



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.

SelectCare Update...

Reimbursement to Contra Costa Health Plan (CCHP) from Medicare for **SelectCare** members is based solely on submission of appropriate ICD-9 codes to CMS. CCHP is required to validate the codes annually for CMS reimbursement. We are asking your assistance in ensuring proper reimbursement for your **SelectCare** patients.

CCHP Case Management will be sending you the 2010 Medical Status form for your patient(s). For your convenience, CCHP's certified RN coder has reviewed recent records and, as appropriate circled the relevant codes on the form. We ask that during your patient's next visit, you address these issues, make any corrections to the medical status form, then sign and date the back page of the form.

Please return the signed form to:

Monica Singh, MRT
CCHP
595 Center Ave., Suite 100
Martinez, CA 94553

Or you may fax it to (925) 313-6462. Please be sure to fax both sides of the form. Questions may be directed to Laurie Crider, RN, Manager of Case Management Services, (925) 957-7421. Thank you in advance for your assistance.

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.

Claims Unit...

Helpful tips to make your claims process more efficiently for you on the CMS 1500 claim form:

Complete Box 32 – Place of Service. We know that you can't see a patient in a P O Box or a billing address. If you complete box 32 then the correct location is reported and the correct payment rate is applied.

Box 23- Authorization. Take time to include the authorization number or PCP Referral Number for service provided. Your claims will not be denied if we know you have an Authorization Number or PCP Referral Number.

Claims Filing Limit – Claims must be received within 6 months from the date of visit. Please make sure you get your claims to us in a timely manner.

Modifiers for Psychiatric Patients – Some of our providers are paid according to adult or child. Please make sure you include the AB (Adult) or CH (Child) on your claims. Your claims will process at the correct payment schedule.

Note to Urgent Care Providers – You need a referral from the Advice Nurse in order to get your claim processed.

Note to PCP Providers – If the patient is not assigned to you please contact our Member Services Department 1 (877) 661-6230. To submit a claim for payment you must be the assigned PCP. Avoid claim payment delays or denials.

If you have billing questions we can help! Please contact CCHP Claims Desk at (925) 957-5185 from 9 am to 1 pm.

Clarification on Healthy Families Copays

We have received a few calls in Member Services from providers confused about which Healthy Families members have the new higher copays issued by the State and which do not. CCHP issued brand new ID cards for all members with the new higher copays, so please check the ID card for the correct amount to collect at time of service. We hope the Benefit Plan chart below also helps, but if you have any questions, you can always call Member Services at 1 (877) 800-7423 press 7.

Old \$5 copay for Office Visits (does not apply to preventive care)

HLTHFAM

HLTHCFAM

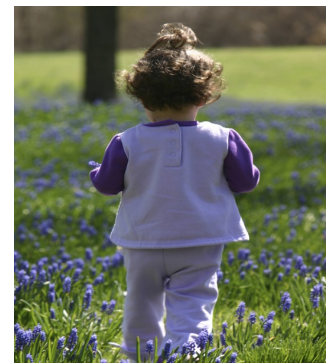
HLTFAMN no copays

HLTCFAMN

New \$10 copay for Office Visits (does not apply to preventive care)

HLTHFAMC

HLTHFAMR



Network Updates

CCHP is tackling multiple projects to try and reduce the amount of paper we produce every month while improving services to our providers. Please make sure that Provider Relations has your updated email address so we can move towards more electronic communications in the future. Email addresses can be sent to ProviderRelations@hsd.cccounty.us or faxed to: (925) 646-9907.

Automated Eligibility Verification

CCHP has a 24/7 Interactive Voice Response (IVR) system, which provides member eligibility, PCP and network information along with a confirmation number. Just call 1 (877) 800-7423 press 1. You can choose to be transferred to Member Services and speak to a representative if you have any problems getting the information you need from the IVR.

Social Security Number Requests

As of April 1, 2010 the Member Services staff will be unable to provide member Social Security Numbers when checking eligibility. All other membership/benefit information will be provided in the usual manner.

If you have questions or need assistance please contact Member Services at 1 (877) 661-6230 press 2.

Thank you for your anticipated cooperation.

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/>.



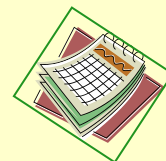
The Bulletin Board

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



West County April 20, 2010

Doctors Medical Center
2000 Vale Road, ACR 1st Floor
San Pablo, CA 94806
7:30 - 9:00 AM



Central/East County April 27, 2010

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

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



Happy Administrative
Professional's Day
April 21, 2010

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

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

Jolaine Beal, MD
CCRMC, Richmond Health Center

Jennifer Chu, MD
Pleasant Hill Wellness Center

Stephanie Petreas, NP
El Cerrito Medical Group

Annette Pizano, PA
La Clinica de La Raza

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



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

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

Terri Lieder Acting Provider Relations Director (925) 313-9502 Terri.Lieder@hsd.cccounty.us

Vicki Turner Unit Administrative Assistant (925) 313-9500 Vicki.Turner@hsd.cccounty.us

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

Mary Berkery, RN Facility Site Review Manager (925) 313-9504 Mary.Berkery@hsd.cccounty.us

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

Provider Contracting Department

Shenita Hurskin Director of Contracts (925) 313-9521 Shenita.Hurskin@hsd.cccounty.us

Nicole Meyer Contracts Secretary (925) 313-9522 Nicole.Meyer@hsd.cccounty.us



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

**www.contracostahealthplan.org
E-mail us: ProviderRelations@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**