



## The Contra Costa Health Plan Provider Bulletin

CEO Report By Patricia Tanquary

### Proposed Medi-Cal Reductions

The Governor's proposed California Budget in May is a very dismal one for Medi-Cal patients. The proposed cuts will be difficult for patients because they will be expected to pay co-pays. The cuts will also be difficult for providers who will then have to collect co-pays and can suffer bad debt from poor patients who are unable to pay. In addition there are restrictions placed on the number of medications that can be ordered in a month and physician visits in a year.

#### Possible Budget Cuts

##### Co-pays

- \$5 physician visit
- \$3-\$5 pharmacy
- \$50 emergency services
- \$100 per day up to max of \$200 for in-patient hospital stay
- \$5 dental visit

##### Restrictions

- 6 drugs per month
- 10 physician visits in a year



Medi-Cal managed care plans would have their capitation monthly payments reduced by these amounts (above) even though as regulated managed care plans, we would, of course, be expected to provide all medically necessary care.

Equally challenging for our Medi-Cal patients would be the severe impact of the elimination of CalWorks that is the State's main "welfare-to-work" plan. This benefit assists families with cash benefits / employment services and child care support to help with low-income part-time jobs that have no health insurance. Luckily there are two ways these proposed budget cuts may be changed or eliminated:

1. CMS is reviewing the requested California Waiver which would bring more federal dollars to California for hospitals and Medi-Cal as-well-as mandate the current Medi-Cal FFS, Seniors and persons with disabilities (SPD) into managed care plans like CHCP. CMS may rule that the co-pays or care thresholds outlined above are too severe and prohibit California from enacting them if they want federal money.
2. This week the Assembly Democratic Budget proposal was announced. The Democrats plan to reject the Governor's budget cuts and instead plan to "securitize" \$9 billion dollars of future revenues in what's called a recycling fund and use those proceeds to back bill the cuts proposed by the Governor. Jobs would be created and an oil severance tax used to pay for the debt. This tax would be in a bill that reduces sales tax related to economic recovery. This last fact means that only a simple majority vote (not a two-thirds vote) will be needed to pass the bill.

There will be more debates and possibly compromises this summer prior to a Budget. We expect a late Budget this year, August or possibly September, due to this conflict. As soon as Medi-Cal benefit changes are confirmed, you will be notified.

We will remain hopeful that one of these options either CMS or the new Democratic Plan will be successful to protect the care of and proper reimbursement for that care for Medi-Cal patients and CCHP members.

## Welcome New Health Plan Staff Member



Arleen Stanton is the new Member Services Manager for the Contra Costa Health Plan. She comes to us with a vast wealth of member services knowledge from her years at the Santa Clara Health Plan and Kaiser Permanente, where she worked as the District Manager of Member Services.

Arleen has provided member service expertise for three medical centers and three medical offices serving approximately 500,000 members as well as directing a member services department serving 72,000 members.

She was a member and co-chair of the Ethics committee at Kaiser Hospital Santa Clara and the Santa Clara County Medical Association. In 2009, she was appointed to the Northern California Ethics Department Regional Chairs Group.

Arleen holds a BA degree in Health Services Administration from St. Mary's College in Moraga.

## Tidbits from the Utilization and Case Management Team

### ***Need a Sleep Study?***

Did you know our members could have an ambulatory (unattended) sleep study instead of an overnight sleep study to evaluate obstructive sleep apnea? You can refer our members to the Cardiopulmonary Clinic at the Martinez Health Center on 2500 Alhambra Avenue in Martinez. Please complete the requisition from the below weblink and **fax to the Cardiopulmonary Clinic at (925) 370-5279** or call the Authorization Unit at (925) 957-7260 x7502 and ask Regina to fax your office a requisition form.

[http://cchealth.org/health\\_plan/pdf/2010\\_06\\_sleep\\_study\\_requisition.pdf](http://cchealth.org/health_plan/pdf/2010_06_sleep_study_requisition.pdf)

### ***Contracted Dialysis Centers***

As a reminder, CCHP contracted with **Fresenius Medical Care** for outpatient dialysis services in January 2010. Please refer our members to one of their convenient locations for dialysis services.

For locations, go to <http://www.fmcna.com/> and use the "Treatment Locator".

***Please Note For Our Medi-Cal Members:*** According to Medi-Cal guidelines, transportation to and from hemodialysis centers, "may be considered if there is sufficient documentation from the attending physician or by on-site visit that **significant altered physical state pre or post-treatment medically contraindicates the use of private or public transportation**". Dialysis Transportation requires prior authorization from the Health Plan.

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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 June 4th, 2010 meeting. The changes are expected to be effective the week of July 20, 2010.

|                                                      |                                               |                                                   |
|------------------------------------------------------|-----------------------------------------------|---------------------------------------------------|
| ARB and ARB Combination Products                     | Ophthalmic Fluoroquinolones                   | Vaginal Estrogen Products                         |
| Pancreatic Enzyme Products (Lipase/Protease/Amylase) | Oral Diabetic Agents: DPP-4 Inhibitors        | Diabetic Injectables: Byetta, Symlin, and Victoza |
| Benign Prostatic Hyperplasia Products                | Hydrocortisone Acetate and Pramoxine Products | Provigil and Nuvigil                              |

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

- Vagifem®(estradiol) 10 mcg tablets. Vagifem® 25 mcg were already covered.
- Creon® (lipase/protease/amylase) and Zenpep®(lipase/protease/amylase). (All previous Pancreatic Enzyme Products prior to 4/28/2010 were not FDA approved and are no longer manufactured, though existing supplies are still available until they run out).
- Zypram®(hydrocortisone/pramoxine) cream.
- Ciloxan®(ciprofloxacin) 0.3% ophthalmic solution.

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

- No changes were made.

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

- Zymar®(gatifloxacin) and Vigamox®(moxifloxacin). Criteria now allows for ophthalmologist to get PA approval if written for an FDA approved diagnosis.

### FYI/REMINDERS:

- Walgreens will be using our **text pagers** to notify prescribing providers in the event the pharmacist has questions about a prescription. Providers will be paged with the 10-digit pharmacy phone number followed by the patient's 8 digit DOB. Please return the call and give the pharmacy the birth date. They will use that information to find the specific question they have for you. This service should be minimally intrusive to you, and yet will help get your patient their Rx promptly.
- 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.

### 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/](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 June 2010.

## Advice Nurse Telephone Triage Program



The Advice Nurse Telephone Triage Program is available 24 hours a day, seven days a week including holidays to all Contra Costa Health Plan (CCHP) members regardless of their CCHP Benefit Program. Providers may refer their **CCHP** patients to this service after the close of business or on weekends and holidays.

Advice Nurses triage the member according to his/her reported symptoms and determine the appropriate level of care. All Advice Nurses are Registered Nurses experienced in telephone triage and in providing multi-lingual services.

Advice Nurses use computerized medical protocols that are tailored to community –needs and resources. Medically approved guidelines assist the Nurses in identifying high-risk situations to ensure that members are appropriately directed to immediate care as needed.

Services include but are not limited to the following:

- Monitoring conditions meeting stay-at-home criteria
- Guiding members to recognize significant changes in symptoms
- Answering questions regarding medications
- Referral to appropriate level of needed care when services are needed outside regular hours of provider operation (including urgent care appointments when appropriate based on the severity of the symptoms)
- Provide standing orders for uncomplicated medical conditions such as: uncomplicated urinary tract infection, conjunctivitis, impetigo, etc).
- Verifying member eligibility and addressing benefit related questions **afterhours**.
- Non-English speaking language capabilities of up to 140 languages

A copy of the nurse's documentation is faxed to the patient's Primary Care Provider within 24 hours of the call.

Patients are advised to call the Advice Nurse back if their symptoms worsen and/or seek medical care at an Emergency department if symptoms are emergent.

To access the Advice Nurse Telephone Triage Program members can call:

**1 (877) 661-6230 (Press 1)**



Providers needing to access the Advice Nurse system for help in translation should call:

**1 (877) 800-7423 (Press 1)**



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**

# The Bulletin Board

CCHP would like to welcome the following Primary Care Physicians.

Antioch Health Center

David Lee, MD  
Michelle Robello, MD

Concord Health Center

Katherine Goheen, MD

Martinez Health Center

David Carey, MD  
Melissa Ferguson, MD  
Erin Helgersen, MD  
David Longstroth, MD  
Lisa Rodelo, MD

Pittsburg Health Center

Brea Bondi-Boyd, MD  
Paul Shen, MD

North Richmond Health Center

Melina Beaton, MD

Richmond Health Center

Rita Hamad, MD  
Brent Sugimoto, MD

Find resources for uninsured individuals at  
[www.cchealth.org/insurance](http://www.cchealth.org/insurance)

## Childhood Obesity

Did you know that the average person eats almost 175 pounds of sugar a year? The single biggest source is sugary drinks. Extra calories from all this sugar leads to weight gain, putting children and adults at risk for lifelong health problems such as diabetes and heart disease.



Contra Costa Health Plan wants to encourage providers to challenge patients to commit to health this summer by having a Soda Free Summer. Are you up for this challenge! Soda Free Summer Kits will be available for providers to order. Materials include brochures for patients in both Spanish and English, a baggie filled with 76 grams of sugar to help you illustrate to patients how much sugar is in a 20oz bottle of soda. Included in the "Soda Free Summer Brochure" is a pledge card that may be entered for a raffle of great prizes. Please promote this appealing incentive to your patients. To order your Soda Free Summer kit please contact Patricia Sanchez at (925) 313-6019 or email her at [psanchez@hsd.cccounty.us](mailto:psanchez@hsd.cccounty.us).



## Holiday's Observed

Independence Day  
July 5  
Labor Day  
September 6



**Provider Relations now has our Provider Manual posted on our website at: [www.contracostahealthplan.org](http://www.contracostahealthplan.org).**



595 Center Avenue, Suite 100  
Martinez, CA 94553  
Ph: (925) 313-9500  
Fax (925) 646-9907  
E-mail us: [ProviderRelations@hsd.cccounty.us](mailto:ProviderRelations@hsd.cccounty.us)

Visit our CCHP  
Provider & Pharmacy Online Search Engine (OSE)  
[www.contracostahealthplan.org](http://www.contracostahealthplan.org)

### Contra Costa Health Plan Provider Relations - Contracts Contact Information

***Terri Lieder*** Acting Provider Relations Director (925) 313-9501 [Terri.Lieder@hsd.cccounty.us](mailto:Terri.Lieder@hsd.cccounty.us)

***Daniel Young*** Provider Relations Representative (925) 313-9502 [Daniel.Young@hsd.cccounty.us](mailto:Daniel.Young@hsd.cccounty.us)

***Vicki Turner*** Unit Administrative Assistant (925) 313-9500 [Vicki.Turner@hsd.cccounty.us](mailto:Vicki.Turner@hsd.cccounty.us)

***BJ Jacobs, FNP*** Provider Liaison (925) 313-9503 [Beverly.Jacobs@hsd.cccounty.us](mailto:Beverly.Jacobs@hsd.cccounty.us)

***Mary Berkery, RN*** Facility Site Review Manager (925) 313-9507 [Mary.Berkery@hsd.cccounty.us](mailto:Mary.Berkery@hsd.cccounty.us)

***Maria Perez*** Credentialing Coordinator (925) 313-9506 [L.Perez@hsd.cccounty.us](mailto:L.Perez@hsd.cccounty.us)

***Nicole Meyer*** Contracts Secretary (925) 313-9521 [Nicole.Meyer@hsd.cccounty.us](mailto:Nicole.Meyer@hsd.cccounty.us)

### Contra Costa Health Plan 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