



A Message from our Executive Leadership Team

CCHP's Executive Leadership team is extremely happy to introduce our new Chief Medical Officer, Dr. Irene Lo. Dr. Lo is a resident of Contra Costa County and has strong ties to the community. She is a seasoned medical leader and has long standing relationship in the Bay Area, as a provider both in Contra Costa Regional Medical Center (CCRMC) and the Community Provider Network (CPN). Dr. Lo is well versed in Utilization Management, clinical operations, working with low income populations and the Safety Net.

Following are some of her major accomplishments over her career:

- Has had the opportunity to practice as both a CPN and RMC provider in the CCHP network
 - CPN since 2014
 - CCRMC from 2014-2020
- Board Certified General Surgeon
- Medical school – Columbia University College of Physicians and Surgeons
- Residency in General Surgery at New York Medical College/Westchester Medical Center
- Previous leadership/Health Plan Experience
 - Medical Consultant at CCHP
 - Medical Director at Community Health Center Network (CHCN)
 - Medical Director of Quality, Medical Director of Surgery at Epic Care

Dr. Lo will be at the forefront in leading our clinical operations to include : Advice Nurses, Appeals & Grievances, Behavior Health, Case Management, Pharmacy, Clinical Quality Auditing, Utilization Management.

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A Message from our Executive Leadership Team *(continued)*

As the CMO and Quality Chairperson, she is the clinical leader for the huge transformation under California Advancing & Innovating Medi-Cal (CalAIM) to improve the outcomes of our Medi-Cal members addressing the health and social needs. Under her leadership Population Health Management, the cornerstone of CalAIM, will transform our system and always keeping Health Equity at the center.

Dr. Lo is excited to be a leader in our County and health plan with over 300,000 members and as the Single Plan Model for the Medi-Cal members. Equally important is her clinical leadership with our County employees who select CCHP as their health plan. With this new clinical leader she will help take CCHP to a high performing plan to better serve our members. Here is Dr. Lo in her own words, "I'm excited to have the opportunity to learn more about CCHP, meet our network of providers, and continue our ongoing collaboration to provide coordinated, comprehensive, compassionate, and quality healthcare to our members."

Dr. Lo can be reached at irene.lo@cchealth.org.



A Message from Dr. Irene Lo, Chief Medical Officer

At CCHP, we pride ourselves on obtaining and responding to the regular feedback that we receive from our network providers and their teams. Without your help, we would not be able to provide our members with quality and comprehensive health care. Thank you for providing this important and much-needed feedback.

One common theme among feedback that we have received is the need for more clarification on "What requires prior authorization?" As a practicing physician myself, I understand and agree with this need for more clarification. The Prior Authorization process can be frustratingly complex at times and we want to make the process more user-friendly for our providers. As providers, we have many competing priorities, and, at CCHP, we agree that a more streamlined and efficient Prior Authorization process is necessary.

In response to your ongoing feedback, we have developed a new Authorization Matrix to help better support our providers and their teams in their requests for authorization of services. Prior to this, we had utilized an Interactive No Authorization Required List where the list of services that did not require prior authorization were delineated. From your feedback, we realized that a list in this format did not necessarily yield meaningful information that helped you or your teams obtain Prior Authorization.

In this new Authorization Matrix, services are grouped by service type. By grouping by service type, our aim is to align with the prior authorization workflows that may be utilized in your office or organization.

For example, rather than scrolling through a list of services that do not require authorization to determine if an endoscopy is covered, one of our network gastroenterology providers can now look under the service type "Diagnostic Procedures" and readily determine if an endoscopy needs Prior Authorization for their CCHP Medi-Cal Members.

This Authorization Matrix is currently live and can be found on our Provider's page on the CCHP website (<https://cchealth.org/healthplan/providers/>). As part of our roll-out of this Matrix, we will be reaching out to some of our network providers to obtain any initial feedback. To ensure that this Matrix is helpful and serving its intended purpose, we are dependent on feedback from our network providers. Please do not hesitate to share any feedback! This Matrix is a living document and will be continually edited and updated as we receive feedback from our providers and their teams.

- Irene Lo, MD, FACS

Email: irene.lo@cchealth.org

UM Prior Authorization Process Changes

Over the past two years, Contra Costa Health Plan (CCHP) has worked in partnership with all of our contracted Providers to obtain access to the cLink Provider Portal (Provider Portal). Thank you for all of your patience and cooperation during this process.

This Provider Portal streamlines the process of requesting and receiving authorization for services. The Provider Portal allows requests for authorization to be sent to CCHP directly and immediately supplies the provider with a referral number for tracking, allows documents to be added to the referral after the initial entry, allows providers to check the status of referrals, and allows providers to receive and view determination letters electronically.

We are happy to announce that this project has been a huge success, and as with any new technology, we have learned a lot along the way!

Now that the majority of our contracted providers have access to the Provider Portal and our wait times for new Site Administrative access is down to two weeks, the CCHP Authorizations Unit will be shutting down our fax lines for contracted providers and **all authorization requests should be submitted through the Provider Portal effective August 1, 2023.**

We will not accept faxes sent to other departments, providers will be expected to follow proper procedure and send requests electronically after August 1, 2023.

If anyone in your facility still needs access to the Provider Portal or needs their access changed to allow for referral entry, your Site Administrator can request access through the Provider Portal Admin options, by emailing CCHPPortalSupport@cchealth.org, or calling the IT Help Desk at 925-957-7272.

Requests for a new Site Administrator or initial access for a Medical Group should fill out the cLink Provider Portal Access Agreement found on our website (<https://cchealth.org/healthplan/providers/>) and email them to CCHPPortalSupport@cchealth.org.

To access Tip Sheets and FAQs regarding referral entry or communication with CCHP Authorizations, please sign into the cLink Provider Portal by clicking here: <https://cclinkproviderportal.cchealth.org/>

Web Portal Inpatient Referrals

Inpatient referrals should only be used when the patient is in the hospital or scheduled for a hospital admission (Hospital - Inpatient-scheduled). If it is for Elective Inpatient, then they should choose the specialty for the Referral Type and Inpatient for the Reason. If it is for a patient who is currently an inpatient, then they should choose Hospital-Inpatient for the Referral Type.

In the web portal select the referral type that is most appropriate for the request. For example, if the referral is for Bariatric Surgery, select Bariatric Surgery and do not select Inpatient. If you have any questions please submit them through the web portal.

Any additional questions can be answered by calling our Provider Call Center # 877-800-7423, option 3 or by emailing CCHP Authorizations cchpauthorizations@cchealth.org.



Initial Health Appointment

When members are newly enrolled to CCHP, it is important for them to get an appointment with their assigned provider within the first 120 days of enrollment to establish care.

Initial Health Appointment (IHA) consists of:

- A history of the Member's physical and mental health
- An identification of risks
- An assessment of need for preventive screens or services using the most current US Preventive Services Task Force A&B Recommendations (see link below)
- Health Education
- The diagnosis and plan for treatment of any diseases

For the most current USPSTF Recommendations, please refer to the following link:

<https://uspreventiveservicestaskforce.org/uspstf/recommendation-topics/uspstf-a-and-b-recommendations>

Children under 18 months should be seen within 60 days for routine check-ups and immunizations. Pregnant members should be seen within 2 weeks.

All services must be provided in a way that is culturally and linguistically appropriate for the member.

Providers should be making a minimum of two attempts to get the member in for a new patient visit, and these should be documented in the medical record.



Health Education Provider Resource Guide

The Health Education Provider Resource Guide can be found here:

[Health-Education-Provider-Resource-Guide.pdf \(cchealth.org\)](#)

The guide provides hotlines and websites for the following services:

- | | |
|-------------------------------|--|
| ▪ Asthma | ▪ HIV/AIDS |
| ▪ Behavioral Health | ▪ Nutrition, Exercise and Healthy Weight |
| ▪ Breastfeeding | ▪ Parenting |
| ▪ Case and Disease Management | ▪ Pregnancy and Childbirth |
| ▪ Dental | ▪ Smoking Cessation |
| ▪ Diabetes | ▪ Violence Prevention |

Secret Shopper Calls

Secret shopper phone calls, which are a state regulatory requirement are upcoming. Being prepared for these calls is crucial to ensure compliance and maintain the highest standards of care.

Understanding the Purpose

The secret shopper calls serve as a method for us to monitor our provider network access standards, as required by the California Department of Managed Healthcare. These calls are designed to assess various aspects of the appointment process, including call response times and appointment availability. As such, they play a significant role in evaluating the quality of care our members receive.

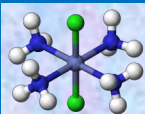
Being Prepared

We kindly request your assistance in preparing your front desk staff for these calls. Educating them about our appointment standards will help them respond confidently and accurately to the secret shopper's questions. This preparation will also ensure that the information gathered during the calls truly reflects the patient experience. Below are the access standards:

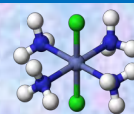
ACCESS STANDARDS	
Request by Patient	STANDARD
Urgent Care	Within 48 hours
Routine PCP	Within 10 business days
Non-Urgent Specialist	Within 15 business days
Ancillary	Within 15 business days
First Prenatal Appointment	Within 10 business days
Telephone Wait Time	Within 10 minutes
Telephone Return Call Wait	Within 1 business day
Telephone Triage with a Health Professional	Within 30 minutes
In Office Wait Time	Within 45 minutes from time of appointment
BEHAVIORAL HEALTH ACCESS STANDARDS	
Request by Patient	STANDARD
Routine Mental Health Appointment	Within 10 business days
Urgent Mental Health Appointment	Within 48 hours
Mental Health Follow-Up Appointment	Within 10 business days

Quick Tips for Answering Appointment Availability Questions:

- **Provider Callback:** If a provider is going to make a short call to a patient to discuss issue, provide the soonest that will occur and consider that an appointment. (e.g., provider will call patient within 2 hours).
- **Accepting Walk-Ins:** Share the soonest walk-in appointment time.
- **No Urgent Appointments:** It's okay; be transparent about not offering urgent appointments.
- **Booking Full?** Offer the soonest appointment, even with another provider.
- **Provider on Leave:** Inform the caller about the leave status.
- **Not Serving CCHP Members:** Let the surveyor know; we'll update our records.
- **Different Specialty:** Inform the caller of the provider's specialty; no need to respond to the survey.



Pharmacy and Therapeutics Committee News

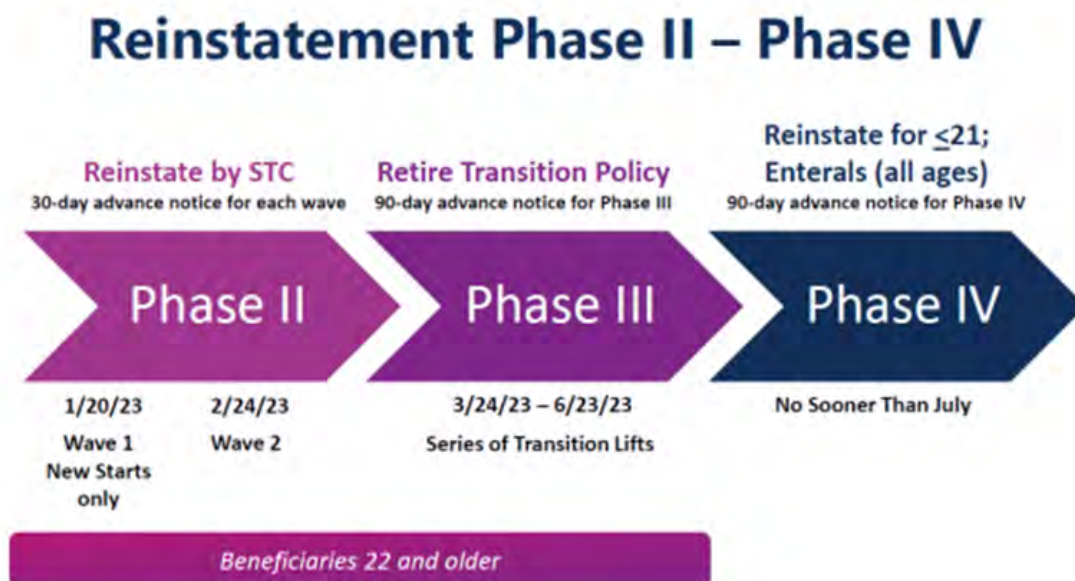


The CCHP P&T committee met on 6/1/2023. Updates from the meeting are outlined below:

****Changes to the PDL will be effective by mid-August 2023****

Updates/Announcements:

1. Schedule for Medi-Cal Rx Reinstatement of Prior Authorization Requirements:



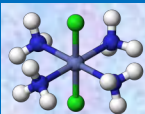
Medi-Cal is moving forward with reinstatement for beneficiaries 22 years of age and older with the initiation of Phase IV through a series of lifts impacting claim utilization management (UM) edits (such as age limits, labeler restrictions, quantity limits, diagnosis, etc.).

The purpose of this alert is to notify pharmacy providers and prescribers that on August 4, 2023, Phase IV, Lift 1 (P4/L1) will be the first lift impacting claim UM edits for beneficiaries 22 years of age and older.

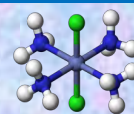
Note: Claims for beneficiaries 21 years of age and younger will not be impacted.

On September 22, 2023, PA requirements will be reinstated for a new start enteral nutrition products for members **22 years of age and older**. “New start” are defined as new enteral nutrition therapy not previously prescribed to the member during the 15-month lookback period. PA requests may also be submitted in advance of the retirement of the Transition Policy (anticipated implementation in November 2023) for enteral nutrition products, for members 22 years of age and older, beginning September 22, 2023.

For additional details including the specific medications in each phase, please go to the DHCS Medi-Cal RX website at <https://www.medi-calrx.dhcs.ca.gov/home/education/> or contact CCHP Pharmacy Department for more details.



Pharmacy and Therapeutics Committee News



2. Medi-Cal Rx Formulary Changes:

Medi-Cal Rx has been updating their Contract Drug List (CDL) on a monthly basis.

These updates can be found on the DHCS Medi-Cal Rx website at <https://medi-calrx.dhcs.ca.gov/provider/pharmacy-new> or contact the CCHP Pharmacy Department for additional details.

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 or contact the CCHP Pharmacy Department):

<u>Changes Made</u>	<u>Drug Name</u>
Created new PA criteria:	Monoferic (ferric derisomaltose) Gonadotropin Releasing Hormone Antagonists
Modified PA criteria:	Anti-obesity medications Freestyle Libre Reader and Sensor Insulin glargine (Lantus)(Semglee)(Basaglar) Naltrexone IM injection (Vivitrol)
ADDED to the CCHP formulary:	Atomoxetine 80 mg and 100 mg capsules
Removed from CCHP formulary:	Colchicine 0.6 mg capsules

- **New Pharmacy Criteria for Monoferic (ferric derisomaltose):** added to the criteria as a preferred IV iron-Member must be meet laboratory evidence of iron deficiency anemia and trial and failure, intolerance or relative contraindication to oral iron supplementation
- **New Pharmacy Criteria for Gonadotropin Releasing Hormone Antagonists:** For a diagnosis of endometriosis associated with moderate to severe pain, documentation of trial and failure of an analgesic pain reliever (ie. NSAIDS) taken in combination with combined estrogen progestin oral contraceptive pills. For a diagnosis of heavy menstrual bleeding associated with uterine leiomyomas, a documented trial and failure of estrogen-progestin contraceptive therapy



Pharmacy and Therapeutics Committee News



- **Modification of pharmacy criteria for anti-obesity medications:** Added that documentation of trial of lifestyle modifications requirement can be met by documentation that the member has been and is currently following a dietary and behavior modification program for weight loss for several months such as Weight Watchers, 18 Reasons, etc..
- **Modification of pharmacy criteria for Freestyle Libre Reader and Sensor:** removal of the requirement that previously stated that documentation why the member cannot use finger stick testing was required.
- **Modification of pharmacy criteria for insulin glargine (Lantus) (Semglee)(Basaglar):** changed requirement of previous trial and failure of a preferred biosimilar from requiring trial and failure of one formulary biosimilar to requiring trial and failure of two formulary biosimilars.
- **Modification of pharmacy criteria for naltrexone IM injection (Vivitrol):** modified criteria to remove the requirement that the member be a part of a comprehensive treatment program for alcohol dependence.

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 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 x1, 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 joseph.cardinalli@cchealth.org

Department of Health Care Services (DHCS)

All Plan Letter (APL) Updates

DHCS has recently issued APLs 23-010 – 23-023. This is a brief description of the recent APLs. For full APL content please click here, [Managed Care All Plan Letters - 1998 to Current](#).

APL 12-010 SUPERSEDES ALL PLAN LETTER 19-014 RESPONSIBILITIES FOR BEHAVIORAL HEALTH TREATMENT COVERAGE FOR MEMBERS UNDER THE AGE OF 21

The goal is to promote, to the maximum extent practicable, the functioning of a beneficiary, including those with or without a diagnosis of ASD. Examples of BHT services include behavioral interventions, cognitive behavioral intervention, comprehensive behavioral treatment, language training, modeling, natural teaching strategies, parent/guardian training, peer training, pivotal response training, schedules, scripting, self-management, social skills package, and story-based interventions.

When considering a Member's need for BHT services, the MCP must ensure the Member:

1. Has a recommendation from a licensed physician, surgeon, or psychologist that evidence-based BHT services are Medically Necessary;
2. Is medically stable; and
3. Does not have a need for 24-hour medical/nursing monitoring or procedures provided in a hospital or intermediate care facility for persons with intellectual disabilities.

ALL PLAN LETTER 23-021 SUPERSEDES 19-011 POPULATION NEEDS ASSESSMENT AND POPULATION HEALTH MANAGEMENT STRATEGY

Requires MCPs to complete a Health Education and Cultural and Linguistic Needs Assessment to measure health disparities and identify high priority health and social needs for their Member population. Effective January 1, 2023, MCPs are no longer required to submit an annual PNA and PNA Action Plan as previously required by APL 19-011.

The new annual PHM Strategy requires MCPs to demonstrate that they are meaningfully responding to community needs as well as provide other updates on the PHM Program to inform DHCS' monitoring efforts.



Department of Health Care Services (DHCS) All Plan Letter (APL) Updates *(continued)*

ALL PLAN LETTER 23-022 SUPERSEDES 22-032 CONTINUITY OF CARE FOR MEDI-CAL BENEFICIARIES WHO NEWLY ENROLL IN MEDI-CAL MANAGED CARE FROM MEDI-CAL FEE-FORSERVICE, ON OR AFTER JANUARY 1, 2023

Provide Medi-Cal Managed Care Health Plans (MCPs) with guidance on Continuity of Care for beneficiaries who are mandatorily transitioning from Medi-Cal Fee-For-Service (FFS) to enroll as Members in Medi-Cal Managed Care.

The MCP must begin to process non-urgent requests within five working days following the receipt of the Continuity of Care request. Additionally, each Continuity of Care request must be completed within the following timelines from the date the MCP received the request:

- 30 calendar days for non-urgent requests;
- 15 calendar days if the Member's medical condition requires more immediate attention, such as upcoming appointments or other pressing care needs; or
- As soon as possible, but no longer than three calendar days for urgent requests (i.e., there is identified risk of harm to the Member).

ALL PLAN LETTER 23-023 INTERMEDIATE CARE FACILITIES FOR INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES -- LONG TERM CARE BENEFIT STANDARDIZATION AND TRANSITION OF MEMBERS TO MANAGED CARE

CalAIM seeks to move Medi-Cal to a more consistent and seamless system by reducing complexity and increasing flexibility through benefit standardization. To further these goals, the Department of Health Care Services (DHCS) is implementing benefit standardization – also termed a “carve-in” – of the ICF/DD Home benefit statewide.

Effective January 1, 2024, DHCS will require Non-Dual and Dual LTC Members (including those with Medi-Cal Share of Cost coverage) to enroll in an MCP and receive their LTC ICF/DD Home benefit through their MCP. Enrollment into an MCP does not change a Member's relationship with their Regional Center. Beginning January 1, 2024, Members who reside in an ICF/DD Home will remain enrolled in managed care, instead of being disenrolled from the MCP and transferred to FFS Medi-Cal. Members who are residing in an ICF/DD Home will be transferred from FFS Medi-Cal to Medi-Cal Managed Care.



Interpreter and Translation Services

Do some of your patients struggle with Speaking English or have a disability? If so, Free Language Interpreter Services are available to them or American Sign Language!

Have you tried our telephonic interpreter services? They are fast and easy to use!

You may have a situation where you need to reach out to a non-English speaking CCHP member to:

- Schedule an appointment
- Give lab or other test results
- Offer some education over the phone, etc.

In this case, you can call our interpreter services first, choose the language you need, get them on the line, give them a summary of what you need for them to interpret and then conference in the patient.

The telephonic interpreters are also available for all routine office visits, urgent care, labs, health education, pharmacy, etc.

If you are a Community Contracted Provider, go to our web site and see the details on how to access our telephonic interpreter services and in some cases face to face if it meets the criteria.

CPN Providers can call our interpretation vendor at: **1-866-874-3972** The Client ID is **298935** and for Mental Health Providers the Client ID is **525970**.

See more details on our website: <https://cchealth.org/healthplan/provider-interpretation.php>

If you are a County Provider, you have access to interpreters through the Health Care Interpreters Network. See instructions here: <https://cchealth.org/healthplan/pdf/provider/Interpreter-Services-RMC.pdf>

If you need assistance with using interpreters for Telehealth appointments, or you need written **materials translated**, you can email: otiutin@cchealth.org or call 925-313-6063.

Getting Proper Linguistic Access Helps to:

- Reduce medical errors
- Increase patient satisfaction
- Increase compliance
- Decrease costs for diagnostic testing and unnecessary admissions
- Create more efficient patient interactions

Why are Family and Friends Not Recommended as Interpreters?

- They can make serious mistakes and may create liability issues.

You can also find Provider Training and Resources on how to communicate with diverse populations here: <https://cchealth.org/healthplan/provider-training.php>

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 and recognition of their dignity and their right to privacy 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 Contra Costa Health Plan'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 in making in health care decisions with practitioners, 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 orally or in writing, about Contra Costa Health Plan or the care it provides; and to disenroll.
- the right to ask for an appeal of decisions to deny, defer or limit services or benefits.
- 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, types of changes in services, and member rights and responsibilities.
- 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 get free legal help at local legal aid offices or other groups.
- 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.
- the right to get care coordination.
- the right to request a State hearing if the member has Medi-Cal and a service or benefit is denied and an appeal had already been filed with CCHP and the member is still not happy with the decision, or the member did not get a an appeal decision after 30 days, including information on the circumstances under which an expedited hearing is possible.



Member Rights and Responsibilities Annual Notice (continued)

- the right to no-cost 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 get no-cost written Member informing materials in alternative formats (such as Braille, large size print, or audio format) upon request and in a timely fashion appropriate for the format being requested and in accordance with Welfare & Institutions Code Section 14182 (b)(12).
- 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.
- the right to examine and receive an explanation of medical bills received.
- the right to make recommendations regarding Contra Costa Health Plan's Member's Rights and Responsibility policy

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 agreed upon with your health care practitioner.
- 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 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.



Provider Network Trainings

Next Meeting Date: Tuesday, October 31, 2023 from 12:00 PM - 1:30 PM

- Registration Link:
https://cchealth.zoom.us/join/9tJAud-uvqz0uGdYrI-W_WBiK3FxMvsbEDSv8

Additional Information

- Training will be recorded and shared on our webpage:
<https://cchealth.org/healthplan/provider-network-training.php>
- Agenda to follow as the date is closer.
- Training is optional but encouraged to attend to stay up-to-date with the Health Plan and new benefits.
- Providers are eligible for a \$100 honorarium for attending the training.

Questions: Send an email to Vanessa.Pina@cchealth.org

Dementia Care Aware Initiative

The Department of Health Care Services (DHCS) has launched Dementia Care Aware, an initiative that will establish a statewide standard of care for dementia screening through an equity-focused, culturally appropriate provider training. Senate Bill 48, signed on October 4, 2021, establishes that an annual cognitive health assessment for Medi-Cal beneficiaries who are 65 years of age or older is a covered benefit if they are otherwise ineligible for a similar assessment under the Medicare program. A Medi-Cal provider shall only be eligible to receive payment for this new benefit if the provider completes the Dementia Care Aware cognitive health assessment training. Please sign up to take the cognitive health assessment training (1.5 CME/CAMFT and MOC credit) at www.dementiacareaware.org.

Why become a Dementia Care Provider?

- You will understand Dementia and know how to support people with cognitive impairment through training and webinars.
- Dementia Care Aware provides a WARMLINE for California Dementia Care Providers. It answers questions on any part of Dementia care including cognitive and functional screening, diagnostic workup, care planning, and related operational considerations- like documentation, billing, and creating a team model of dementia care.
- FREE CME/MOC and CE Credits through trainings for eligible providers.
- Dementia Care Providers receive additional reimbursement through the DHCS Prop 56 Value-Based Payment Program.

Please visit www.dementiacareaware.org to find out when the next education & training is available for Dementia Care Aware. Early detection. Better Care.



Adverse Childhood Experiences (ACEs) Free Education Credits

The [Becoming ACEs Aware in California](#) training is a FREE, two-hour training to learn about ACEs, toxic stress, screening, risk assessment, and evidence-based care to effectively intervene on toxic stress.

Providers may receive 2.0 Continuing Medical Education (CME) and 2.0 Maintenance of Certification (MOC) credits upon completion.

The training is available to any provider, but it is particularly geared towards primary care clinicians who serve Medi-Cal (California's Medicaid program) beneficiaries.

Medi-Cal providers must [attest](#) to completing a certified core ACE training on the DHCS website to continue receiving payment for ACE screenings.

[CLICK HERE TO GET STARTED](#)

Background:

Contra Costa Health Plan (CCHP) is striving to increase the availability of Adverse Childhood Experiences (ACEs) certified providers in our network. ACEs, and the resulting toxic stress response that may occur, are a root cause to some of the most common, serious, and costly health challenges facing our society today, including [nine out of the 10 leading causes of death](#) in the United States.

Six percent of unique Medi-Cal beneficiaries had an ACE score of four or greater, indicating a high risk for toxic stress. High-risk ACE scores were **most prevalent among females ages 45 through 64** (15 percent), followed by females ages 18 through 44 (13 percent). The prevalence of high-risk ACE scores generally **increased with age** for each sex.

ACEs Healthcare Common Procedure Coding System (HCPCS)

The following HCPCS should be used to bill CCHP based on ACE screening results:

HCPCS: G9919

- Screening performed – result indicates patient is at high risk for toxic stress; education and interventions (as necessary) provided*
- Providers must bill this HCPCS code when the patient's ACE score is 4 or greater (high risk)
- Payment: \$29

HCPCS: G9920

- Screening performed – result indicates patient is at lower risk for toxic stress; education and interventions (as necessary) provided*
- Providers must bill this HCPCS code when the patient's ACE score is between 0 – 3 (lower risk)
- Payment: \$29

[CLICK HERE FOR MORE INFORMATION REGARDING CRITERIA AND FREQUENCY](#)

MCCPOP General Education Webinars

The MCCPOP (Mid-Coastal California Perinatal Outreach Program) is accepting registration for all their remaining 2023 general education classes. Please visit www.mccpop.org to register for sessions.

Session topics include:

- Preeclampsia and Trauma OB Informed Care
- Advanced Fetal Monitoring
- Neonatal Sepsis
- Jaundice and Exchange Transfusion
- Human Trafficking 101



Please click to visit <http://www.mccpop.org/> to Register Today! Questions, please email contactmccpop@stanford.edu

The MCCPOP is a program of the [California Maternal Quality Care Collaborative](#) (CMQCC), located at Stanford University School of Medicine, Division of Neonatal and Developmental Medicine.

Folic Acid to Prevent Neural Tube Defects

This is the [Final Recommendation Statement](#) released by the US Preventative Services Task Force (USPSTF) on **supplementing with Folic Acid to prevent Neural Tube Defects (NTDs) for people who plan to or could become pregnant.**

Population	Recommendation	Grade
Persons who plan to or could become pregnant	The USPSTF recommends that all persons planning to or who could become pregnant take a daily supplement containing 0.4 to 0.8 mg (400 to 800 µg) of folic acid.	A

As a reminder, CDPH/MCAH released the California [MyPlate for People who May Become Pregnant](#) [cdph.ca.gov] in both [English](#) [cdph.ca.gov] and [Spanish](#) [cdph.ca.gov] which provides general nutrition recommendations, including supplementing with **400mcg of folic acid every day**. Original USPSTF statement can be found [here](#).

TeleMed2U Specialty Availability















Specialty Services for Contra Costa Health Plan Members

www.telemed2u.com

Our mission is to bring specialty care to everyone and utilize technology to deliver quality care and better patient outcomes.

Specialty Available:

-  **Cardiology**
-  **Dermatology**
-  **Endocrinology**
-  **Gastroenterology**
-  **Infectious Diseases**
-  **Nephrology**
-  **Neurology**
-  **Nutritional Services**
*Pediatric Providers available.
-  **Pulmonology**
-  **Psychiatry**
*Pediatric Providers available.
-  **Rheumatology**
-  **Therapy**
*Pediatric Providers available.

Key Benefits:

- Over 300 Board-Certified Specialists
- Decrease Specialist Wait Times
- Lower the Overall Cost of Care
- HIPAA Compliant Platform
- Increase Patient Satisfaction
- Improve Clinical Outcomes
- Reduce Urgent Care Visits and Hospitalizations



It's Easy to Refer. Here's how.

1. Search the Contra Costa Health Plan provider directory for a TeleMed2U specialist
2. Send the referral with medical records via secure email (referrals@telemed2u.com OR bhscheduling@telemed2u.com) or fax to (916) 527-0770
3. TeleMed2U will coordinate patient scheduling
4. TeleMed2U sends clinical notes from the consult back to the referring provider

About Us:

TeleMed2U was founded in 2011 to provide specialty care through a transformative approach to chronic-disease management, focused on leveraging technology to increase access to quality and affordable care. Our network of esteemed medical and behavioral health specialists serve numerous health plans to meet their members' clinical needs in a more timely and convenient manner.

ABSMC Bariatric Surgery Program

Bariatric surgery has the potential to dramatically improving your Member's health by helping them achieve significant, lasting weight loss. The Alta Bates Summit Medical Center (ABSMC) Bariatric Surgery Program supports your Members through every step of their weight loss journey. They will receive a through medical evaluation, nutritional and psychological support, education, and follow-up care to help optimize their success.

Who is a Candidate?

The program is designed to help Members who are significantly overweight, with a Body Mass Index (BMI) of 40 or greater, or a BMI of 35 to 39 with at least on obesity-related health condition, such as diabetes, hypertension or sleep apnea.

To qualify for bariatric surgery, Members also must be:

- Age 18 or older.
- Unable to lose wight though structured or medically supervised weight-loss programs.
- Considering surgery for health, not cosmetic, reasons
- Willing to not become pregnant for two years following surgery.

Vertical Sleeve Gastrostomy

This procedure helps generate weight loss through reduced stomach volume. During the procedure, the surgeon staples the stomach and removes about 80% of percent of it. The new stomach is smaller, about the size of a banana, which limits the amount of food you can eat. This is a permanent procedure that cannot be reversed.

Roux-en-Y Gastric Bypass

This laparoscopic procedure can help Members lose weight by reducing the amount of food the stomach can handle, lowering the amount of calories and nutrients you can absorb. Surgeons uses staples to separate the stomach into a small upper portion, called the pouch, which is or new stomach. This technique helps Members to feel satisfied with smaller food portions. People who have Roux-en-Y gastric bypass surgery often loos significant amount of weight over a 12- month period.

Body Mass Index (BMI) Requirements

BMI	BMI less than 35: Does not qualify BMI 35-39.99: Needs to have a comorbidity (Diabetes, Sleep Apnea Or High Blood Pressure) <i>See list of comorbidities that are accepted by certain insurance.</i> BMI 40: Automatically qualifies for surgery
Referrals/Authorizations - Initial Consult	PPO Insurance: No authorization or referral required Medi-Cal: (Alameda Alliance/Blue Cross CHCN): Referral required. CCHP: Medi-Cal authorization required ALL HMO's: (Affinity, Brown and Tolan, Hill Physicians, SEBMF) Authorization is required
Established patients that require authorization	ALL HMO's and CCHP

For more information please visit our website (<https://www.sutterhealth.org/absmc/services/weight-loss>) or call 510-869-8942 or fax 510-869-6989.

Pregnant and Parenting Workers' Rights to Paid Leave and Accommodations in California

The Legal Aid at Work is happy to share a new know-your-rights video for pregnant and parenting workers in California which will soon be available in 11 languages. It covers how to get accommodations for pregnant workers and rights to paid leave for pregnant and parenting workers. See links below for English, Spanish, Cantonese, Mandarin, Vietnamese, Farsi, and Arabic. Panjabi, Korean, Tagalog, and Armenian will also be available soon. These videos were made with support from the Skadden Foundation.

English: [Pregnant and Parenting Workers' Rights to Paid Leave and Accommodations in California](#)

Cantonese: [怀孕及照顾孩子的加州工作者获得有薪休假和工作便利的权利](#)

Mandarin: [怀孕及照顾孩子的加州工作者获得有薪休假和工作便利的权利](#)

Spanish: [Derechos laborales de las personas empleadas embarazadas y/o con hijes a los permisos pagados y a los acomodos en California](#)

Vietnamese: [Quyền tại nơi làm việc của nhân viên mang thai và nuôi con nhỏ về việc nghỉ phép và thu xếp tiện ích ở California](#)

Arabic: [حقوق الموظفات الحوامل والمربيات في مكان العمل للحصول على إجازة مدفوعة الأجر والتسهيلات في كاليفورنيا](#)

Farsi: [حقوق قانونی از طرف محل کار برای زنان باردار و والدین در ایالت کالیفرنیا](#)

Please share these with anyone who you think could benefit. All videos are linked on this [page](#). If you have any feedback on the videos or suggestions for where we should share them, please let us know [here](#).

As a reminder, Legal Aid at Work's Work and Family Program has a free helpline (800-880-8047) that provides free, confidential legal advice on pregnancy/parenting/caregiving workplace rights, as well as technical assistance to those who support families. We have staff that speak English, Spanish, Cantonese, and Farsi and use language line services to provide support in other languages. Our [website](#) also includes additional resources on workplace protections for NICU families, those experiencing domestic violence, those experiencing pregnancy loss, family caregivers, lactating parents, and undocumented workers.

Free Confidential Advice

- Call the Legal Aid at Work's Work and Family Helpline: 800-880-8047
- For more info: legalaidatwork.org/wf



Welcome Community Provider Network (CPN) Providers

Specialty Care Providers

Kaiulani Moku-Paiva, Au.D.	Audiology	Center For Early Intervention on Deafness, Berkeley
Laura Mount, Au.D.	Audiology	Center For Early Intervention on Deafness, Berkeley
Camilla McCalmont, MD	Dermatology	Golden State Dermatology Associates, Inc., Albany
Malu Trehan, RDN	Dietitian	Wellness Within, San Ramon
Ali Hamraz, MD	Endocrinology	BASS Medical Group, Inc., Walnut Creek
Devin Sack, HAD	Hearing Aid Dispensing	Connect Hearing, Inc., Oakland
Heather Porter, HAD	Hearing Instrument Specialist	Connect Hearing, Inc., Pleasanton, Livermore
Shelly Gupta, MD	Hematology/Oncology	Epic Care, Dublin, Castro valley
Krushangi Patel, MD	Hematology/Oncology	Epic Care, Pleasant hill
Kathryn Stemler, PA	Mid-level - Allergy & Immunology	Allergy & Asthma Medical Group of the Bay Area Inc, Brentwood, Pleasanton, San Ramon, Walnut Creek, Berkeley
Kelley Lang, PA	Mid-level - Orthopaedic Surgery Assistant	Golden State Orthopaedics & Spine, Walnut Creek
Gwendolyn Cashman, NP	Mid-level - Pulmonary Disease	BASS - Respiratory Medical Group, Walnut Creek
Cristina Yttrup, NP	Mid-level - Surgery - General	BASS Medical Group, Inc., Walnut Creek
Shaun Partlow, PA	Mid-level - Urgent Care	STAT Med Urgent Care, Brentwood, Concord, Lafayette, Livermore
Watipaso Ziba, NP	Mid-level - Urgent Care	STAT Med Urgent Care, Concord
Adrienne Coulter, OD	Optometry	LifeLong Medical Care, Berkeley
Randall Wenokur, MD	Otolaryngology (Ear, Nose & Throat)	BASS - Contra Costa ENT, Walnut Creek, Concord
Spencer Chin, DPT	Physical Therapy	JMPN - Rossmoor Outpatient Center, Walnut Creek
Renee Woo, DPM	Podiatry	Bay Area Podiatry Group, San Leandro
Casey Lewis, DPM	Podiatry	Vale Road Podiatry, San Pablo, Berkeley
Amish Shah, MD	Pulmonary Disease	Diablo Pulmonary Medical Group, Concord
Jennifer Chan, MD	Surgery - General, Surgery - Thoracic	BASS Medical Group, Inc., Walnut Creek
Coco Tsao, NP	Surgery - Thoracic	BASS Medical Group, Inc., Walnut Creek
Deron Warren, DO	Urgent Care	BASS Medical Group, Inc., Walnut Creek

Primary Care Providers

Sara Jaka, MD	Internal Medicine	Springhill Medical Group, Pittsburg, Brentwood
Kara Percival, MD	Pediatrics	LifeLong Medical Care, Richmond
Doris Rosellini, MD	Family Medicine	La Clinica De La Raza, Pittsburg
Aimee Rowe, MD	Family Medicine	LifeLong Medical Care, Oakland

Welcome Community Provider Network (CPN) Providers

Mental Health

Alexa Bustamante, APCC	Associate Professional Clinical Counselor, Telemedicine - Mental Health	3Prong Health, Fremont, San Francisco, Turlock
Kathleen Flanigan, APCC	Associate Professional Clinical Counselor, Telemedicine - Mental Health	3Prong Health, Fremont, San Francisco, Turlock
Olivia Strebe, APCC	Associate Professional Clinical Counselor, Telemedicine - Mental Health	3Prong Health, Fremont, San Francisco, Turlock
Kimberly Kruse, LCSW	Clinical Social Work	Endurance - A Sports & Psychology Center, Inc., Pinole
Diana Valentine, LCSW	Clinical Social Work	Endurance - A Sports & Psychology Center, Inc., Pinole
Heather Ayers-Cluff, LCSW	Clinical Social Work	LifeLong Medical Care, San Pablo
Altaf Bhimji, LCSW	Clinical Social Work, Substance Abuse Professional	Altaf A. Bhimji, LCSW, El Cerrito, Brentwood
Andrea Campbell, LCSW	Clinical Social Work, Substance Abuse Professional, Telemedicine - Mental Health	Bright Heart Health Medical Group, Walnut Creek
Katherine Myers, LCSW	Clinical Social Work, Substance Abuse Professional, Telemedicine - Mental Health	Bright Heart Health Medical Group, Walnut Creek
Denise Charbonneau, ASW	Clinical Social Work, Telemedicine - Mental Health	3Prong Health, Fremont, San Francisco
Tatiana Daniels, ASW	Clinical Social Work, Telemedicine - Mental Health	3Prong Health, Fremont, San Francisco, Turlock
Martha Fernandez, ASW	Clinical Social Work, Telemedicine - Mental Health	3Prong Health, Fremont, San Francisco, Turlock
Jason McClure, APCC	Clinical Social Work, Telemedicine - Mental Health	3Prong Health, Fremont, San Francisco, Turlock
Yevett Ogea, ASW	Clinical Social Work, Telemedicine - Mental Health	3Prong Health, Fremont, San Francisco, Turlock
Daushae Preciado, ASW	Clinical Social Work, Telemedicine - Mental Health	3Prong Health, Fremont, San Francisco, Turlock
Doveina Serrano, ASW	Clinical Social Work, Telemedicine - Mental Health	3Prong Health, Fremont, San Francisco
Shanique Walker, ASW	Clinical Social Work, Telemedicine - Mental Health	3Prong Health, Fremont, San Francisco, Turlock
Erin Zadrozny, ASW	Clinical Social Work, Telemedicine - Mental Health	3Prong Health, Fremont, Turlock, San Francisco
Mary Furman, LCSW	Clinical Social Work, Telemedicine - Mental Health	TeleMed2U, Roseville
Laura Murillo, LCSW	Clinical Social Work, Telemedicine - Mental Health	TeleMed2U, Roseville
Olivia Wernick, LCSW	Clinical Social Work, Telemedicine - Mental Health	TeleMed2U, Roseville

Welcome Community Provider Network (CPN) Providers

Mental Health

Amanda Wilkinson, LPCC	Licensed Professional Clinical Counselor, Telemedicine - Mental Health	Bright Heart Health Medical Group, Walnut Creek
Melody Sit, LCSW	Mental Health Therapist/Counselor	Endurance - A Sports & Psychology Center, Inc., Pinole
Shawn Phalen, MFT	Mental Health Therapist/Counselor, Substance Abuse Professional, Telemedicine - Mental Health	Bright Heart Health Medical Group, Walnut Creek
Helena Rouhe, MFT	Mental Health Therapist/Counselor, Substance Abuse Professional, Telemedicine - Mental Health	Bright Heart Health Medical Group, Walnut Creek
Anna Guha, MFTI	Mental Health Therapist/Counselor, Telemedicine - Mental Health	3Prong Health, Fremont, San Francisco, Turlock
Mychael Jauregui, MFTI	Mental Health Therapist/Counselor, Telemedicine - Mental Health	3Prong Health, Fremont, San Francisco, Turlock
Esther Kang, MFTI	Mental Health Therapist/Counselor, Telemedicine - Mental Health	3Prong Health, Fremont, San Francisco, Turlock
Mashaal Khan, MFTI	Mental Health Therapist/Counselor, Telemedicine - Mental Health	3Prong Health, Fremont, San Francisco
Christina Kilmade, MFTI	Mental Health Therapist/Counselor, Telemedicine - Mental Health	3Prong Health, Fremont, Turlock, San Francisco
Jiyeon Kim, MFTI	Mental Health Therapist/Counselor, Telemedicine - Mental Health	3Prong Health, Fremont, San Francisco, Turlock
Shauna Miranda, MFTI	Mental Health Therapist/Counselor, Telemedicine - Mental Health	3Prong Health, Fremont, San Francisco, Turlock
Rachel Mitchell, MFTI	Mental Health Therapist/Counselor, Telemedicine - Mental Health	3Prong Health, Fremont, Turlock, San Francisco
Roxana Montano-Gonzalez, MFTI	Mental Health Therapist/Counselor, Telemedicine - Mental Health	3Prong Health, Fremont, San Francisco
Elizabeth Morowit, MFTI	Mental Health Therapist/Counselor, Telemedicine - Mental Health	3Prong Health, Fremont, Turlock, San Francisco
Rachael Noble, MFTI	Mental Health Therapist/Counselor, Telemedicine - Mental Health	3Prong Health, Fremont, San Francisco
Leanna Park, MFTI	Mental Health Therapist/Counselor, Telemedicine - Mental Health	3Prong Health, Fremont, San Francisco, Turlock
Michelle Pinon, MFTI	Mental Health Therapist/Counselor, Telemedicine - Mental Health	3Prong Health, Fremont, Turlock, San Francisco
Steven Samuels, APCC	Mental Health Therapist/Counselor, Telemedicine - Mental Health	3Prong Health, Fremont, San Francisco, Turlock
Kataunya Cummings, NP	Mid-level - Psychiatry, Telemedicine - Mental Health	Bright Heart Health Medical Group, Walnut Creek
Tonya Escobar, NP	Mid-level - Psychiatry, Telemedicine - Mental Health	Bright Heart Health Medical Group, Walnut Creek

Welcome Community Provider Network (CPN) Providers

Mental Health

Mary Kastner, NP	Mid-level - Psychiatry, Telemedicine - Mental Health	Bright Heart Health Medical Group, Walnut Creek
Sharon Stetz, NP	Mid-level - Psychiatry, Telemedicine - Mental Health	Bright Heart Health Medical Group, Walnut Creek
Richard Leavitt, MD	Psychiatry	Brighter Beginnings Family Health Clinic, Antioch, Richmond
Patrick Nolan, MD	Psychiatry	Comprehensive Psychiatric Services, San rafael
John Chardavoyne, MD	Psychiatry, Substance Abuse Professional, Telemedicine - Mental Health	Bright Heart Health Medical Group, Walnut Creek
Heidi Joshi, Psy.D	Psychology	John Muir Physician Network, Walnut Creek
Jessica Quevedo, Psy.D	Psychology	Serene Health, San Diego
Rebecca Dubner, Psy.D	Psychology, Telemedicine - Mental Health	Serene Health, San Diego

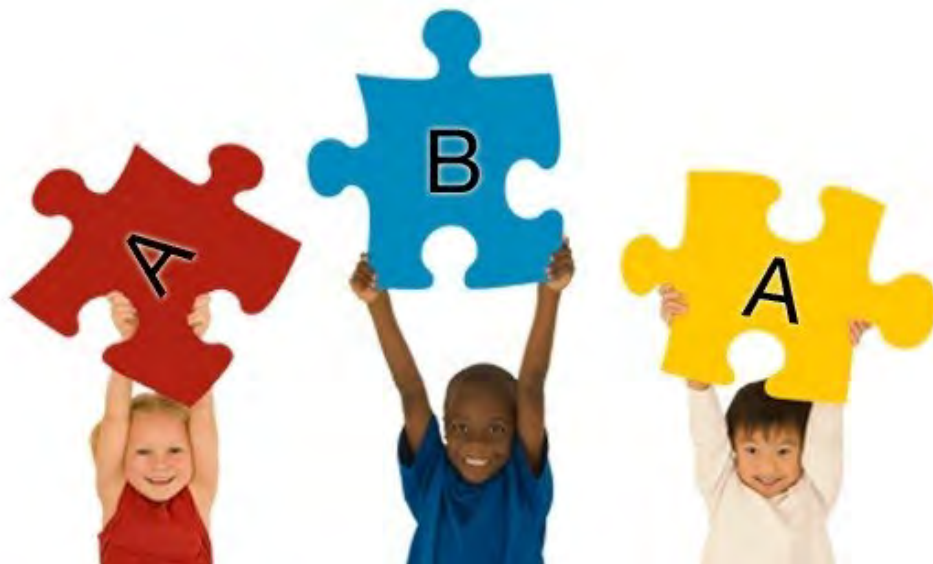
Behavior Analysts

Mo Ying Tsui, BCBA	Qualified Autism Provider	Adapt A Behavioral Collective, Inc., San Francisco
Synthia Felipe, BCBA	Qualified Autism Provider	Bay Area Behavior Consultants, LLC, Pinole
Neidi Herreno, BCBA	Qualified Autism Provider	Bay Area Behavior Consultants, LLC, Pinole
Tyler Glassford, BCBA	Qualified Autism Provider	Behavior Nation LLC, Sacramento, Blackhawk
Caroline Kris, BCBA	Qualified Autism Provider	Behavior Nation LLC, Blackhawk, Newark
Ahilya Lakhanpal, BCBA	Qualified Autism Provider	Behavior Nation LLC, Blackhawk, Newark
Rachael Simmons, BCBA	Qualified Autism Provider	Behavior Nation LLC, Blackhawk, Sacramento, Newark
Sendy Artola, BCBA	Qualified Autism Provider	Behavior Treatment and Analysis, Inc, Walnut Creek
Dilexci Carrillo Juarez, MS	Qualified Autism Provider	Behavior Treatment and Analysis, Inc, Walnut Creek
Melanie Gibson, MS	Qualified Autism Provider	Behavior Treatment and Analysis, Inc, Walnut Creek
Marioly Gomez, MS	Qualified Autism Provider	Behavior Treatment and Analysis, Inc, Walnut Creek
Tamara Landicho, MA	Qualified Autism Provider	Behavior Treatment and Analysis, Inc, Walnut Creek
Keely Castillo Bernal, BCBA	Qualified Autism Provider	Behavioral Health Works, Inc., Hayward
Cindy Tran, BCBA	Qualified Autism Provider	Behavioral Health Works, Inc., Hayward
Kathryn Johnson, BCBA	Qualified Autism Provider	Butterfly Effects, LLC, Stockton
Jasmeet Kooner, BCBA	Qualified Autism Provider	Butterfly Effects, LLC, Stockton
Kimberli Santa Maria, BCBA	Qualified Autism Provider	Butterfly Effects, LLC, Stockton

Welcome Community Provider Network (CPN) Providers

Behavior Analysts Continued

Zahiah Sarsour, BCBA	Qualified Autism Provider	Butterfly Effects, LLC, Stockton
Jessica Sturla, BCBA	Qualified Autism Provider	Butterfly Effects, LLC, Stockton
Ying Zhou, BCBA	Qualified Autism Provider	Butterfly Effects, LLC, Stockton
Shu-Wing Fu, BCBA	Qualified Autism Provider	Center for Social Dynamics, Alameda
Tiffany Nguyen, BCBA	Qualified Autism Provider	Center for Social Dynamics, Alameda
Antolyn Rosales, MA	Qualified Autism Provider	Center for Social Dynamics, Alameda
Abier Bilbeisi, BCBA	Qualified Autism Provider	Centria Healthcare Autism Services, Walnut Creek
Chelsea Cound, BCBA	Qualified Autism Provider	Centria Healthcare Autism Services, Walnut Creek
Christi Stencil, BCBA	Qualified Autism Provider	Centria Healthcare Autism Services, Walnut Creek
Amanda Kamp, MA	Qualified Autism Provider	FirstSteps for Kids - Bay Area, Walnut Creek
Alejandra Borges-Sanchez, BCBA	Qualified Autism Provider	Juvo Autism and Behavioral Health Services, Alameda, Concord
James Blevins, BCBA	Qualified Autism Provider	Maxim Healthcare Services, Inc., Emeryville
Lorien Quirk, BCBA	Qualified Autism Provider	Maxim Healthcare Services, Inc., Emeryville
Kitty Hoi, BCBA	Qualified Autism Provider	Star Future, Inc, Pleasanton
Jia Qiu, BCBA	Qualified Autism Provider	Star Future, Inc, Pleasanton
Nirina - Soa Andrianifahanana, BCBA	Qualified Autism Provider	Sunrise ABA LLC, Novato
Rachel Angeley, BCBA	Qualified Autism Provider	Sunrise ABA LLC, Novato



Welcome Community Provider Network (CPN) Providers

Facilities

Name	Type	Location
Universal Hospice Care, LLC	Hospice - Outpatient	Fremont
Ardent Hospice Services, Inc.	Hospice - Outpatient	Hayward
Suncrest Hospice San Jose	Hospice - Outpatient	Fremont
Reliable Medical Supply	DME & Medical Supplies	San Jose
Breast Pump Genie LLC	DME & Medical Supplies	SAN DIEGO
Caring Heart Hospice, Inc.	Hospice - Outpatient	Brentwood
Indira Care Home Health	Home Health	El Cerrito
Greenridge Post-Acute	Skilled Nursing Facility	El Sobrante
BASS Cancer Center	Cancer Center	Walnut Creek
Fremont Ambulatory Surgery Center, LP	Surgery Center	Fremont
Princeton Manor Healthcare Center	Skilled Nursing Facility	Oakland
The Rehabilitation Center of Oakland	Skilled Nursing Facility	Oakland
Windsor Healthcare Center of Oakland	Skilled Nursing Facility	Oakland
Hayward Healthcare & Wellness Center	Skilled Nursing Facility	Hayward
Oakland Healthcare & Wellness Center	Skilled Nursing Facility	Oakland
Alameda Healthcare & Wellness Center	Skilled Nursing Facility	Alameda
Continuum Care Hospice, LLC	Palliative Care	Concord
Continuum Care Hospice, LLC	Hospice - Outpatient	Concord
Baby Stork Pump	DME & Medical Supplies	Victorville



Welcome Contra Costa Regional Medical Center (CCRMC) Providers

Provider	Specialties
Rachel Moyer, MD	Family Medicine
Rico Chenyek, MD	Family Medicine
Rima Datunarachchi, MD	Family Medicine
Samuel Bosch, MD	Family Medicine
Sophia Dao, DO	Family Medicine
Tanya Zamorano, DO	Family Medicine
Thomas Baxter, DO	Family Medicine
Vivian Anochili, MD	Family Medicine
Wendy Woo, MD	Family Medicine
Xenia Gonzalez, MD	Family Medicine
Yesenia Salazar, DO	Family Medicine
Zachary Nicholas, MD	Family Medicine
Susan Feierabend, MD	Family Medicine, Obstetrics And Gynecology
Luke Bi, MD	Gastroenterology
Merle Sogge, MD	Gastroenterology
Akshay Ravi, MD	Internal Medicine
Sahana Sridhar, MD	Internal Medicine
Shruti Datta, MD	Internal Medicine
Timothy Sanders, MD	Neonatology
Leena Ray, MD	Nephrology
Gena Damento, MD	Ophthalmology
Paul Kim, MD	Orthopaedics
Renee Thomas, MD	Pathology
Christina Monroy, MD	Pediatrics
John Goodrich, MD	Pediatrics
Aman Singh, MD	Psychiatry
Bradley Brown, MD	Psychiatry
Carlos Fernandez, MD	Psychiatry
Eric Lee, MD	Psychiatry
Gal Andres, MD	Psychiatry
Haley Mayenkar, MD	Psychiatry
Javed Iqbal, MD	Psychiatry
Joshua Feriante, DO	Psychiatry
Kameron Bechler, MD	Psychiatry
Lance Middleton, MD	Psychiatry
Matthew McCarron, MD	Psychiatry
Matthew Paley, DO	Psychiatry
Rishi Thomas, DO	Psychiatry
Roy Collins, MD	Psychiatry
Siva Avula, MD	Psychiatry
Weston Ferrer, MD	Psychiatry
Desiree Lerro, DO	Radiology
Shadi Boutros, DDS	Surgery - Oral and Maxillofacial

Welcome Contra Costa Regional Medical Center (CCRMC) Providers

Provider	Specialties
Patrick Lam, MD	Anesthesiology
Victor Hass, MD	Anesthesiology
Abbe Mendlowitz, MD	Diagnostic Radiology
Efe Ozkan, MD	Diagnostic Radiology
Howard Molitch, MD	Diagnostic Radiology
Jason Salber, MD	Diagnostic Radiology
Jonathan Breslau, MD	Diagnostic Radiology
Majid Majidian, MD	Diagnostic Radiology
Austin Parish, MD	Emergency Medicine
Enyioma Okechukwu, MD	Emergency Medicine
Philip Giddings, MD	Emergency Medicine
Allison Aiken, MD	Family Medicine
Arthur Mestas, MD	Family Medicine
Brandon Lorenz, DO	Family Medicine
Carly Chiwiwi, MD	Family Medicine
Christopher Sifflet, MD	Family Medicine
Dana Gersten, MD	Family Medicine
Daniel Escamilla, MD	Family Medicine
Emily Yocom, DO	Family Medicine
Jagjiwan Dhatt, FNP	Family Medicine
Jeanette Hogenboom, FNP	Family Medicine
Joshua Back, MD	Family Medicine
Kaleb Kremsreiter, MD	Family Medicine
Katherine Deutsch, MD	Family Medicine
Katherine Dyer, MD	Family Medicine
Katherine Yu, MD	Family Medicine
Katrina Sadang, MD	Family Medicine
Kiara Owens, MD	Family Medicine
Lilian Mendez, MD	Family Medicine
Lina Khoeur, MD	Family Medicine
Mercedes Forster, MD	Family Medicine
Michael Robinson, MD	Family Medicine
Mira Moore, MD	Family Medicine
Morgan Bagingito, MD	Family Medicine
Nana Sekyere, MD	Family Medicine
Nathaniel Trona, MD	Family Medicine
Nina Clark, DO	Family Medicine
Patsy Kremsreiter, MD	Family Medicine
Paul Kiruuta, NP	Family Medicine



Registration Link: <https://cchealth.zoom.us/j/84481120000?pwd=ZWpWbUk3FkYmVsbEDSv8>

- Questions:** Send an email to Vanessa.Pina@cchealth.org

- Check your patients' eligibility and insurance information,
- Submit appeals,
- Look up claims or referrals, or view your patients' records

To sign up for access to the ccLink Provider Portal, complete the Portal Access Agreement located on this web page: <https://cchealth.org/healthplan/providers/> and download the PDF under the ccLink logo (right side of screen). For questions regarding ccLink, please email CCHPportalsupport@cchealth.org.

Enroll in CCHP's EDI program so you can send claims and receive payments electronically.

For more information, email:
EDIsupport@cchealth.org

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.**

www.cchealth.org/healthplan/providers

www.cchealth.org/insurance



September 4, 2023 — Labor Day

November 10, 2023 — Veterans Day

Our **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.**



CCHP Directory

595 Center Ave. Suite 100
Martinez, CA 94553
www.cchealth.org



Provider Online Forms and Resources

<https://cchealth.org/healthplan/providers/>

Authorization Department/Hospital Transition Nurse

(877) 800-7423, option 3

- Prior Authorization Requests—Please use ccLink or the ccLink Provider Portal for all communication with the following exceptions:
- Email Auth Questions (**do not email auth requests**): CCHPauthorizations@cchealth.org

Behavioral Health Unit (BHAU)

(877) 661-6230, option 4

- Requests should be submitted through ccLink or the ccLink Provider Portal.
- Fax for providers waiting for ccLink access: (925) 252-2626
- Email Behavioral Health Related Questions: CCHPBHAU@cchealth.org

CalAIM Programs

- Email CalAIM Questions: CCHPcalaim@cchealth.org

ccLink Provider Portal

- ccLink Portal Application: cchealth.org/healthplan/providers
- Email ccLink Application and Questions: CCHPportalsupport@cchealth.org
- IT Support to reset password or access issues: (925) 957-7272

Claims Department

- Email Claims Questions: (877) 800-7423, option 5
ClaimStatus@cchealth.org
- Email Appeals Questions: Appeals@cchealth.org

Facility Site Review Department

- Email: CCHPfsrc@cchealth.org

Interpreter Services

(877) 800-7423, option 4

Member Eligibility and PCP Assignment

- ccLink Provider Portal (web based eligibility checks) (877) 800-7423, option 1
www.cchealth.org

Member Services Department

(877) 800-7423, option 7

Pharmacy Department

(877) 800-7423, option 2

Provider Relations Department

(877) 800-7423, option 6

- Fax: (925) 646-9907
- Email General Questions: ProviderRelations@cchealth.org
- Email Contract Related Questions: CCHPcontracts@cchealth.org
- Email Credentialing Related Questions: CCHPcredentialing@cchealth.org