claims issues, always check **eligibility** prior to providing services. Eligibility can be verified on-line through the Provider Web Portal or by calling 1-877-800-7423 option 1.

Member Complaints and Grievances

As a reminder, if a member is dissatisfied with the service delivered by the provider, providers should offer the member the CCHP grievance form to complete and return it immediately to CCHP's Member Services Department or go online to fill out the grievance form <https://cchealth.org/healthplan/cchp/>. Or you may advise the member to call Member Services at 1-877-661-6230 (option 2) to help resolve the member's issue. The member may also go to the CCHP office to talk to Member Services staff in person.

Complaints regarding providers of CCHP (Doctors, Nurses, Health Centers, etc.) should be sent to CCHP for resolution.

It is the member's right to talk to someone who speaks his or her own language. Members have the right to see the files pertaining to their concern such as, medical records, plan policies, and any information maintained by CCHP. It is also the member's right to designate a friend, family member, or a lawyer to help them. The member's Evidence of Coverage (EOC) is also available to members to read more about the complaints and grievances process. Refer members to Member Services if they would like a copy of the CCHP Grievance Policy.

Member Rights and Responsibilities Annual Notice

The following section details information provided to members regarding their rights as members of CCHP. Providers are encouraged to assist members with their grievances and no punitive action will be taken against a provider who supports a member through the appeals process. Also, providers may not take any negative action against a member who files a complaint or grievance against the provider. You may also refer to Appendix J and our website at www.cchealth.org/healthplan.

Member *rights* and responsibilities include, but are not limited to, the following:

- The right to receive care with respect regardless of race, religion, education, sex, cultural background, physical or mental handicaps, or financial status.
- The right to receive appropriate accessible culturally sensitive medical services.
- The right to choose a Primary Care Physician in CCHP's network, who has the responsibility to provide, coordinate and supervise care.
- The right to be seen for appointments within a reasonable period of time.
- The right to participate with practitioners in making in health care decisions including the right to refuse treatment, to the extent permitted by law.
- The right to receive courteous response to all questions from Contra Costa Health Plan and its Health Partners.
- The right to voice complaints or appeals about Contra Costa Health Plan or the care it provides orally or in writing; and to disenroll.
- The right to health plan information which includes, but is not limited to; benefits and exclusions, after hours and emergency care, referrals to specialty providers and services, procedures regarding choosing and changing providers; and types of changes in services.
- Medi-Cal recipients have the right to seek family planning services from a Medi-Cal provider outside the network without a referral or authorization if the member elects to do so.
- The right to formulate advanced directives.
- The right to confidentiality concerning medical care.
- The right to be advised as to the reason for the presence of any individual while care is being provided.
- The right to access personal medical record.
- The right to have access to emergency services outside of the Plan's provider network.
- Medi-Cal recipients have the right to request a fair hearing.
- The right to interpreter services.
- The right to access Federally Qualified Health Centers and Indian Health Services Facilities.
- The right to access minor consent services.
- The right to receive written Member informing materials in alternative formats, including Braille, large size print and audio format upon request.

Member Rights and Responsibilities Annual Notice

- The right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- The right to receive information on available treatment options and alternatives, presented in a manner appropriate to the Member's condition and ability to understand.
- The right to freely exercise these rights without adversely affecting how the Member is treated by the health plan, providers or the state.
- The right to candid discussion of appropriate or medically necessary treatment options, regardless of cost or benefit coverage
- A right to be treated with respect and recognition of their dignity and their right to privacy.
- The right to make recommendations regarding the Contra Costa Health Plan's Member's Rights and Responsibility policy.
- The right to receive information about the organization, its services, its practitioners and providers and member rights and responsibilities.

Member *responsibilities* include, but are not limited to:

- The responsibility to provide complete and accurate information about past and present medical illnesses including medications and other related matters.
- The responsibility to follow the treatment plan and instructions agreed upon with your health care providers.
- The responsibility to ask questions regarding condition and treatment plans until clearly understood.
- The responsibility to keep scheduled appointments or to call at least 24 hours in advance to cancel.
- The responsibility to call in advance for prescription refills.
- The responsibility to be courteous and cooperative to people who provide health care services.
- The responsibility to actively participate in their health and the health of the member's family. This means taking care of problems before they become serious, following provider's instructions, taking all medications as prescribed, and participating in health programs that keep one well.
- The responsibility to understand their health problems and participate in developing mutually agreed-upon treatment goals, to the best degree possible.
- The responsibility to supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
- The responsibility to understand their health problems and participate in developing mutually agreed upon treatment goals, to the degree possible.

Welcome Community Provider Network (CPN) Providers

Primary Care Providers

Andrew Tang, NP	Family Medicine	Axis Community Health, Pleasanton
James Kravetz, DO	Family Medicine	Brighter Beginnings Family Health Clinic, Richmond
Kathleen Sianghio, NP	Family Medicine	La Clinica de la Raza, Concord
Audrey Schaps, NP	Family Medicine	LifeLong Medical Care, San Pablo
Andry Koziol, NP	Internal Medicine	BASS - Walnut Creek Urgent Medical Care, Walnut Creek / BASS - Tri-Valley Medical Center, San Ramon
Arthur Bakal, MD	Internal Medicine	LifeLong Medical Care, Oakland
Stephen Merjavay, MD	Internal Medicine/HIV/AIDS	East Bay AIDS Center Medical Group, Oakland

Specialty Care Providers

Andrew Lee, L.AC.	Acupuncture	Lee's Acupuncture, El Sobrante
Kenneth Morris, LAC	Acupuncture	Lifelong Medical Care, Berkeley
Imran Junaid, MD	Allergy & Immunology	Allergy Specialist Medical Group, Concord and Walnut Creek
Derek Ko, DC	Chiropractic Medicine	Lifelong Medical Care, Oakland and Berkeley
Gloria Andrade-Cruz, DC	Chiropractic Medicine	LifeLong Medicine Care, San Pablo
Lauren Strelitz, MD	Dietician	Fit and Healthy Nutrition, Pleasanton and Walnut Creek
Cindy Klinger, RD	Dietician	Cambiati Wellness, Lafayette
Diana Urcuyo, RD	Dietician	Fit and Healthy Nutrition, Pleasant Hill
Kathryne Chirco, NP	Gynecologic Oncology	BASS - East Bay Gynecological Oncology, Walnut Creek
Jordan Reyes, HAD	Hearing and Dispensing	Connect Hearing, Inc., Livermore
Michelle Fleming, HAD	Hearing and Dispensing	John Muir Physician Network, Brentwood
Carla Digiulio, CRNA	Mid-Level Anesthesiology	Insite Digestive Health Care, San Pablo
Patricia Wilson, CRNA	Mid-Level Anesthesiology	Insite Digestive Health Care, San Pablo
Rajlakshmi Menon, CRNA	Mid-Level Anesthesiology	Insite Digestive Health Care, San Pablo
Veronica Lang, NP	Mid-Level Family Planning	Planned Parenthood, Richmond
Brittnee Booker, NP	Mid-Level Family Planning	Planned Parenthood, Walnut Creek
Leticia Gonzalez, NP	Mid-Level Family Planning	Planned Parenthood, Walnut Creek
Mathew Reynolds, NP	Mid-Level Infectious Disease/ Mid-Level HIV/AIDS	East Bay AIDS Center Medical Group, Oakland
Courtney Katz, PA	Mid-Level Orthopaedic Surgery Assistant	Muir Orthopaedic Specialists, Walnut Creek
Bernardetta Witek, NP	Mid-Level Urology	Pacific Urology, Concord and Walnut Creek
Sara Coleman, NP	Mid-Level Vascular Surgery Assistant	Bay Area Surgical Specialist, Walnut Creek
Bethany Golden, CNM	Midwife	Lifelong Medical Care, Berkeley
Darcy Stanley, CNM	Midwife	Lifelong Medical Care, San Pablo
Madeline Spahr, CNM	Midwife	Planned Parenthood, Walnut Creek
Elizabeth Witten, CNM	Midwife	Planned Parenthood, Antioch
Jessamyn Meyerhoff, LM	Midwife	Planned Parenthood, Antioch
Madeline Spahr, CNM	Midwife	Planned Parenthood, Walnut Creek
Man Kong Leung, MD	Neurology, Sleep Medicine	Man Kong Leung MD Inc., Pleasanton
Matthew Piazza, MD	Neurosurgery	BASS - East Bay Brain and Spine Medical Group, Walnut Creek
Nicole Araneta, MD	OB/GYN	John Muir Physicians Network, Walnut Creek
Manita Nat, MD	OB/GYN	Yaron Friedman, MD, Inc., Walnut Creek and Brentwood
Amir Jamali, MD	Orthopedic Surgery and Sports Medicine	Joint Preservation Institute, A Professional Corporation, Walnut Creek and Sacramento
Benjamin Loos, MD	Otolaryngology	BASS - Contra Costa ENT, Walnut Creek and Concord
Randall Wenokur, MD	Otolaryngology	BASS - Contra Costa ENT, Walnut Creek and Concord
Joshua Au, MD	Otolaryngology	BASS - Contra Costa ENT, Walnut Creek, Brentwood, Concord and Pleasanton

Welcome Community Provider Network (CPN) Providers

Specialty Care Providers

Erin Simms-Edwards, MD	Otolaryngology	BASS - East Bay Head & Neck, Berkeley and Lafayette
Mario Malvehy, MD	Phlebology / Urgent Care	East Bay Vein Specialists, Pleasanton
Ann Ferrari Ramirez, OT	Physical Therapy	John Muir Physician Network, Brentwood
Anthony DeRenzi-Hilt, PT	Physical Therapy	John Muir Physician Network, Brentwood
Bryan Hourigan, DPT	Physical Therapy	John Muir Physician Network, Brentwood
Carla Rinella, OT	Physical Therapy	John Muir Physician Network, Brentwood
Jillian French, DPT	Physical Therapy	John Muir Physician Network, Brentwood
Katie Burch, DPT	Physical Therapy	John Muir Physician Network, Brentwood
Leslie Lourenzo, PT	Physical Therapy	John Muir Physician Network, Brentwood
Matthew Wollaston, PT	Physical Therapy	John Muir Physician Network, Brentwood
Michelle Araya, PTA	Physical Therapy	John Muir Physician Network, Brentwood
Olivia AVECILLA, PT	Physical Therapy	John Muir Physician Network, Brentwood
Patricia To, OT	Physical Therapy	John Muir Physician Network, Brentwood
Ria Sugijanto, DPT	Physical Therapy	John Muir Physician Network, Brentwood
Sara Henning, DPT	Physical Therapy	John Muir Physician Network, Brentwood
Stacia Schroeder, DPT	Physical Therapy	John Muir Physician Network, Brentwood
Toni Allendorph, PT	Physical Therapy	John Muir Physician Network, Brentwood
Richard Florente, PTA	Physical Therapy Assistant	Integrated Pain Management, Walnut Creek
James Fagan, DPM	Podiatry	Axis Community Health, Pleasanton
Michelle Tsou, DPM	Podiatry/Surgery - Foot & Ankle	Sun Healthcare and Surgery Group, Inc., Antioch and Martinez
Michele Epstein, MD	Psychiatry	Comprehensive Psychiatric Services, Walnut Creek
Carolyn Parma, MD	General Surgery - Oncology	Epic Care, Walnut Creek
Ramon Garcia, MD	Urgent Care	John Muir Physicians Network, Walnut Creek, Concord, Brentwood, San Ramon, Orinda, Pleasanton and Berkeley
Donald Maisel, MD	Urgent Care	John Muir Physicians Network, Walnut Creek, Concord, Brentwood, San Ramon, Orinda, Pleasanton and Berkeley
Pramita Kuruvilla, MD	Urgent Care	John Muir Physicians Network, Walnut Creek, Concord, Brentwood, San Ramon, Orinda, Pleasanton and Berkeley
Ramon Garcia, MD	Urgent Care	John Muir Physicians Network, Walnut Creek, Concord, Brentwood, San Ramon, Orinda, Pleasanton and Berkeley
Jennifer Grayzar, MD	Urgent Care	STAT MED Urgent Care, Lafayette, Livermore, Dublin and Concord
Tehmina Kanwal, MD	Urgent Care	STAT MED Urgent Care, Lafayette, Livermore, Dublin and Concord
Mindy Marquez, MD	Urology	Bay Area Surgical Specialists, Walnut Creek

Behavior Analysis

Diana Gallo, BA	A Behavioral Health Cooperative
Angela Huang, BCBA	Animate Behavior, LLC, Emeryville
Rudy Hernandez, BCBA	Animate Behavior, LLC, Emeryville
Monica Yeo, BCBA	Autism Intervention Professionals, Dublin
Zohaib Rana, BCBA	Autism Intervention Professionals, LLC, Dublin
Francejune Pascua, BCBA	Bay Area Behavior Consultants, Richmond
Jennifer Farias, RBT	Bay Area Behavior Consultants, Richmond
Mayra La Torre, BA, RBT	Bay Area Behavior Consultants, Richmond
Sonia Zepeda Gonzalez, BA, RBT	Bay Area Behavior Consultants, Richmond
Brenda Singh, BCBA	Behavioral Health Works, Hayward
Daniel Barrs, BCBA	Behavioral Health Works, Hayward
Ione Smith, BCBA	Behavioral Health Works, Hayward
Jason Reilly, BCBA	Behavioral Health Works, Hayward
Vi Dinh, BCBA	Behavioral Health Works, Hayward

Welcome Community Provider Network (CPN) Providers

Behavior Analysis

Corin Wesner, BCBA	Behavioral Health Works, Inc., Hayward
Zoey Orgel, BCBA	Behavioral Health Works, Inc., Hayward
Gicele Corpuz, MS	Behavioral Treatment & Analysis, Walnut Creek
Rahel Fekadu, MS	Behavioral Treatment & Analysis, Walnut Creek
Lacy Ryburn, PsyD	Best Steps Clinical Testing, Santa Clara and Vallejo
Nicholas Wong, CBA	Center for Autism & Related Disorders, Antioch
Jessica Rojo-Cuckovich, BCBA	Center for Autism & Related Disorders, LLC, Pleasanton
Mersayde Villarreal, BCBA	Center for Autism & Related Disorders, LLC, Pleasanton
Brittany Keeler, BCBA	Center for Autism and Related Disorders, LLC, Antioch
Ann Derentz, BCBA	Center for Autism and Related Disorders, LLC, Pleasanton
Brittany Gordon, BCBA	Center for Autism and Related Disorders, LLC, Richmond
Pang Moua, BCBA	Center for Autism and Related Disorders, LLC, Richmond
Marie Patterson, BCBA	Center for Social Dynamics, Martinez and Alameda
Adriel Wong, BCBA	Center for Social Dynamics, Vallejo and Martinez
Annabel Kaplan, BCBA	Center for Social Dynamics, Vallejo and Martinez
Christina Cobos, BCBA	Center for Social Dynamics, Vallejo and Martinez
Forrest Howard, BCBA	Center for Social Dynamics, Vallejo and Martinez
Hetal Naik, BCBA	Center for Social Dynamics, Vallejo and Martinez
Lena Nicodemus, MFT	Center for Social Dynamics, Vallejo and Martinez
Michelle Colver, BCBA	Center for Social Dynamics, Vallejo and Martinez
Jenny Lee, MFT	Dream Builders, Danville
Kari Pallick, RBT	Gateway Learning Group, Concord
Kelli Perry, BCBA-D	Gateway Learning Group, Concord
Kristy Kilfoyl, RBT	Gateway Learning Group, Concord
Tamatha Gebhardt, RBT	Gateway Learning Group, Concord
Christine Johnson, BCBA	Juvo Autism & Behavioral Health Services, Concord
John Hines, BCBA	Juvo Autism & Behavioral Health Services, Concord
Courtney Viscomi, BCBA	Kind Psychological and Behavioral Services, Inc., Walnut Creek
Katie Allen, BCBA	Therapeutic Pathways, Inc., Dublin
Rutvi Patel, BCBA	Therapeutic Pathways, Inc., Dublin
Amanda Meininger, BCBA	Therapeutic Pathways, Inc., Tracy

Facilities

Bioventus, LLC	DME & Speech Generating Devices	Cordova, TN
Tobii Assistive Technology	DME & Speech Generating Devices	Pittsburg, PA
Kindred Hospice - Fairfield	Hospice	Fairfield
Sojourn Hospice and Palliative Care – East Bay, LLC	Hospice and Palliative Care	Concord
Caris PMI Inc.	Laboratory	Phoenix, AZ

Mental Health

Brittanie Mills, MFT	Alhambra Valley Counseling, Martinez
Elizabeth Hawley, MFT	Alhambra Valley Counseling, Martinez
Genevieve Green, MFT	Alhambra Valley Counseling, Martinez
Alvin Gregorio, LCSW	Axis Community Health, Pleasanton
Crystal Blanton, LCSW	Crystal Blanton, LCSW, Pleasant Hill
Marcos Apolonio, LCSW	Endurance - A Sports & Psychology Center, Berkeley and Pinole
Shoshana Rosenberg, LCSW	Lifelong Medical Care, Berkeley
Mery Shuer, LCSW	Mery Shuer, LCSW, Pleasant Hill
Dennis Forfa, MFT	Touchstone Counseling, Pleasant Hill
Jenny Lee, MFT	Tree Dreams, Danville

THE BULLETIN BOARD

Reminder!

**Attention: Primary
Care Providers
Community Provider Network Meetings**

West County October 15, 2019

T I M E: 7:30 AM - 9:00 AM

West County Health Center
13601 San Pablo Avenue, Conference Room A
San Pablo, CA 94806

Central County October 22, 2019

T I M E: 7:30 AM - 9:00 AM

Muir Parkway Office Center
1340 Arnold Drive, Conference Room 112
Martinez, CA 94553

East County October 22, 2019

T I M E: 12:30 PM - 2:00 PM

Pittsburg Health Center
2311 Loveridge Road, Class Room B - 1st Floor
Pittsburg, CA 94565



This free web-based tool allows you to view your patients' records from any computer, at any time. To access the portal, complete the Portal Access Agreement. For a copy of the agreement go to our website at www.cchealth.org

1. Click on Health Plan
2. Select for Providers
3. Select Forms & Resources
4. Click on the ccLink Logo
5. Click on the pdf file ccLink Provider Portal Access Agreement and Attachment A

Visit our website for resources:

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

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 Option 1.



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.

HOLIDAYS OBSERVED BY CCHP

September 2, 2019

Labor Day





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

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

E-mail: ProviderRelations@hsd.cccounty.us

Website: 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@hsd.cccounty.us
Stephanie Fullerton, BS, MHA	Screening and Enrollment	(925) 313-9512	Stephanie.Fullerton@hsd.cccounty.us
Ronda Arends	Credentialing Supervisor	(925) 313-9522	Ronda.Arends@hsd.cccounty.us
Patricia Cline	Contracts Supervisor	(925) 313-9532	Patricia.Cline@hsd.cccounty.us
Alejandro Fuentes, RN, BSN	Community Liaisons	(925) 313-9527	Provider.Relations@hsd.cccounty.us
Christine Gordon, RN, BSN, PHN			
Minawar Tuman, RN, MSN, PHN			

**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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