



Provider Network NEWS

Volume 21
Issue 4

A Message from our Chief Medical Officer

Dear CCHP Providers,

Happy New Year! After a challenging 2023, your dedication and unwavering commitment to your patients/our members has been inspirational. Although I only joined Contra Costa Health Plan just a few months ago, its apparent we have an exceptional provider network.

This new year marks a fresh start and a chance to build upon lessons learned. As CCHP's Chief Medical Officer, I am committed to fostering an environment that promotes growth, collaboration, and innovation. I am confident that we will continue to excel and make a difference in the lives of our members.

On January 1st, 2024, CCHP became the Single Plan Model in Contra Costa County. We are now the Primary Managed Care Medi-Cal plan in Contra Costa County. With this transition, we have added almost 35,000 members to our membership! 2024 also saw the carve-in of additional long-term care benefits – Intermediate Care Facilities for the Developmentally Disabled and Subacute Care facilities – as well as the Adult Expansion of those aged 26-49, adding over 10,000 members to our membership!

Maintaining Continuity of Care is a huge priority for CCHP. As members transition to CCHP, we are working to honor previous prior authorizations and process new continuity of care requests. We have been working to establish an agreement with providers who are not currently part of our CCHP provider network. If we are unable to reach a contract or agreement, we are re-directing members to contracted providers within our CCHP network. Bottom line - CCHP continues to work diligently on ensuring that we have a robust provider network and that our members continue to have access to quality health care.

What does 2024 hold for CCHP?

- Long Term Care Carve In – Now that CCHP has carved in Skilled Nursing Facilities, Intermediate Care Facilities for the Developmentally Disabled, and Subacute Care facilities, CCHP is prioritizing ongoing collaboration with these long term care providers to ensure that we are optimizing communication and workflows.
- Complex Case Management – Our Case Management team will account for our growth in membership. As part of the Transitional Care Services program, we will be playing a larger role in the care of our Members as they transition from one level of care to another.
- Relationships with our Providers – Our ability to care for our members is directly related to the strength of our provider network. We will continue to work closely with our providers; I am working my way around the network trying to meet as many of you as I can. I am eager to provide updates, discuss your practices and services, and determine how we can continue to collaborate to improve patient care.
- CalAIM – CCHP continues to expand CalAIM programs. We will be adding additional providers to Enhanced Care Management (ECM), Community Supports (CS), and Community Health Worker (CHW).
- CCHP Clinical Operations – Through internal/external audits, guidelines from the State, feedback from providers, and feedback from members, we continue to enhance Clinical Operations here at CCHP.

Thank you for your continued partnership. Together, we can continue to make a difference in the lives of our patients/members!

Irene Lo, MD, FACS
Irene.lo@cchealth.org

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CCHP Clinical Practice Guidelines

Contra Costa Health Plan Quality Council has accepted the following clinical guidelines from state and nationally recognized organizations that utilize best practices for high quality health care.

- [US Preventive Services Task Force](#)
- [American Academy of Pediatric Bright Future Guidelines](#)
- [American college of Obstetricians and Gynecologists Clinical Information](#)
- [CDC Immunization Guidelines: Children and Adult Guidelines](#)
- [CDC Clinical Practice Guideline for Prescribing Opioids for Pain — United States, 2022 \(cchealth.org\)](#)
- [National Comprehensive Cancer Network Clinical Guidelines](#)



Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Services for Medi-Cal Members under the age of 21 aka Medi-Cal for Kids & Teens

Providers, you play a crucial role in ensuring the provision of Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) services to our Medi-Cal members under 21! EPSDT, or Medi-Cal for Kids and Teens as it is alternatively known, is a vital component of our commitment to providing comprehensive healthcare to children and adolescents, aimed at early detection and intervention to address health issues effectively.

As outlined in [All Plan Letter \(APL\) 23-005](#), all providers must undergo EPSDT-specific training at least once every two years. CCHP uses the DHCS developed training program, which can be accessed at: <https://www.dhcs.ca.gov/services/Medi-Cal-For-Kids-and-Teens/Documents/DHCS-EPSDT-Provider-Training-Updated-Feb-2024.pdf>

If you have taken this training for any other Medi-Cal Managed Care plan, you do not need to take it again for CCHP. You only need to complete the attestation form sent out in the first quarter electronic Provider Network Update (ePNU) survey.

Key points for providers:

- EPSDT services must be provided according to the AAP/Bright Futures periodicity schedule. The periodicity schedule can be found at: downloads.aap.org/AAP/PDF/periodicity_schedule.pdf.
- Providers should inform Medi-Cal beneficiaries or their caregiver about:
 - 1) Why preventive services & screenings are important.
 - 2) What services are offered under Medi-Cal for Kids & Teens.
 - 3) Where and how to get services.
 - 4) Services are free.
 - 5) Free transportation and help scheduling are available.
- Medi-Cal for Kids & Teens information and resources are available on DHCS' website: dhcs.ca.gov/services/Medi-Cal-For-Kids-and-Teens/Pages/Provider-Information.aspx



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

This comprehensive assessment should include a comprehensive history, physical, risk assessment, screening for substance use, and ensuring members have received or were offered all recommended immunizations.

For the most current US Preventive Services Task Force A&B Guidelines, please refer to the following link:

<https://www.uspreventiveservicestaskforce.org/Page/Name/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.

Medical Record Requests

Throughout the year, you may receive requests for medical records from CCHP. Regulatory agencies seek documentation of specific services directly from the member's medical record for various purposes, such as HEDIS, audits, and encounter data validation. Providers are mandated to furnish the visit encounter/lab/service documentation for the requested member(s). CCHP may issue a formal request for this information, aiming to minimize disruption to office flow, and will provide clear timelines for its return. Regulatory agencies impose limited turnaround times on health plans, unfortunately extending the same constraints to providers. Please ensure the timely return of all requested information



Timely Access Standards and Documenting Appointment Extensions

The California Department of Managed Health Care requires all individuals have access to appointments according the below standard timeframes:

Access Standard	Timeframe
Emergency Care – Mental Health or Medical	Immediate
Urgent Care Appointment Not Requiring Prior Auth	Within 48 hours
Urgent Mental Health Appointment	Within 48 hours
Urgent Care Appointment Requiring Prior Auth	Within 96 hours
Non-Urgent Primary Care Appointments	Within 10 business days
Non-Urgent Initial Mental Health Appointment	Within 10 business days
Non-Urgent Specialty Appointments	Within 15 business days
Non-Urgent Ancillary Services Appointments	Within 15 business days
In-Office Wait Time for Appointments	Within 45 minutes
Telephone Call Back Wait Time – Office Staff	By the end of the next business day
Telephone Call Back Wait Time - Triage	Within 30 minutes
Telephone Wait Time for Practice to Answer	Within 10 minutes

Appointment timeframes can be shortened or extended as clinically appropriate by a qualified health care professional acting within the scope of his/her practice. If a member's appointment is extended beyond the timeframes outlined above, it must be documented within the member's medical record that a longer timeframe will not have a detrimental impact on the Member's health. This documentation must be available to DHCS upon request. Additionally, if the timeframe is extended, the provider must provide notice to the member of the decision to extend the applicable waiting time with an explanation of the member's right to file a grievance disputing the extension.



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

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

APL #	Issue Date	APL Title	APL Description
APL 23-031	12/20/2023	Adult Expansion	Provides Medi-Cal managed care plans (MCPs) with guidance on the Age 26-49 Adult Expansion to ensure individuals transitioning from restricted scope Medi-Cal or are otherwise uninsured to full-scope Medi-Cal maintain their existing Primary Care Provider (PCP) assignments to the maximum extent possible to minimize disruptions in services.
APL 23-032	12/22/2023	ECM Requirements (Supersedes APL 21-012)	Provides guidance to all Medi-Cal managed care plans (MCPs) regarding the provision of the Enhanced Care Management (ECM) benefit.
APL 23-033	12/26/2023	2024-2025 Medi-Cal Managed Care Health Plan MEDS/834 Cutoff and Processing Schedule	Provides Medi-Cal managed care health plans (MCPs) with the 2024-2025 Medi-Cal Eligibility Data System (MEDS)/834 cutoff and processing schedule
APL 23-035	12/28/2023	Student Behavioral Health Incentive Program	Provides Medi-Cal managed care plans (MCPs) with guidance on the incentive payments provided by the Student Behavioral Health Incentive Program (SBHIP)
APL 24-001	1/12/2024	Street Medicine Provider: Definitions and Participation in Managed Care (Supersedes APL 22-023)	Provides guidance to Medi-Cal managed care plans (MCPs) on opportunities to utilize street medicine providers to address clinical and non-clinical needs of their Medi-Cal Members experiencing unsheltered homelessness.



Pharmacy and Therapeutics Committee News

The CCHP P&T Committee met on 12/1/23. Updates from the meeting are outline below:

****Changes to the PDL will be effective by mid-January 2024****

Updates/Announcements:

Expansion of CCHP Commercial Plans Retail Pharmacy Network:

As of mid-February 2024, the CCHP Commercial Plan Retail Pharmacy Network has expanded greatly. CCHP Commercial plan members will now be able to fill their prescriptions almost all major pharmacy chains including CVS, Costco, Walmart, Safeway, Raleys, Walgreens and Rite Aid, as well as many independent pharmacies across the country. Please contact the CCHP Pharmacy Department if there are questions as to whether or not a retail pharmacy is included in the new expanded network.

Over-the-Counter Contraceptives Covered at In-Network Retail Pharmacies

Effective 1/1/2024, CCHP Commercial Plan members can access OTC Birth Control Products/ Devices at an in-network pharmacy counter with no prescription and no member cost-sharing. In-network pharmacies have been notified of the billing process. If there are any questions or if a pharmacy is having trouble billing these items for CCHP members, please contact the CCHP Pharmacy Department.

Real Time Benefit Check Tools:

Please remember that providers and members have access to online pharmacy benefits checks. Providers can check a member's pharmacy benefit coverage via the prescribing provider's EMR/EHR platform. Please contact the CCHP Pharmacy Department for further information or if there are any questions about access.

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-news> or contact the CCHP Pharmacy Department for additional details.

CCHP Commercial Member Formulary Changes:

<u>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>	
<u>Changes Made</u>	<u>Drug Name</u>
Created new PA criteria:	Fecal Microbiota
	Hemgenix (etranacogene dezaparvovec)
	Jesduvroq (daprodustat)
	Lodoco (colchicine)
Modified PA criteria:	Reclast (zoledronic acid)
	Prolia (denosumab)
	Non-preferred/Non-formulary Medications
	Forteo (teriparatide)
ADDED to the CCHP formulary:	Vesicular Monoamine Transporter 2 Inhibitors
	Adapalene/Benzoyl Peroxide Gel
Removed from CCHP formulary:	Pprevnar 13 (pneumococcal vaccine)
	Botox (onabotulinumtoxinA)
	Myobloc

Pharmacy and Therapeutics Committee News (Cont.)

- **New Pharmacy Criteria for Fecal Microbiota:** diagnosis of at least 1 recurrent episode of CDI, positive stool test for C. difficile, current episode of CDI must be controlled
- **New Pharmacy Criteria for Hemgenix (etranacogene dezaparvovec):** provider must be a hematologist, diagnosis of hemophilia B, documentation that patient has <2% of normal circulating Factor IX and patient is negative for Factor IX inhibitors
- **New Pharmacy Criteria for Jesduvroq (daprodustat):** member has a diagnosis of CKD and has been undergoing dialysis for at least 4 months, has a HG between 8 and 11.5, documentation of a trial and failure, intolerance, contraindication or inability to use an ESA, and the member will not be receiving concurrent treatment with an ESA.
- **New Pharmacy Criteria for Lodoco (colchicine):** prescriber must be a cardiologist or in consultation with a cardiologist, member is currently receiving statin therapy or documentation of the medical reason why the member is not on statin therapy and the patient does not have renal failure or severe hepatic impairment
- **Modification of pharmacy criteria for Reclast (zoledronic acid):** an adjustment in the criteria for glucocorticoid induced osteoporosis was implemented changing the dose of prednisone (or equivalent) from 5 mg to ≥ 2.5 mg
- **Modification of pharmacy criteria for Prolia (denosumab):** an adjustment in the criteria for glucocorticoid induced osteoporosis was implemented changing the dose of prednisone (or equivalent) from 5 mg to ≥ 2.5 mg
- **Modification of pharmacy criteria for non-formulary medications):** changed the number of preferred formulary medications that need to be tried before approval of a non-preferred, non-formulary medication from 3 medications to 2 medications
- **Modification of pharmacy criteria for Forteo (teriparatide):** an adjustment in the criteria for glucocorticoid induced osteoporosis was implemented changing the dose of prednisone (or equivalent) from 5 mg to ≥ 2.5 mg
- **Modification of pharmacy criteria for Vesicular Monoamine Transporter 2 Inhibitors:** added criteria for the new indication of chorea associated with Huntington's Disease for Ingrezza and changed the formulary status of Ingrezza and tetrabenazine from non-formulary to formulary with a prior

Pharmacy and Therapeutics Committee News (Cont.)

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: <https://www.cchealth.org/health-insurance/information-for-providers/preferred-drug-list>

A searchable copy of the CCHP PDL can be found here: <https://cchealth.org/healthplan/formulary.php>

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

<https://www.cchealth.org/health-insurance/information-for-providers/pharmacy-and-therapeutics>

Claims updates for Long Term Care Providers

Effective February 1, 2024, the Department of Health Care Services (DHCS) will retire the use of the Long-Term Care (LTC) local service codes and the *Payment Request for Long Term Care* (25-1) local form. These local procedure codes will be replaced by National Uniform Billing Committee (NUBC) data elements and the *UB-04* claim form or an electronic 837I claim transaction.

Additional information can be found at the Department of Health Care Services link below.

[ltc-code-and-claim-conversion-ub-04-completion.pdf \(ca.gov\)](#)

If you have any questions, contact Claimstatus@cchealth.org.

Annual Notification regarding Provider Practice Changes

Contra Costa Health Plan (CCHP) is required by the Department of Health Care Services (DHCS) and Department of Managed Health Care (DMHC) to ensure all provider information listed in our Provider Directories is accurate. Provider Directory information can be viewed [online](#). If incorrect data is displayed, updates can be made [online](#) by clicking on the button labeled report an error in provider directory. This allows a provider to list the correct information which is automatically sent directly to CCHP for correction. CCHP reviews and makes the appropriate corrections.

In addition, please notify us immediately about upcoming changes to your practice, such as a new address or suite number, phone, fax, tax identification number* (TIN), ownership or group name change*, provider additions or deletions, or any new practice limitations through e-mail, fax or mail:

Contra Costa Health Plan | Provider Relations
595 Center Ave., Ste. 100, Martinez, CA 94553
Fax (925) 608-9411 | ProviderRelations@cchealth.org

CCHP also sends quarterly electronic Provider/Facility Network Update surveys through email as another method of having providers confirm the accuracy of their data. This process is also required by DHCS and DMHC and failure to respond may result in delay of payment or reimbursement of a claim and removal from the provider directories.

If you have any questions, please contact Provider Relations at Providerrelations@cchealth.org.

* An updated W-9 form is required for any changes to a group name, new ownership, or TIN.



Welcome Community Provider Network (CPN) Providers

Ava Asher, MD	Addiction Medicine, Walnut creek
Natalia Balytsky, MD	Anesthesiology, Pain Management, Oakland, Fairfield
Bonny Kuhfal, HAD	Audiology, Hearing Aid Dispensing, Vallejo
Annie Adams-Roselle, LCSW	Clinical Social Work, Richmond
Meghan Carroll, LCSW	Clinical Social Work, Sacramento
Erik Gracer, MD	Family Medicine,
Jessica Roberts, MD	Family Medicine, Antioch
Hersh Patel, MD	Family Medicine, Brentwood
Linda Obekpa-Agwada, MD	Family Medicine, Brentwood
Tanya Threewitt, MD	Family Medicine, Concord
Charles Renner, MD	Family Medicine, Concord
Suzanne Nguyen, MD	Family Medicine, Oakland
Pahnia Vang, NP	Family Medicine, Oakland
MELISSA IM-GIUFFRIDA, NP	Family Medicine, Oakland
Lisa Yee, MD	Family Medicine, Oakland
Xingyue Wang, MD	Family Medicine, Oakland
Van Vu, MD	Family Medicine, Oakland
Nhi Tran, MD	Family Medicine, Oakland
An Tran, MD	Family Medicine, Oakland
Helen Song, DO	Family Medicine, Oakland
Peter Sam, MD	Family Medicine, Oakland
Christina Ng, MD	Family Medicine, Oakland
Yuyang Mei, MD	Family Medicine, Oakland
Susan Lo, MD	Family Medicine, Oakland
Ester Li-Bland, MD	Family Medicine, Oakland
Jessica Leung, MD	Family Medicine, Oakland
George Lee, MD	Family Medicine, Oakland
Kerry Kay, MD	Family Medicine, Oakland
Emily Guh, MD	Family Medicine, Oakland
Xiaoshuang Chen, MD	Family Medicine, Oakland
Arthur Chen, MD	Family Medicine, Oakland
Tammy Chen, MD	Family Medicine, Oakland
Kimberly Chang, MD	Family Medicine, Oakland
Tiffany Lu, MD	Family Medicine, Oakland
Rajendra Mahajan, MD	Family Medicine, Pleasanton
Michael Schierman, MD	Family Medicine, Pleasanton
Shobana Vankipuram, MD	Family Medicine, San Ramon
Praise Shang, MD	Family Medicine, San Ramon
Prashanthi Yalamanchili, MD	Family Medicine, Walnut Creek
Jasleen Sohal, MD	Family Medicine, Walnut Creek
Sherille Sevilla, DO	Family Medicine, Walnut Creek

Welcome Community Provider Network (CPN) Providers

Diane Chandler, MD	Family Medicine, Walnut Creek
Lauren Mellor-Crummey, MD	HIV/Aids, Oakland
Rebecca Hu, PA	Internal Medicine, Mid-level - HIV/Aids, Oakland
Jeannie Yip, MD	Internal Medicine, Oakland
Changlin Wang, MD	Internal Medicine, Oakland
Thuy An Tran, MD	Internal Medicine, Oakland
Chung Tse, MD	Internal Medicine, Oakland
Dennis Ing, MD	Internal Medicine, Oakland
Stewart Fong, MD	Internal Medicine, Oakland
Anita Chang, MD	Internal Medicine, Oakland
Alisa Takeda, DO	Internal Medicine, Oakland
Thanh Nguyen-Dinh, MD	Internal Medicine, Oakland
Daveena Ma, MD	Internal Medicine, Oakland
Clayton Chan, MD	Internal Medicine, Oakland
Christopher Co, MD	Internal Medicine, Oakland
Mychi Nguyen, MD	Internal Medicine, Oakland
Valorie Kolovos, NP	Internal Medicine, Richmond
Waheed Ibrahimi, MD	Internal Medicine, San Ramon
Jessica Rodriguez, APCC	Mental Health Therapist/Counselor, Fremont
Tiffany Martin, MFTI	Mental Health Therapist/Counselor, Fremont
Angeline Escobedo, MFTI	Mental Health Therapist/Counselor, Fremont
Raquel Jackson, MFTI	Mental Health Therapist/Counselor, Fremont
Nagib Chowdhury, MD	Mental Health Therapist/Counselor, Psychiatry, Sacramento
Roser Camats Falip, MFT	Mental Health Therapist/Counselor, Richmond
Karen Schaaf, NP	Mental Health Therapist/Counselor, Sacramento
Rachel Davidge, LCSW	Mental Health Therapist/Counselor, San Diego
Allegra Jaros, MFT	Mental Health Therapist/Counselor, San Diego, Oakland
James Nirenstein, MFT	Mental Health Therapist/Counselor, Substance Abuse Professional, Walnut Creek
Jennifer Starks, MFT	Mental Health Therapist/Counselor, Tracy
Susanna Gibson, NP	Mid-level - Family Planning, Concord
Kaitlin Sontag, PA	Mid-level - Family Planning, Concord
Mallory Bradley, NP	Mid-level - Family Planning, Redding
Debbie Nguyen, NP	Mid-level - Family Planning, San Ramon
Rebecca Small, NP	Mid-level - Family Planning, Walnut creek
Aldrin Nieves, NP	Mid-level - Nephrology, Concord
Elizabeth Chacon, NP	Mid-level - Nephrology, Concord
Cynthia Lau, NP	Mid-level - Nephrology, Oakland
Ali Mithani, PA	Mid-level - Neurological Surgery Assistant, Walnut Creek
Nina Golubski, NP	Mid-level - Orthopaedic Surgery Assistant, Walnut Creek, Brentwood

Welcome Community Provider Network (CPN) Providers

Gloria Sudeta, NP	Mid-level - Psychiatry, Sacramento
Tyisha Fletcher, NP	Mid-level - Psychiatry, Sacramento
Eric Freitag, Psy.D	Neuropsychology, Walnut creek
Amy Kane, MD	Obstetrics And Gynecology, Berkeley, Richmond, San Pablo
Kresta Ria Tabaranza, OD	Optometry, Oakland, Concord
Toufan Razi, MD	Pain Medicine, Fairfield
Marie Moubarak, MD	Pediatrics
Li Zhu, MD	Pediatrics, Oakland
Natsuko Takakuwa, MD	Pediatrics, Oakland
Hien Nguyen, MD	Pediatrics, Oakland
Sai Woon Liang, MD	Pediatrics, Oakland
Sue Chan, MD	Pediatrics, Oakland
Rebecca Maher, NP	Pediatrics, Oakley, Pittsburg
David Suarez, MD	Physical Medicine and Rehabilitation, Concord, Oakland
Richard Fernandez, MD	Physical Medicine and Rehabilitation, Oakland
Benjamin Greer, MD	Psychiatry, Walnut Creek
Jamie Sayers, Psy.D	Psychology, Fremont
Kristine Nicole Chi, BCBA	Qualified Autism Professional, Oakland
Hanh Nguyen, BCBA	Qualified Autism Professional, San Jose
Denise Padgett, BCBA	Qualified Autism Provider, Alameda
Tiana Barrios, BCBA	Qualified Autism Provider, Alameda
JENSEN BRINKER, BCBA	Qualified Autism Provider, Concord
Raina Arnaout, BCBA	Qualified Autism Provider, Dublin
Edward Araga, BCBA	Qualified Autism Provider, Dublin
Mya Ewing, BCBA	Qualified Autism Provider, Emeryville
Delanie Lombardo, BCBA	Qualified Autism Provider, Novato
Melissa Moseman, BCBA	Qualified Autism Provider, Oakland
Jaclyn Marchio, BCBA	Qualified Autism Provider, Oakland
Maria Aslam, BCBA	Qualified Autism Provider, Oakland
Lisa Cunningham, BCBA	Qualified Autism Provider, San Jose, San Mateo
JACKIE DAOUD, BCBA	Qualified Autism Provider, San Jose, San Mateo
Geeta Agarwal, BCBA	Qualified Autism Provider, San Ramon
Ysabella Pitochelli, BCBA	Qualified Autism Provider, Santa Ana
Lorraine Kamper, BCBA	Qualified Autism Provider, Santa Ana
Juliana Nordhues, BCBA	Qualified Autism Provider, Santa Ana
Luana Guardado, BCBA	Qualified Autism Provider, Santa Ana
Heather Mogul, BCBA	Qualified Autism Provider, Santa Ana
Itzel Bernal, BCBA	Qualified Autism Provider, Santa Ana
Jenna Battaglia, BCBA	Qualified Autism Provider, Walnut creek
Linda Hawk, NP	Sleep Medicine, Concord, Antioch

Welcome Community Provider Network (CPN) Providers

Leanne Sherred, SLP	Speech Pathology, Los Angeles
Clarissa Calzada, SLP	Speech Pathology, Los Angeles
Valerie Hannigan, SLP	Speech Pathology, Los Angeles
Amanda Akimov, SLP	Speech Pathology, Los Angeles
Jeffrey Kanel, MD	Surgery - Orthopedic, Walnut Creek
Erryn Tappy,	Urogynecology & Pelvic Reconstructive Surgery, Walnut Creek

Welcome Contra Costa Regional Medical Center (RMC) Providers

Victor Hass, MD	Anesthesiology
Patrick Lam, MD	Anesthesiology
Hyun-Kee Lee, DDS	Dentist
Soon Rye Kwon, DDS	Dentist
Adeyinka Owoyele,	Diagnostic Radiology
Michael Caruso, DO	Diagnostic Radiology
William Glenski, MD	Diagnostic Radiology
Usha Murphy, MD	Diagnostic Radiology
Joseph Liao, MD	Diagnostic Radiology
Daniel Garvin, DO	Diagnostic Radiology
Teresa McQueen, MD	Diagnostic Radiology
Robert Watson, MD	Diagnostic Radiology
Jonathan Gershenson, DO	Diagnostic Radiology
Jonathan Breslau, MD	Diagnostic Radiology
Jason Salber, MD	Diagnostic Radiology
Meng Qiao Xi, MD	Emergency Medicine
Jonathan Cedermaz, MD	Emergency Medicine
Enyioma Okechukwu, MD	Emergency Medicine
Philip Giddings, MD	Emergency Medicine
Austin Parish, MD	Emergency Medicine
Michael Malik, MD	Emergency Medicine
Naman Shah, MD	Emergency Medicine, Family Medicine
Sophie Patzek, MD	Endocrinology
Sara Muralles, MD	Family Medicine
Michael Downing, MD	Family Medicine
Nicole Bores, MD	Family Medicine
Michelle Shute, MD	Family Medicine
Julissa Lopez, MD	Family Medicine
Laura Colebourn, FNP	Family Medicine
Yvonne Kamau, MD	Family Medicine
Lauren Proctor, MD	Family Medicine
Nina Clark, DO	Family Medicine
Paul Kiruuta, NP	Family Medicine

Welcome Contra Costa Regional Medical Center (RMC) Providers (Cont)

Natalie White, MD	Family Medicine
Jeanette Hogenboom, FNP	Family Medicine
Xenia Gonzalez, MD	Family Medicine
Daniel Escamilla, MD	Family Medicine
Thomas Baxter, DO	Family Medicine
Rachel Moyer, MD	Family Medicine
Morgan Bagingito, MD	Family Medicine
Michael Robinson, MD	Family Medicine
Brandon Lorenz, DO	Family Medicine
Emily Yocom, DO	Family Medicine
Nana Sekyere, MD	Family Medicine
Patsy Kremsreiter, MD	Family Medicine
Kaleb Kremsreiter, MD	Family Medicine
Yesenia Salazar, DO	Family Medicine
Lina Khoeur, MD	Family Medicine
Nathaniel Trona, MD	Family Medicine
Katrina Sadang, MD	Family Medicine
Arthur Mestas, MD	Family Medicine
Sophia Dao, DO	Family Medicine
Christopher Sifflet, MD	Family Medicine
Lilian Mendez, MD	Family Medicine
Eleanor Sullivan, MD	Family Medicine
Mayra Carrillo, MD	Family Medicine
Katherine Yu, MD	Family Medicine
Wendy Woo, MD	Family Medicine
Kiara Owens, MD	Family Medicine
Mira Moore, MD	Family Medicine
Mercedes Forster, MD	Family Medicine
Katherine Dyer, MD	Family Medicine
Katherine Deutsch, MD	Family Medicine
Rima Datunarachchi, MD	Family Medicine
Carly Chiwiwi, MD	Family Medicine
Rico Chenyek, MD	Family Medicine
Samuel Bosch, MD	Family Medicine
Vivian Anochili, MD	Family Medicine
Dana Gersten, MD	Family Medicine
Alexa Lomongsod, NP	Family Medicine
Zachary Nicholas, MD	Family Medicine
Allison Aiken, MD	Family Medicine
Dahlia Norry, MD	Family Medicine, Obstetrics And Gynecology
Noha Eshera, MD	Family Medicine, Obstetrics And Gynecology
Susan Feierabend, MD	Family Medicine, Obstetrics And Gynecology

Welcome Contra Costa Regional Medical Center (RMC) Providers (Cont)

Gabriel Carpio-Bracho, MD	Family Medicine, Sports Medicine
Ru Min Lee, MD	Gastroenterology
Luke Bi, MD	Gastroenterology
Ann Robinson, MD	Gastroenterology
Danny Wu, MD	Gastroenterology, Internal Medicine
Moe Myat, NP	Internal Medicine
Stephanie Lin, MD	Internal Medicine
Akshay Ravi, MD	Internal Medicine
Sahana Sridhar, MD	Internal Medicine
Shruti Datta, MD	Internal Medicine
JIAQUN CHIU, NP	Internal Medicine, Pulmonary Disease
Perveen Chattha, MD	Neurology
Kyaw Lin, DO	Neurology
Idelisse Ortiz Torres, MD	Neurology
Deborah Huang, MD	Neurology
Victoria Wu, MD	Neurology
Kamesh Krishnamurthy, MD	Neurology
Anirudh Sreekrishnan, MD	Neurology
Michael Diaz, MD	Neurology
Lennox Byer, MD	Neurology
Ritwik Bhatia, MD	Neurology
Mark Montano, MD	Neurology
Sharon Hood, MD	Obstetrics And Gynecology, Perinatology
Gena Damento, MD	Ophthalmology
Rabab Rafique, OD	Optometry
Tyler Maxon, OD	Optometry
Gregg Pottorff, MD	Orthopaedics
Paul Kim, MD	Orthopaedics
Renee Thomas, MD	Pathology
John Goodrich, MD	Pediatrics
Christina Monroy, MD	Pediatrics
Michael Stanger, MD	Psychiatry
Elizabeth Bruns, MD	Psychiatry
Haley Mayenkar, MD	Psychiatry
Aman Singh, MD	Psychiatry
Joshua Feriante, DO	Psychiatry
Kameron Bechler, MD	Psychiatry
Weston Ferrer, MD	Psychiatry
Weston Ferrer, MD	Psychiatry
Matthew McCarron, MD	Psychiatry
Roy Collins, MD	Psychiatry

Welcome Contra Costa Regional Medical Center (RMC) Providers (Cont)

Matthew Paley, DO	Psychiatry
Bradley Brown, MD	Psychiatry
Eric Lee, MD	Psychiatry
Rishi Thomas, DO	Psychiatry
Lance Middleton, MD	Psychiatry
Ketetha Olengue, MD	Psychiatry, Psychology
Nicolle Napier-Ionascu, Psy.D	Psychology
Adam Rulnick, MD	Radiology
Muhammad Abdul-Wahab, MD	Radiology
Jennifer Pitts, MD	Radiology
Jon Lewis, MD	Radiology
Shadi Boutros, DDS	Surgery - Oral and Maxillofacial
David Kleinerman, MD	Surgery - Urological, Urology
Gregory Barme, MD	Urology



The Bulletin Board

Reminder!

Attention: Provider Network Trainings

Next Meeting Dates: **April 30, 2024**
July 30, 2024
October 30, 2024

Zoom Times: 12:00 pm—1:30 pm

To register, please email: Maria.Laico@cchealth.org

HOLIDAYS OBSERVED BY CCHP

January 15	Martin Luther King Jr. Day
February 19	President's Day
May 27	Memorial Day
June 19	Juneteenth

Interpreter Services

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

CCHP Online Resources:

www.cchealth.org/health-insurance/information-for-providers

Uninsured individuals:
www.cchealth.org/health-insurance



Using any computer at any time, this free web-based tool allows you to:

- 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://www.cchealth.org/health-insurance/information-for-providers> and download the PDF under the ccLink logo (right side of screen).

Electronic Claim Submissions

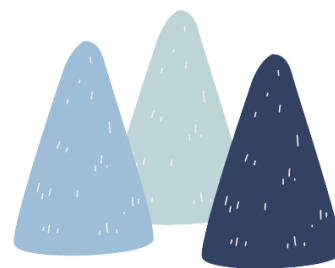
Enroll in CCHP's EDI program so you can send claims and receive payments electronically.

For more information, email: EDIsupport@cchealth.org



CCHP Directory

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



Provider Online Forms and Resources

<https://cchealth.org/health-insurance/information-for-providers>

Authorization Department/Hospital Transition Nurse

- Email Auth Questions (**do not email auth requests**): CCHPauthorizations@cchealth.org
CCHPSNF-auth@cchealth.org
- Email SNF Questions
- Fax Numbers for Prior Authorization Requests:
Medi-Cal Member Authorization eFax Numbers:
 - ◇ Out of Area (Hospital) Face Sheet: Fax: (925) 313-6645
 - ◇ Mental Health (only if not yet on portal): Fax: (925) 313-6196**Commercial Member** Authorization eFax Numbers:
 - ◇ Confidential Mental Health (if not on portal): Fax: (925) 313-6196
- Prior Authorization Requests—Please use ccLink or the ccLink Provider Portal for all communication with the following exceptions:
- Noncontracted providers and out-of-area hospitals Fax: 925-313-6645
- Email Auth Questions (**do not email auth requests**): CCHPauthorizations@cchealth.org

Behavioral Health Unit (BHAU)

- 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: CCHPBHD@cchealth.org

ccLink Provider Portal

- ccLink Portal Application: <https://www.cchealth.org/health-insurance/information-for-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

Facility Site Review Department

- Email: CCHPfsrc@cchealth.org

Member Eligibility and PCP Assignment

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

Member Services Department

877-800-7423, option 7

Pharmacy Department

877-800-7423, option 2

Provider Relations Department

- Fax: 877-800-7423, option 6
925-608-9411
- Email General Questions: ProviderRelations@cchealth.org
- Email Contract Related Questions: CCHPcontracts@cchealth.org
- Email Credentialing Related Questions: CCHPcredentialing@cchealth.org