

The Contra Costa Health Plan Provider Bulletin

H1N1 Vaccine Update

The CDC's Advisory Committee on Immunization Practices has recommended the following groups be targeted for vaccination:



- Pregnant Women
- People who live with or care for children younger than six months of age
- Health care and emergency medical services personnel
- Persons between the ages of six months through 24 years of age
- Persons 25 to 64 years of age who are at higher risk because of chronic health disorders or compromised immune systems.

If you intend to provide this vaccine and have not yet registered, please register today at www.calpanflu.org. If you are a CCHP-contracted PCP and do not plan on providing this vaccine, please let us know.

To date we understand this vaccine will be distributed in Mid-October or maybe sooner and will be distributed in order of registration. You can find the latest information about the H1N1 virus by visiting http://www.cchealth.org/topics/swine_flu or go to <http://www.cdc.gov/h1n1flu/vaccination/acip.htm>.

Health Plans Applaud Governor Signing Bill to Protect Healthy Families Enrollment Statement from CAHP Board Chair Howard A Kahn on AB 1422

“With the swipe of a pen, the future for hundreds of thousands of California’s kids is much brighter today. Their families can breathe a sigh of relief as a result of Healthy Families health coverage being saved.

Without the Legislature passing and the Governor signing AB 1422, families would have faced long waiting lines or worse, no services at all. Our already crowded emergency rooms would have been the only place these children could turn to for care. Or they would have squeezed even sicker adults out of equally crowded clinics.

During these tough economic times, the nation’s largest state could not afford to eliminate access to health care for children. During this time of hope for reform of our health system, the nation’s largest state could not send a message of denial to the nation.

Thankfully, we no longer have to worry about what will happen to our kids next year.”

-Howard A. Kahn is the Chairman of the California Association of Health Plans’ Board of Directors and the CEO of L.A. Care Health Plan.

Health Plans that manage Medi-Cal members accepted a 2.35% tax until January 2011. Because of this tax, the Healthy Families program has been saved for another year. More than 600,000 children in California will not lose their health care coverage. As part of this new legislation, premium and co-pays will increase November 1, 2009 for some Healthy Family Members.

Flu Updates

CCHP advises Members to get their Immunizations

In September 2009, CCHP sent our annual “flu season” letter to all CCHP members. In this letter we stressed the importance of getting immunized. CCHP has strongly encouraged our CPN members to contact their Primary Care Provider to schedule an appointment for their Flu Shot. In this letter to members, CCHP recommended all members that meet the criteria receive the seasonal flu and the H1N1 vaccine this year. The high-risk table below was also part of the letter.

CCHP will not reimburse flu shots given at local pharmacies or other flu clinics. This year our Public Health Department has changed the delivery system of the Flu vaccine clinics for the general public. This year there will be 4 free vaccine clinics throughout the County in November. Information on these free Public Health Flu Clinics is listed on page 7 of this bulletin.

Vaccine:	People who need to get vaccinated as soon as possible
Seasonal Influenza	• Pregnant women • Children 6 months through 18 years • Adults 50 years and older • Healthcare workers • People with a chronic health condition (immunosuppression, heart, lung or kidney diseases, asthma, diabetes) • Caregivers of young children and the elderly
H1N1 Influenza	• Pregnant women • Children 6 months through 18 years • Young adults 19 through 24 years • Healthcare workers and emergency medical workers • Anyone between 25 and 64 years with a chronic health condition - (immunosuppression, heart, lung or kidney diseases, asthma, diabetes) • Caregivers of children under 6 months of age
Pneumonia	• Adults over 65 • Adults who smoke • Adults with a chronic health condition (immunosuppression, heart, lung or kidney diseases, asthma, diabetes)

Fraud Waste and Abuse Compliance Requirements

Fraud, Waste and Abuse (FWA) Training is a mandated requirement of the Center for Medicare and Medicaid Services. Within the next few months, we will be sending our providers an FWA training packet. The training packet will come with complete instructions. Look for it in the upcoming months. For more information, please contact Terri Lieder at (925) 313-9502 or at tlieder@hsd.cccounty.us.

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Pharmacy and Therapeutics Update

The Pharmacy and Therapeutics committee at CCHP reviewed the efficacy, safety, cost and/or utilization of the following therapeutic categories/medications at the September 4, 2009 meeting. The changes are expected to be effective the week of October 20th, 2009.

Hyperparathyroidism Agents	Oral Bisphosphonate Agents	ACE Inhibitors
ACE Inhibitors with Hydrochlorothiazide	Low Cost Injectables	Insulin Quantity Limits

The committee approved **addition** of the following to the Preferred Drug List (formulary):

Altace[®] (ramipril) capsules added to formulary (tablets remain non-formulary);
Humulin[®] N, 4 vials/month quantity limit removed.

The committee approved **deletion** of the following to the Preferred Drug List (formulary):

Actonel[®] (risedronate). Generically available Fosamax[®] (alendronate) will remain the preferred orabisphosphonate. Patients currently on Actonel will be given notice and 90 days to make the transition.

The following were reviewed and **prior authorization criteria** approved or updated (remain non-formulary):

The Health Plan has reaffirmed its criteria on off-label drug use and doses exceeding FDA approved limits. Supporting documentation such as clinical studies will be needed to support these prior authorization requests. The Health Plan has the right to confer with a specialist in the field of medicine for which the prior authorization is being requested. The decision rendered by the consulting specialist may serve as the basis for the health plan's decision.

FYI/REMINDERS:

Clinical Pearls:

Did you know the **cost of insulins** you may be prescribing? Here are some monthly cost comparisons to the Health Plan (at 50 units daily) that we hope will help you choose the most cost-effective form for your patients:

Humulin R = \$42.45, Humalog = \$118.20, Novolog = \$147.15, Humulin 70/30 or N = \$42.45,
Lantus = \$131.55, Levemir = \$112.95

CCHP found that on our list of top drugs by costs, various dosages of Advair[®] and Crestor[®] were high. We encourage the use of generically available inhaled corticosteroids (i.e. QVAR[®], Flovent[®]) and Statins (simvastatin, pravastatin).

340B reminder: there are 10 Rite Aids and 12 Walgreens pharmacies in our 340B network.

We encourage use of these pharmacies in order to save the county money. BHC/HCI patients are still restricted to the 12 340B Walgreens pharmacies.



SelectCare News

SelectCare is a Medicare Advantage Special Needs Plan offered by Contra Costa Health Plan. It is designed for Medicare beneficiaries who are also enrolled in the California Medi-Cal program. More information about *SelectCare* can be found at http://www.cchealth.org/health_plan/selectcare/. The complete *SelectCare* formulary can be found at <http://selectcare.performrx.com/>. No negative formulary changes thru August 2009 have occurred to the *SelectCare* formulary.

Claim's Unit Update:

We are still struggling with claim backlog and staffing issues. State mandates payment within 45 business days. The Federal Government allows 30 days for Medicare claims. We are making every attempt to process your claims to meet these deadlines, if we do not meet them we will be processing your payments with interest. Duplicate claims will only slow the reimbursement process. Call us before resubmitting claims.

Please also keep in mind that you have 180 days from the date of service or date of an Explanation of Benefits (EOB) to send in your claims.

If you have any questions, please call our office at 1 (877) 800-7423, option #5. We have staffed phone service available from 9 am to 12 noon, Monday through Friday.

CCHP Urgent Care Providers

Urgent Care is the best care option when a PCP is not available. Here is a listing of our contracted Providers. Please remember, all CCHP members must contact our Advice Nurse Unit at 1 (877) 661-6230, option 1 before seeking treatment at these centers.

Urgent Care Centers

Night Owl Pediatrics

425 Gregory Lane, Suite 203
Pleasant Hill, CA 94523
(925) 288-3600
Hours 1PM to 10 PM
Monday—Saturday
Sunday 10 am—9 PM

Rapid Care Medical Clinic

2299 Bacon Street, Suite 6
Concord, CA 94520
(925) 356-5636
Hours 9 AM—6PM
Monday—Friday

Jack E. Dudler, MD

120 La Casa Via, Suite 103
Walnut Creek, CA 94598
(925) 943-5757
Hours 9 AM—4 PM
Monday—Friday

John Muir Urgent Care Centers



John Muir Urgent Care, Brentwood

2400 Balfour Road, Suite 120
Brentwood, CA 94513
Hours 1 PM—10 PM
Monday—Saturday
Holidays by appointment

John Muir Urgent Care, Concord

2700 Grant Street, Suite 200
Concord, CA 94520
(925) 677-0500
Hours 9AM—9 PM
Monday—Friday
Saturday and Sunday 9 AM—5 PM
Holiday Hours 9 AM—3 PM

John Muir Urgent Care, San Ramon

2305 Camino Ramon, Suite 100
at Bishop Ranch 11, San Ramon
(925) 866-8050
Hours 9 AM—9 PM
Monday—Friday
Saturday and Sunday 9 AM—5 PM
Holiday Hours 9 AM—3 PM

John Muir Urgent Care, Walnut Creek

1455 Montego Way, Suite 205
Walnut Creek, CA 94598
(925) 939-4444
Hours 9 AM—9 PM
Monday—Friday
Saturday 9 AM—5 PM
Holiday Hours 9 AM—3 PM

For more information, visit their website at www.johnmuirhealth.com

Healthy Families Program

CCHP will be issuing updated ID cards with the new co-pay information for our Healthy Families members. This information may also be obtained when calling to verify eligibility. In some cases, office visit co-pays have increased.

CCHP Healthy Families Benefit Plans affected:

HLTHFAMC cpn network	HLTHCFAM cpn network	HLTCFAMN cpn network
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Billing & Reimbursement for H1N1 Administration Only

Medicare	Commercial	Healthy Families	Medi-Cal	CHDP
HCPSC Codes G9141 \$27.43	CPT Code 90471 \$10.80	CPT Code 90471 \$9.90	CPT Code 90663-SK* \$9.45	ON PM 160 Code 84 \$9.45
ICD-9 Code V04.81	ICD-9 Code V04.81	ICD-9 Code V04.81	ICD-9 Code V04.81 *per DHCS -SK modifier is for the high-risk population only. Claims billed for code 90663 with- out -SK modifier will be denied.	ICD-9 Code V04.81

Mark your Calendar for Our Next Community Provider Network Meeting We encourage and appreciate your participation!



West County October 20, 2009

Doctors Medical Center
2000 Vale Road, San Pablo, CA 94806
7:30 - 9:00 AM

Central/East County October 27, 2009

1350 Arnold Drive, Conf Room #103
Martinez, CA 94553
7:30—9:00 AM



Provider Claims Appeals Process

Please submit the following information with your Provider Disputes:

- Letter stating reason why you are disputing denial or payment
- Copy of BILLING FORM (CMS 1500, UB04)
- Copy of the denial letter or payment voucher

Send to:

Contra Costa Health Plan,
Attn: Provider Grievance Dept.
595 Center Avenue Suite 100
Martinez, CA 94553

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

E-Mail: ProviderRelations@hsd.cccounty.us

PLACE HOLDER FOR

CCHP Flu Vaccine Matrix 2009-2010

Free Seasonal Flu Vaccine Drive-thru Clinics on Saturdays, 10 AM—3 PM
All Ages Welcome

November 7, 2009

Hilltop Mall in Richmond
Drive-thru clinic

November 21, 2009

Ygnacio Valley High School in Concord
Drive-thru clinic

November 14, 2009

Somerville Towne Center in Antioch
Drive-thru clinic

November 21, 2009

San Ramon (location to be determined)

The Bulletin Board

Holidays Observed

Veterans Day
November 11

Thanksgiving Holiday
November 26, and 27

Christmas Day
December 25

Our accredited Advice Nurse Unit is available for our members 24 hours a day, 7 days a week including holidays. The Advice Nurse Unit can be reached by calling 1 (877) 661-6230 (Press 1)



Welcome!!

CCHP would like to welcome the following
New Providers

Richmond Health Center

Ann Schnake, MD
Lynette Stromberg, MD

Antioch Health Center

Pediatric Primary Care
Ada Ho, MD

Martinez Health Center

Pediatric Primary Care
Francine Jolton, MD

Brentwood Health Center

Lily George, MD

Brentwood

John Muir Physician Network
Pediatric Primary Care ages 0-18
Tracy Goldman, MD

CLAIMS INFORMATION

Send All Claims to:

Contra Costa Health Plan
P.O. Box 2157
San Leandro, CA 94577

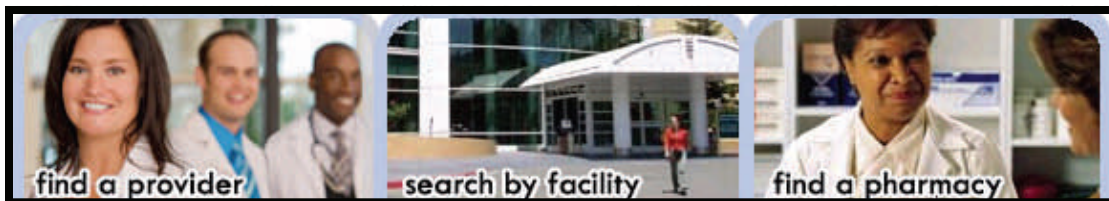
Courier Claims Address:

Contra Costa Health Plan
14860 Wicks Blvd
San Leandro, CA 94577

Electronic Filing

Contact Docustream
510-264-0900

Find resources for uninsured
individuals at
www.cchealth.org/insurance



**Visit our New CCHP
Provider & Pharmacy Online Search Engine (OSE)**
Please visit our website at: www.contracostahealthplan.org

Contra Costa Health Plan Provider Relations Contact Information

595 Center Avenue, Suite 100, Martinez, CA 94553
(925) 313-9500 Main Number (925) 646-9907 Fax Number
Email us: ProviderRelations@hsd.cccounty.us

<i>Tracy Ann Ealy</i>	Director of Provider Relations	(925) 313-9501	tealy@hsd.cccounty.us
<i>Vicki Turner</i>	Administrative Assistant	(925) 313-9505	vturner@hsd.cccounty.us
<i>Terri Lieder</i>	Supervisor, Credentialing Team	(925) 313-9502	lieder@hsd.cccounty.us
<i>BJ Jacobs, FNP</i>	Provider Liaison	(925) 313-9503	jacobs@hsd.cccounty.us
<i>Mary Berkery, RN</i>	Facility Site Review Manager	(925) 313-9504	mberky@hsd.cccounty.us
<i>Maria Perez</i>	Credentialing Coordinator	(925) 313-9506	lperez@hsd.cccounty.us
<i>Jason Woodruff</i>	Provider Relations Representative	(925) 313-9507	jwooduff@hsd.cccounty.us

Provider Contracting Department

<i>Shenita Hurskin</i>	Director of Contracts	(925) 313-9521	shurskin@hsd.cccounty.us
<i>Nicole Meyer</i>	Contracts Secretary	(925) 313-9522	nmeyer@hsd.cccounty.us

**Provider Call Center
1-877-800-7423**

Press 1 – Member Eligibility and Primary Care Physician Assignment
Press 2 – Pharmacy Services Department
Press 3 – Authorization Department
Press 4 – Interpreter Services (Advice Nurse)
Press 5 – Claims Department
Press 6 – Provider Relations Department
Press 7 – Member Services Department