



The Contra Costa Health Plan Provider Bulletin

Pediatric Weight Assessment and Counseling Update

This was the first year for the new HEDIS measure reflecting performance in pediatric obesity prevention. Scores were very low, and providers have asked for some clarification on the measure and how to meet its requirements. The measure applies to ages 3-17 and must occur each calendar year in any visit context.

In order to meet the new measurement criteria, clear documentation is needed of BMI *percentile* and counseling about both nutrition and physical activity. Details and examples follow.

BMI percentile must be documented in one of the following ways:

- BMI percentile documented as a value, such as “75th percentile”
- BMI percentile plotted on an age-growth chart



Counseling for nutrition must be documented as one of the following:

- engagement in discussion of behaviors, examples include: appetite, eating junk food, and/or eating disorders
- checklist indicating nutrition was addressed
- counseling or referral for nutrition
- referral to state agency such as foods stamps or WIC **does** constitute as nutrition counseling
- member received educational materials on nutrition
- anticipatory guidance for nutrition, examples include: healthy food and snack food choices, sugar in diet, high fat foods, iron, and calcium intake



Counseling for physical activity must be documented as one of the following:

- engagement in discussion of current physical activity behaviors, examples include: exercise routine, participation in sports activities, or exam for sports participation
- checklist indicating physical activity was addressed
- counseling or referral for physical activity
- member received educational materials on physical activity
- anticipatory guidance for physical activity examples include: play times, limiting screen time, amount of sports participation, weight training, and frequency of physical activity

Tools: BMI calculators for percentile by age

- http://kidshealth.org/parent/food/weight/bmi_charts.html
- <http://apps.nccd.cdc.gov/dnpabmi/>



Patient education materials

- Resources can be obtained by calling CCHP's Senior Health Educator Patricia Sanchez at (925) 313-6019 or emailing patricia.sanchez@hsd.cccounty.us.
- Handouts may be printed directly off CCHP website at http://www.cchealth.org/health_plan/health_ed.php.

Department of Managed Health Care Timely Access Standards Are Effective

January 18, 2011

DMHC has announced new timely access standards effective in January. CCHP and other plans have shared our concerns about the operational challenges presented by these regulations. However, all Health Plans will be required to meet and report on compliance with these new standards. In the coming weeks we will be working with physicians and other partners on strategies and tools to meet the requirements. We will also be working together on how to meet the requirements for measuring and reporting compliance rates.

New Standards for Timely Access to Care.

Urgent care appointments for services that do not require prior authorization	Within 48 hours
Urgent care appointments requiring prior authorization	Within 96 hours
Non-urgent appointments for primary care	Within 10 business days
Non-urgent appointments with specialist physicians	Within 15 business days
Non-urgent appointments with a non-physician mental health provider	Within 10 business days
Non-urgent appointments for ancillary services for the diagnosis or treatment of injury, illness, or other health condition	Within 15 business days

Note that there are two exceptions to the Time-Elapsed Standards:

- 1) The applicable waiting time for a particular appointment may be extended if the referring or treating licensed health care provider, or the health professional providing triage or screening services, as applicable, and acting within the scope of his or her practice and consistent with professionally recognized standards of practice, has determined and noted in the relevant record that a longer waiting time will not have a detrimental impact on the health of the enrollee.
- 2) Preventive care services and periodic follow up care, including standing referrals for chronic conditions, periodic office visits for pregnancy, cardiac or mental health conditions, laboratory and radiological monitoring for recurrence of disease may be scheduled in advance consistent with professionally recognized standards of practice as determined by the treating health care provider acting within the scope of his or her practice.

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Provider Relations now has available on our Website:

- Provider Manual
- Provider Bulletins
- CPN Meeting Material

Go to: www.contracostahealthplan.org.

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 10th, 2010 meeting. The changes are expected to be effective the week of October 20, 2010.

➤ Nifedipine immediate release	➤ Niaspan	➤ Simcor
➤ Dexilant	➤ Oral Diabetic agents	➤ Thiazolidinediones
➤ Topical Acne products		

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

- Nifedipine immediate release. Formulary for use in pregnant women as a tocolytic. Should **not** be used for HTN. Claims will process at pharmacy for females aged 12-50.

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

- Actos[®] (pioglitazone) and Avandia[®] (rosiglitazone) containing products currently process if step therapy is met. **These drugs will now be PA.** All patients currently on Actos and Avandia will need to be **transitioned** to Januvia[®] (sitagliptin) or Janumet[®] (sitagliptin/metformin). This transition will need to occur by January 1st 2011.
- Niaspan[®] (niacin) and Simcor[®] (simvastatin/niacin) will be removed from formulary. Those currently on these agents will be allowed to remain on them.
- Dexilant[®] (dexlansoprazole) currently 2nd line preferred agent. This will be moved to non-preferred. Patients will need to switch to another preferred PPI by December 1st 2010. Zegerid[®] OTC (omeprazole/sodium bicarbonate) will become the new 2nd line preferred agent. Omeprazole (OTC and Rx) remains the 1st line preferred agent.

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

- Proton Pump Inhibitors. Criteria updated to reflect removal of Dexilant and addition of Zegerid OTC as 2nd line preferred agent.
- Oral Diabetic agents. Criteria updated to reflect removal of all TZDs as 2nd line preferred agents. Januvia remains 2nd line preferred agent.
- Byetta. Criteria removes requirement for failure of a TZD.
- Thiazolidinediones. Criteria updated to require failure of a Dipeptidyl peptidase-4 inhibitor (i.e. Januvia or Janumet) in order to get a TZD.
- Cancer agents: Tarceva, Nexavar, Sutent, Tasigna, Tykerb, and Xeloda. Criteria updated to reflect new indications.

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 info 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.

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 September 2010.



Free Member Resource

Text4baby is a **free** mobile information service designed to promote maternal and child health. This service provides pregnant women and new moms with information focused on a variety of topics critical to health and the health of the new baby, including; immunization (shots), nutrition, seasonal flu, prenatal care, emotional well being, drugs and alcohol, labor and delivery, stopping smoking, breastfeeding, mental health, birth defects prevention, oral health, car seat safety, exercise and fitness, developmental milestones, safe sleep, family violence, and more.

Registration	
For English	Text BABY to 511411
For Spanish	Text BEBE to 511411
To Stop text	Text STOP to 511411
To Register Online	http://text4baby.org/
**Members will be asked to enter baby's due date or birthday and zip code.	

An educational program of the National Healthy Mothers, Healthy Babies Coalition (HMHB)

Free Provider Toolkit

Contra Costa Public Health-Family, Maternal and Child Health Programs, are excited to share “Bridges to Care Toolkits” with providers.

The Bridges to Care Toolkit offers health care providers:

- Resources to support pregnant women who use alcohol and/or drugs;
- Updated Children & Family Services (CFS) reporting guidelines;
- Suggestions for approaching difficult conversations with pregnant women who use alcohol and/or drugs.

If you work with pregnant women who use alcohol and/or drugs, it may sometimes be difficult to determine when and where to refer them for treatment and when to report to CFS. By using the information in the Bridges Care toolkit, you are joining us in our countywide efforts to bring this at-risk population of women into prenatal care.



For a Bridges to Care Toolkit please contact CCHP's Senior Health Educator, Patricia Sanchez at (925) 313-6019 or email her at psanchez@hsd.cccounty.us.

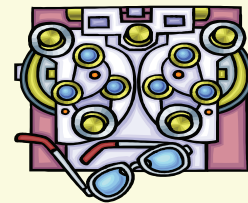
Learning the Signs of Autism and the Importance of Acting Early



To raise awareness about developmental milestones and the importance of identifying them and getting help early, the Centers for Disease Control and Prevention (CDC) offers free information and tools for parents, health care professionals, and early educators through it's “Learn the Signs. Act Early.” campaign www.cdc.gov/actearly. Research has shown that early intervention is key to helping a child reach his or her full potential. That's why CDC wants all parents to “learn the signs” and “act early,” even if a problem is only suspected.

Optometry Benefits Reinstated

This is to inform you of optometry services that have been reinstated as Medi-Cal covered benefits. As you recall, in July 2009, the Department of Health Care Services (DHCS) excluded optometry services from coverage for adult beneficiaries under the Medi-Cal program pursuant to Assembly Bill X3 5 (Chapter 20, Statutes of 2009-10, Third Extraordinary Session).



Effective July 26, 2010, optometry services were reinstated as a covered benefit for adult beneficiaries over the age of twenty-one (21) under the Medi-Cal program. Reinstated optometry services include diagnostic, ancillary and supplemental procedures used for the evaluation of the visual system. The benefit restoration **will not** include frames and lenses – **frames and lenses will continue to not be a covered benefit for Medi-Cal adults.**

For a list of optometry services now payable for adult beneficiaries under the Medi-Cal program, refer to the Rates: Maximum Reimbursement for Optometry Services section of the Medi-Cal Vision Care manual.

Notice: Assembly Bill X3 5 (Evans, Chapter 20, Statutes of 2009) excluded several optional benefits from coverage under the Medi-Cal program, including dispensing optician and fabricating optical laboratory services. Refer to the *Optional Benefits Exclusion* section in this manual for policy details, including information regarding exemptions to the excluded benefits. All codes listed in this section are affected by the optional benefits exclusion policy. Ocularist services are not impacted by AB X3 5 and remain reimbursable for all Medi-Cal recipients.

If you have any questions, please call the Provider Relations unit at (925) 313-9500 or e-mail to ProviderRelations@hsd.cccounty.us.

New Surgical Group-Bay Area Surgical Specialists

CCHP is pleased to announce that Bay Area Surgical Specialists (BASS) has joined the CCHP provider network.

This group is composed of twelve physicians with expertise in general surgery, cardiovascular and thoracic surgery, and complete vascular services, including AAA's, carotid disease, PVD, full endovascular procedures, venous disease, DVT thrombectomies, and all dialysis access. BASS has several office locations in Central and East County.

For more information please call (925) 932-6330.



REFERRAL FORMS
E-Mail us at
ProviderRelations@hsd.cccounty.us

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

California Department of Public Health Help Stop Pertussis—Continued efforts are needed.

As of August 5, 2010, the pertussis epidemic had claimed seven lives. With schools back in session, the outbreak may spread even more quickly.

Take advantage of these new, targeted materials from EZ-IZ:

EZ-IZ the new e-learning website for California's VFC Program at www.eziz.org.



Recognize pertussis and treat your patients

[Pertussis is Epidemic: Think, Test, Treat, and Reduce Transmission](#)

Decide which patients need vaccination

[Tdap Vaccine Screening form](#)

[CDPH's new recommendations](#) (July 2010)



Promote immunizations to your patients and the public

[Whooping Cough: Be Aware. Treat It Early](#) | [Spanish](#)

[Is It Whooping Cough? Poster](#) | [Spanish](#)

[Additional materials are available at EZIZ](#)

How many cases of pertussis have been reported in your area?

[Number of Cases of Pertussis in California: Pertussis Summary Report 8-10-2010](#)

Welcome!!

CCHP would like to welcome the following New Providers

Antioch Health Center
Emlyn Jones, MD

S. Ming Chang, MD
Pediatrics

Brentwood Health Center
David D. Solomon, MD

Taraneh Mostaghassi, MD
Pediatrics

El Cerrito Medical Group
Rebecca Tennant, MD

Springhill Medical Group
Irina Kolomey, MD

Diablo Valley Pediatrics Medical Group

Lance Gershen, MD

Sara Huerta, NP

Eugene Lipson, MD

Jessica Quan, MD

Ryan Tracy, MD

Jenny Wu, MD

Lucia Yang, MD

Pinwheel Pediatrics

Kelly Beatty, MD

Jennifer Burgham, MD

Jennifer Holden, MD

Nirali Singh, MD

Our accredited URAC Advice Nurse Unit is available for our member's 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

Mark your Calendar for Our Next PCP Community Provider Network Meeting

West County October 19, 2010

Doctors Medical Center

2000 Vale Road

Administrative Conference Room, 1st Floor

San Pablo, CA 94806

7:30 - 9:00 AM



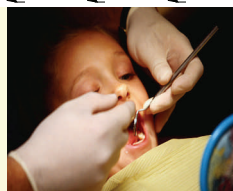
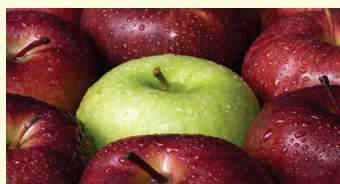
Central/East County October 26, 2010

1350 Arnold Drive, Conf Room #103

Martinez, CA 94553

7:30 - 9:00 AM

We encourage and appreciate your participation!



Come Join the Parade!!

You may already know about the benefits of applying Dental Varnish to erupted teeth of children under five years of age, but here is **your** opportunity to have **your** staff trained in the application process!

There has been much education and publicity about the value of the use of this dental product with a very demonstrated reduction of caries noted in those children who receive at least an annual dose. There is also a noted reduction in the white spots that sometimes appear in primary teeth that sometimes go on to develop into caries. The application process is relatively simple and can be accomplished by your office staff following an orientation process. The varnish product is quite inexpensive and there is a reimbursement fee of \$18.00 for each application. If necessary, this may be applied up to three times annually. The varnish is supplied in individual disposable packets in three different flavors, which appear to be well accepted by the patient.

Provider Relations Staff Beverly Jacobs, FNP and Mary Berkery, RN are eager to demonstrate the application process to each office and are looking forward to having you join the list of those entering this parade of health professionals who are enhancing the dental health of your young patients. Simply call them at (925) 313-9500 and you will receive the necessary instructions and be part of this parade!!



Holidays Observed by CCHP

Veterans Day	Nov. 11, 2010
Thanksgiving Day	Nov. 25, 2010
Day After Thanksgiving	Nov. 26, 2010
Christmas	Dec. 24, 2010
New Years Day	Dec. 31, 2010

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

Claim's Electronic Filing:

Contact Docustream
(510) 264-0900





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

Visit our CCHP Provider & Pharmacy Online Search Engine (OSE)
www.contracostahealthplan.org

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BJ Jacobs, FNP Provider Liaison (925) 313-9503 Beverly.Jacobs@hsd.cccounty.us

Mary Berkery, RN Facility Site Review Manager (925) 313-9507 Mary.Berkery@hsd.cccounty.us

Maria Perez Credentialing Coordinator (925) 313-9506 L.Perez@hsd.cccounty.us

Nicole Meyer Contracts Secretary (925) 313-9521 Nicole.Meyer@hsd.cccounty.us

Heather Wong Credentialing/Contracts Assistant (925) 313-9508 Heather.Wong@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

