

The Contra Costa Health Plan Provider Bulletin

CCHP Announces Consolidation of Pharmacy Network

In February 2009, DHCS approved the implementation of a CCHP Pharmacy Network consolidation plan. The State agreed that this consolidation would still exceed all capacity and access requirements for our members.

CCHP has notified all pharmacy chains, with the exception of **Walgreens** and **Rite Aid**, that their participation in CCHP's Pharmacy Network would no longer be required after **July 1, 2009**. We have offered continued participation to the current small independent pharmacies at reduced rates consistent with CCHP's reduced capitation rates from Medi-Cal and Healthy Families.

Consolidating the Pharmacy Network will help CCHP to receive significant pharmacy savings without any changes to the CCHP formulary or costs to members for their prescriptions. All of our members have been notified of this change by mail.



Medi-Cal Benefit Changes Effective July 1, 2009

Important Update

The State Medi-Cal budget has eliminated coverage of the following optional benefits for Medi-Cal members age 21 and over for both Medi-Cal fee-for-service and managed care (CCHP). CCHP non-Medi-Cal members are not affected by this change at this time.

Eliminated Benefits**	Exceptions
	** The state has allowed some additional categorical exceptions to these eliminated benefits.
	Patients residing in a SNF, ICF, adult subacute, or facility for developmentally disabled. Patients attending Adult Day Health.
	Developmentally disabled patients under Regional Center
	Services for pregnancy-related conditions
Incontinence creams and washes	None
Audiology services	Hearing aids and accessories and cochlear implants
Speech Therapy	Provided by Home Health
Optometric and optician services	Diabetic retinal exams
Acupuncture	None
Chiropractic services	None
Dental	Emergency dental
Psychologist	Provided by County Mental Health Managed Care
Podiatry	Prosthetics and orthotics

Eliminate Benefit Override Process

- All requests for exception for CCHP members (other than optometric diabetic retinal exam) must receive prior authorization.
- Case-by-case review of medical necessity or continuity exceptions may result in approvals. Call 1-877-800-7423, press 3 or fax prior authorization form to (925) 313-6058.

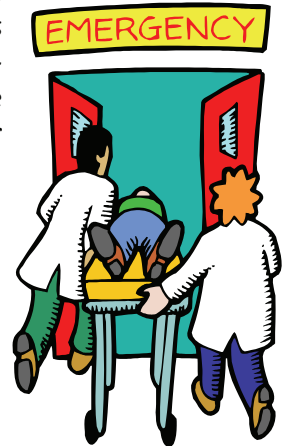
Provider Reimbursement



The State Department of Health Care Services (DHCS) has informed Contra Costa Health Plan (CCHP) that Medi-Cal payments to CCHP for July and August may be suspended due to the current budget crisis. Therefore, CCHP **may not** be able to pay claims in July and August until payment is received in September. We appreciate your understanding and continued commitment through these extremely difficult times.

What Doctors Can Do To Educate Parents About Using the ER

Contra Costa Health Plan (CCHP) has been working with the California Department of Health Care Services (DHCS) collaborative to reduce avoidable Emergency Room (ER) visits. Since 74 % of avoidable ER visits are due to earaches, sore throats, coughs, colds and flu the collaborative's first intervention is to develop and distribute materials educating members with children ages 1-19 about appropriate ER use. CCHP began the distribution of materials on May 1st and has since contacted providers that serve pediatric patients. The ultimate goal is to identify instances where an ER visit could have been better treated by a primary care provider (PCP). Below is a description on how to best use the materials with your patients in your office:



ER Poster-- "Not Sure It's an Emergency?"

- The poster, placed in the waiting room, is designed to encourage parents to ask you about when to use the emergency room.
- The poster also identifies when parents should call your office or the Advice Nurse for non-emergency conditions such as earaches, sore throats, cough, cold and flu.
- Making sure that posters are in a visible location in your patient waiting area(s) will ensure they know the best way to manage common concerns.

Placing posters in exam rooms or other areas you meet with your patients can also serve as a prompt to have meaningful dialogue on when an ER visit is necessary or not.

**Not Sure
It's an
Emergency?**

**CCHP & DHCS
collaborate to
reduce avoidable
ER visits**

ER Brochure-- "Not Sure It's an Emergency?"

The brochure is designed to assist in educating parents about appropriate ER use. The brochure also educates parents about upper respiratory infection (URI) prevention and self care strategies for their children. Please use the information in the brochure, as well as the member's unique medical history, in providing advice about URI prevention, self-care, and symptoms/conditions that require emergency care. Encourage the parents to use the space at the back of the brochure to write down your advice provided during the office visit.

CCHP has provided the Advice Nurse telephone number to assist members that you see, also, distribution of ER posters and brochures has already begun. However, if you haven't been contacted and you wish to participate; if you need materials or need to replenish materials; or simply have questions about the ER collaborative please contact:

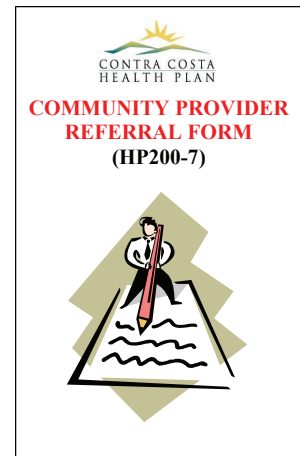
Senior Health Education Specialist, Patricia Sanchez, at
(925) 313-6019 or by email at psanchez@hsd.cccounty.us

Tidbits from the Utilization and Case Management Team:

Good News!!

Over the past several months, the Authorization Unit re-examined the specialty care referral process. To streamline this process, we are pleased to announce the following change. Upon our receipt of the faxed copy of the **Community Provider Referral form (HP200-7)** from the PCP, the Authorization Unit will increase **some** of the specialty referral visits from 1 consult and 1 follow up visit to 1 consult and 3 follow up visits. The specialist receives notice of this increase via refaxed copy of the Community Provider Referral form stamped by the Authorization Unit noting the increased visits.

Please note: If the specialist does not receive a refaxed copy of the Community Provider Referral form with a stamped CCHP notation, the referral is only valid for 1 consult and 1 follow up visit. The Authorization Unit will continue to analyze and trend the utilization of specialty care services and will base future visit increases on practice patterns and utilization activities.



Please note, the Authorization Unit strives toward provider satisfaction by continuously reviewing and improving our authorization process. If you have suggestions, please contact us at (925) 957-7260 or email scain@hsd.cccounty.us (Please note on Subject line: Auth Unit Idea).

Food for Thought: Referring Your Member to a Specialist

PCP: When using a **Community Provider Referral form (HP200-7)** to refer your member directly to a specialist, please remember to fax and/or send with the member any pertinent clinical notes, dictations, and supporting documents, such as radiology or imaging reports and lab results that explains why the member is being referred. Sending pertinent notes, allows the specialist the opportunity to:

- Thoroughly review the member's clinical picture before the appointment
- Perform a comprehensive initial exam
- Develop appropriate treatment plans

If you know a specialist will need specific radiology report(s) or lab work, please arrange to have them done before the consult appointment to avoid a wasted appointment slot.

SPECIALIST: To enhance continuity of care, please send your consult report to the referring provider within two weeks of the consultation.

****Please remember that the Authorization Unit uses evidence-based guidelines in our decision making process. Therefore, we may be requesting additional supporting information from your office in order to determine whether your request meets these guidelines. Please be patient with the clerical and clinical staff when this information is being requested.**

Childhood Obesity

In an effort to address childhood obesity in our county, CCHP has created tip sheets to equip our health care providers with resources to alter discussion about healthy lifestyles and weight management with patients. Tip sheets topics include portion control, stocking a "healthy" kitchen, sugary drinks, and weight management goal setting.



To help CCHP families achieve healthy living goals you can download a complete packet of materials at www.contracostahealthplan.org. If you wish to receive a hard copy of the materials, please contact **Patricia Sanchez, Senior Health Education Specialist** at (925) 313-6019 or at psanchez@hsd.cccounty.us



Pharmacy and Therapeutics Update

The Pharmacy and Therapeutic Committee at CCHP reviewed the efficacy, safety, cost and/or utilization of the following therapeutic categories/medications at the June 5th meeting. Changes should be effective on approximately July 20, 2009.

Tamiflu® (oseltamivir)	Relenza® (zanamivir)	Topamax® (topiramate)
Hydrocodone/APAP combo products	Proton Pump Inhibitors PA criteria	Oral Oncologic agents PA criteria

The committee **approved & added** the following to the Preferred Drug List (formulary):

- Tamiflu® and Relenza® will continue to be formulary. They were added quickly in response to H1N1.
- Topamax® tablets will be formulary. Sprinkle capsules will be formulary for 4 years of age and under.
- Omeprazole 40mg (no longer required to use two 20mg doses).

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

- Proton Pump Inhibitors; given a serious drug interaction between Plavix® (clopidogrel) and omeprazole, patients on clopidogrel therapy will be allowed Protonix® (pantoprazole) without submitting an authorization. Claim will process on-line at pharmacy.
- Nexavar® (sorafenib)
- Sutent® (sunitinib)
- Tarceva® (erlotinib)
- Tasigna® (nilotinib)
- Tykerb® (lapatinib)
- Xeloda® (capecitabine)

FYI/REMINDERS:

CCHP is working on an automatic PA renewal process for selected maintenance medications where expiring authorizations will be entered without provider input. We expect the process to be in effect this Summer.

Retail Pharmacy Network Changes: We are on schedule for a July 1st consolidated pharmacy network. For Contra Costa County, our new network will have the Walgreens and Rite Aid chains, along with most independent pharmacies. Outside of the county, all Walgreens and Rite Aids across the nation can be used.

CCHP anticipates adding 10 Rite Aid pharmacies to our 340B drug program. Along with 12 Walgreens, this brings the total to 22 pharmacies with 340B drug pricing that allows the county to save a substantial amount of money on prescription drugs. 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 *SelectCare* formulary can be found at <http://selectcare.performrx.com/>. No negative formulary changes thru May 2009 have occurred to the *SelectCare* formulary.

Allergy Injection Reimbursement

As a reminder in this season of heavy utilization, allergy injections are reimbursed at your contracted rate. If you have questions, please contact the Contracts Unit at (925) 313-9522.



Updated 2009 H1N1 (Swine Flu) Testing Recommendations

June 15, 2009

Situation:

2009 H1N1 influenza (Swine Flu) has become more widespread with an increased number of cases reported worldwide, across the nation and in California. There are many cases identified now in Contra Costa County. We are modifying our previous testing recommendations based on our current resources and the changing surveillance needs.

Testing:

The CDC and State of California recommendations for testing of suspected swine flu are broad. Contra Costa Public Health is no longer recommending testing in the general population, as testing supplies are limited and the surveillance needs have changed.

Testing resources at the Contra Costa Public Health Laboratory will be reserved for individuals hospitalized with Influenza Like Illness (ILI). Specimens of hospitalized patients that are sent to the Contra Costa Public Health Laboratory must be accompanied by the Novel Influenza A H1N1 Case History Form. The form is available here: http://cchealth.org/topics/swine_flu/pdf/h1n1_case_report_form.pdf

We are specifically recommending that you not test asymptomatic individuals, or those who are not hospitalized. Specimens that are received by the Contra Costa Public Health Lab without the required H1N1 Case Report Form will not be tested.

Instructions for collecting a naso-pharyngeal swab from hospitalized individuals meeting these guidelines may be viewed at <http://www.n-pak.com>. They are also available on our website <http://www.cchealth.org>.

This situation is fluid and recommendations are subject to change. Please check our website for the most current recommendations. http://www.cchealth.org/topics/swine_flu/providers.php

Member Discharge from Practice

Providers may not discriminate against CCHP Members based on health status. Members may be discharged from a provider's practice for non-compliance, disruptive and/or threatening behavior, but not for health status.

To discharge a member from a provider's practice, the request must be made in writing including the reason for the request, and any pertinent documentation, and mailed or faxed to the Provider Relations Department. Provider Relations will review the request and forward a written approval or denial to the requesting provider within five (5) days. Provider Relations will manage notification to the member and PCP re-assignment, if appropriate.

Contra Costa Health Plan Attn: Provider Relations Department
595 Center Avenue Suite 100, Martinez, CA 94553
Phone (925) 313-9500 FAX: (925) 646-9907
E-Mail: ProviderRelations@hsd.cccounty.us

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

The Bulletin Board

Mark your Calendar for Our Next Community Provider Network Meeting



West County July 21, 2009

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

****Central/East County July 28, 2009****

****NEW LOCATION****

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



We encourage and appreciate your participation!

Welcome!!

CCHP would like to welcome the following New Providers

Genevieve Dace NP

Practicing with
Dr. William Johnson

Richmond Health Center

1st Year Residents:

Robin Baltrushes, MD
Kaaren Nelson-Munson, MD

2nd Year Resident:

Aditya Sharma, MD

N. Richmond Health Center

Christopher Zamani, MD

Concord Health Center

Sergio Urcuyo, MD

Martinez Health Center

Jose Barrios, M.D.
Sarah McNeil, M.D.
Richard "Harry" McIlroy, M.D.
Julie Pham DO
Daniel Sobel, M.D.
Jennifer "Kali" Stanger, M.D.
Jennifer Tsang, M.D.

Pittsburg Health Center

Bradley Randles, M.D.
Shelle Schwamberger, M.D.

Find resources for uninsured individuals not eligible for Basic Health Care at
www.cchealth.org/insurance

Congratulations

La Clinica Pittsburg

For receiving 100% on their Facility Site Review completed March 2009. La Clinica also received acknowledgment from The Bay Area Immunization Registry for high volume utilization.

Dr. J. Gene Zimmerman and Dr. William Jenkins for receiving acknowledgement from The Bay Area Immunization Registry for high volume utilization.



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

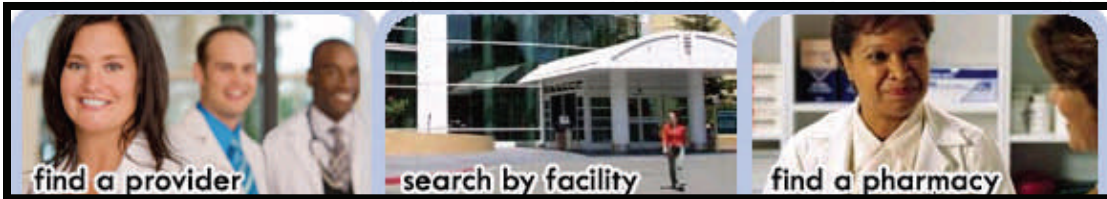
Holidays Observed

Independence Day Holiday
July 3

Labor Day
Sept. 7

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)





**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: ProviderRelations@hsd.cccounty.us

<i>Tracy Ann Ealy</i>	Director of Provider Relations	(925) 313-9501	tealy@hsd.cccounty.us
<i>Ruth Perez</i>	Administrative Assistant	(925) 313-9505	rperez2@hsd.cccounty.us
<i>Terri Lieder</i>	Supervisor, Credentialing Team	(925) 313-9502	tlieder@hsd.cccounty.us
<i>BJ Jacobs, FNP</i>	Provider Liaison	(925) 313-9503	bjacobs@hsd.cccounty.us
<i>Mary Berkery, RN</i>	Facility Site Review Manager	(925) 313-9504	mberkery@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	jwoodruff@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

The Editor welcomes your comments and suggestions,
please contact Tracy Ann Ealy at ProviderRelations@hsd.cccounty.us.

Contra Costa Health Plan

595 Center Avenue, Suite 100, Martinez, CA 94553
Ph. (925) 313-9500 Fax (925) 646-9907

www.contracostahealthplan.org



**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