



The Contra Costa Health Plan Provider Bulletin

H1N1 Review and Seasonal Flu Vaccines

Earlier this year, CCHP was closely involved with other divisions of County Health Services in the administration and surveillance of the H1N1 and Seasonal Flu vaccines. Weekly Task Force meetings were held to discuss intervention as well as emerging issues of vaccine shortages in the early months.

CCHP's Advice Nurse Unit was busy handling calls from our worried members and others in the community. Residents who called were referred to either their own Primary Care Provider for assistance or vaccination, offered advice for at-home-care care for their signs and symptoms or in some cases, were referred to Urgent Care Centers, Hospital or Emergency Departments. The Advice Nurses also gave out the results of testing for H1N1 when a culture had been taken. During the five- month period between September 2009 and January 2010, there were 20,162 calls received through the Advice Nurse unit relating to H1N1 or Seasonal Flu.

CCHP's Provider Relations Unit also was closely involved in patient access to care, consultations from Advice Nurse's activity and the availability and distribution of vaccine. Daily *Provider Alert* updates were faxed to all CCHP Primary Care (PCP) providers with updated information from the County's Health Services Website. A weekly tally of available vaccines from CCHP (PCP's) was collected. This information was given to the Advice Nurses and helped to direct patients to specific providers with available vaccine. The same information assisted the Public Health Immunization Program, giving them data on the distribution of available vaccines throughout the county.



In order to meet the community's need for scarce flu vaccine resources, Public Health organized mass immunization clinics in four regions of Contra Costa County, where volunteers immunized 10,700 residents. Initially H1N1 vaccine was administered to those at greatest risk, and then, as more vaccine became available, to all residents. In all, Public Health administered over 40,000 doses of vaccine in a variety of settings; 44 Public Health special flu clinics were held and additionally over 25,000 children were administered vaccine at 54 schools within Contra Costa County. Some private doctors in the community held their own "special clinics" where the H1N1 and seasonal vaccines were administered to their patients.

Over 400,000 doses of H1N1 vaccine was received in Contra Costa County and distributed to 250 providers for administration to residents. Although there is currently a low incidence of H1N1 in the community, there have been 15 deaths and greater than 341 hospitalizations for H1N1 in Contra Costa County. These numbers indicate a need for continuing immunizations for our patients. For additional information about the flu, go to the Health Services website <http://www.cchealth.org> (also in Spanish). Many thanks to all providers for stepping up their efforts in helping to increase community immunity during this flu season.

Other immunization updates:

- Pneumoccal Vaccine (Pneumovax) is now recommended for all adults with asthma or who smoke.
- HPV 4 (Gardasil) can be given to boys 11 years and over.
- A new children's Pneumococcal vaccine will be out soon: PCV with 13 strains as opposed to the 7 in the current vaccine.
- Next year seasonal and H1N 1 vaccines will be combined.

HIGHLIGHTS IN THIS ISSUE

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Welcome Aboard to New Health Plan Staff Member

Kevin Drury is the new Director of Quality Management for the Health Plan. He comes to us from Tri-City Medical Center in Oceanside, CA, where for the last eight years he worked to improve clinical and operational quality.



He oversaw clinical quality initiatives and was responsible for all publicly-reported quality measures, such as Core Measures and Leapfrog. He also played a key role in the implementation of Lean Improvement Methodology at the hospital.

Kevin holds a BA in English from Columbia University and an MBA in Marketing and Management from San Diego State University. He is a Certified Professional in Healthcare Quality.

Get Your Free CME's and CEU's - Training for Physicians, Nurses and Office Staff on Cultural Sensitivity

AHIP America's Health Insurance Plans is offering cross-cultural training courses for physicians/clinicians, nurses, case managers and any health care professionals. CCHP encourages all providers and their staff to educate themselves and be prepared to serve California's diverse patient population.

To help address the growing need to deliver effective cross-cultural health care, AHIP is offering this training as part of its Addressing Disparities in Health initiative.

Overall Purpose/Goal

Quality Interactions is an evidence-based, case-based learning program, which focuses on common clinical and non-clinical cross-cultural scenarios that build a framework of knowledge and skills for communicating with, and delivering quality care to diverse populations. The e-learning format makes it easy to complete and review course content whenever your schedule permits. Free courses are available for anyone working in health care. To register and learn more go to: <http://www.ahip.org/disparities/QIModules/>.



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 have occurred to the *SelectCare* formulary thru February 2010.

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 March 5, 2010 meeting. The changes are expected to be effective the week of April 20th, 2010.

Fibric Acid Derivatives	Triptans	Proton Pump Inhibitors
Anaphylaxis Agents	Singulair[®] PA criteria	Long Acting Basal Insulins

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

- ◆ Prevacid[®] (lansoprazole) 24HR OTC and Kapidex[®] (dexlansoprazole), both as second line agents **after** failure of Omeprazole.
- ◆ Lofibra[®] (fenofibrate) tablets. Pays as formulary with concurrent claims for a statin. Otherwise, it is PA required for monotherapy.
- ◆ Epinephrine prefilled syringe. Epipen[®] and Epipen Jr[®] remain formulary as well.

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

- ◆ Protonix[®] (pantoprazole) and Prevacid[®] (lansoprazole) Solutabs removed as second line preferred agents. Now requires failure of Prevacid 24HR OTC and Kapidex.
- ◆ Relpax[®] (rizatriptan), Zomig[®] (zomitriptan), and Zomig ZMT[®]. Generic sumatriptan tablets will remain the sole preferred agent in this class.

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

- ◆ Singulair[®] (montelukast) PA criteria updated to reflect removal of Azmacort[®] from the market.
- ◆ Proton Pump Inhibitor criteria updated to reflect new preferred second line agents (Prevacid 24HR OTC and Kapidex).
- ◆ Triptan PA criteria updated to reflect sumatriptan as the sole formulary agent.

FYI/REMINDERS:

Lantus[®] (insulin glargine) and Levemir[®](insulin detemir). The committee decided that any patient use above 2 vials per month (66 units/day), should consider the addition of NPH or 70/30 insulin. There are PA criteria exceptions to this requirement for patients with a history of hypoglycemia to NPH or 70/30, HgA1c less than 8, or past failure of NPH or 70/30.

At our last December P&T, the committee decided to add the **TrueResult** Diabetic meter that uses the **TrueTest** diabetic test strips. The advantage of the TrueResult meter is that it does not require meter coding. All newly diagnosed diabetic patients will need to use the TrueResult meter. TrueTrack meters will no longer be covered, but we will continue to cover the TrueTrack diabetic test strips for those patients using a TrueTrack meter.

340B reminder: there are 10 Rite Aid 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.

The Bulletin Board

Holiday Observed

Memorial Day
May 31

Our accredited URAC 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



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

Happy Administrative
Professional's Day
April 21, 2010

Welcome!
CCHP would like to welcome the following Primary
Care Physician.

Jolaine Beal, MD
CCRM, Richmond Health Center



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

Contra Costa Health Plan Provider Relations Contact Information

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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