



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 to be continued on pages 4 & 5...

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

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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Claims Unit...

We changed our mail/billing address for claims submission in November 2008. Unfortunately some providers are continuing to use the old billing address and the mail/claims are no longer being forwarded to us by the US Post Office and instead are being returned to the providers.

In order to get your claims processed in a timely manner, please submit them to the current billing address:

Contra Costa Health Plan
PO Box 2157
San Leandro, CA 94577

If you have any questions, please contact our Claims Unit at (925) 957-5185.

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.

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 June 2010.

Tidbits from the Utilization and Case Management

IMPORTANT ⇨⇨⇨ GOING, GOING, GONE!

The Contra Costa Health Plan (CCHP) Utilization Management Department is continuing our efforts to streamline the authorization requirements for our providers. To support this effort, CCHP has identified additional services that no longer require prior authorization from the Health Plan. **EFFECTIVE July 1, 2010, the services (and applicable billing codes)* in the below table will be added to the “no auth requirement” list for members and providers in the Community Provider Network (CPN) only.**

*Authorization is still required for BHC/HCCI recipients and members in the Regional Medical Center Network (RMCN). **The member's network is noted on the front of their Health Plan member ID card.***

We hope that you will be pleased with these changes. And as always, 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**).

*Please note that the Health Plan will monitor for the over-utilization of these services on a regular basis.

SPECIALTY PHYSICIAN SERVICES THAT DO NOT REQUIRE AUTHORIZATION FROM CCHP

Stipulations...

APPLIES to CPN members that are referred to contracted **CPN** providers (**EXCLUDES** contracted and noncontracted tertiary care centers, e.g. UCSF, UC Davis, Cal Pacific, etc.

EXCLUDES these patients:

- BHC and HCCI recipients (authorization always required)
- RMC members accessing services in the CPN
- Services that are CCS eligible for **Medi-Cal** and **Healthy Families** members under 21 y/o

Specialty	Billing code	Brief Description	Applicable global period ¹
Specialty physician follow up visit	99211-99215	Follow up visits from 5-40 minutes. Use of CPT 99215 is monitored for abuse	
Audiology	92551-92557, 92567-92568, 92579, 92582-92583, 92585, 95925-95927, 95930, bundled codes 92540, 92550, 92570	Audiologic function tests NOT COVERED for MEDI-CAL members age 21 or over	
ENT	31231-31235, 31505, 31515-31571, 31575-31579, 43200	Endoscopy	
	42820, 42825, 42830, 42835	Tonsillectomy, Adenoidectomy or T & A (CCHP auth required for age 12 or over)	90 days
	69420-69436	Bilateral myringotomy tube placement (BMT)	10 days
Gastroenterology	43239 ² , 43250-43251, 43255-43256, 43258	Upper GI endoscopy	
	43260-43267, 43269	ERCP	
	45378-45392, G0105, G0121	Colonoscopy	
	45330-45345, G0104	Flexible sigmoidoscopy	
	47000, 47100	Liver biopsy (CCHP auth is required for under 21 y/o)	CPT 47100= 90 days
	49080-49081	Paracentesis	
	82926, 82928	Gastric acid analysis	
	89105	Secretin studies	
	47510-47511, 47530	Biliary drainage	90 days
	91010-91012	Esophageal manometry	
	10021, 10022	Fine needle aspiration, CT guided	
	47500, 47505, 74320	Percutaneous cholangiogram	

Tidbits from the Utilization and Case Management Team continued:

General Surgery	19100-19103	Breast biopsy	CPT 19101= 10 days
	49491-49492, 49495-49501, 49505, 49507, 49520-49521, 49525, 49650-49651	Inguinal hernia repair	90 days
	10021, 10022	Fine needle aspirations	
OB/GYN	59000-59001	Amniocentesis if $\geq$ age 35 years at delivery	
	59840	D & C for missed abortion	10 days
	59830-59857	Elective abortion	90 days
	59025, 99500	Initial non-stress test	
Ophthalmology	65855	Trabeculoplasty (laser surgery of the eye)	10 days
	66761	Laser PI (revision of iris)	90 days
	66821	Laser capsulotomy (lasering secondary to cataract)	90 days
	66820-66821, 66830, 66982-66984	Lens surgery (incisions, cataract-related procedures)	90 days
	67145	Laser prophylaxis (treatment of retina)	90 days
	67210	Focal laser (treatment of retinal lesion)	90 days
	67228	PRP laser (treatment of retinal lesion)	90 days
	67800-67805	Chalazion removal, single or multi (remove eyelid lesion)	10 days
	67840	Excision of eyelid lesion	10 days
	68760-68761	Closure of tear duct/lacrimal punctal opening	10 days
	68801	Dilation & irrigation of NLD (dilation of lacrimal punctal)	10 days
	76519	A-Scan (Echo of eye)	
	92020	Gonioscopy	
	92083	Visual Field Exam	
	92250	Fundus Photo	
	92230, 92235, 92286-92287	Internal eye photo with or w/o fluorescein angiogram	
Orthopedic Surgery	29800-29902	Arthroscopy	90 days
Pulmonary	94010	Spirometry	
	95806, G0398-G0400	Ambulatory (unattended) sleep study (to dx OSA only)	
	31625-31629	Bronchoscopy with or w/o bx (once per pt per encounter)	
	32000-32002	Thoracentesis	
	32400, 32405	Percutaneous pleural, lung or mediastinum biopsy	
	78580-78596	Ventilation/perfusion scan	
	10021-10022	Fine needle aspiration guided CT or fluoro	
Vascular Surgery	36145, 36800, 36821, 36825, 36830-36831	Creation of AV fistula for hemodialysis	90 days (no global period for CPT 36145 or 36800)
	35266, 36832-36833, 36870	AV fistula revision	90 days
	35475-35476, 36860-36861, 37201, 75896, 75962*, 75978*	AV fistula declotting	*imaging included in payment

¹Follow up office visits during the noted global period is not separately payable.

²Added to list on 6/21/10.

*Please note that the Health Plan will monitor for the over-utilization of these services on a regular basis.

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.

John Muir Physician Network
Carol Im, MD

Hwei Jung Hsu, MD, Inc.
Farhat Surti, NP

La Clinica de la Raza
Maribel E. Reyes, FNP
Guadalupe Ochoa, PA

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

Provider Relations now has our Provider Manual posted on our website at: www.contracostahealthplan.org.

Mark your Calendar for Our Next PCP Community Provider Network Meeting



West County July 20, 2010
Doctors Medical Center
2000 Vale Road, ACR 1st Floor
San Pablo, CA 94806
7:30 - 9:00 AM

Central/East County July 27, 2010
1350 Arnold Drive, Conf Room #103
Martinez, CA 94553
7:30 - 9:00 AM

We encourage and appreciate your participation!

REFERRAL FORMS

E-Mail us at

ProviderRelations@hsd.cccounty.us

When you need more referral forms.



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



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

Holiday's Observed

Independence Day
July 5
Labor Day
September 6



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

Contra Costa Health Plan Provider Relations - Contracts Contact Information

Terri Lieder Acting Provider Relations Director (925) 313-9501 Terri.Lieder@hsd.cccounty.us

Daniel Young Provider Relations Representative (925) 313-9502 Daniel.Young@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) 313-9507 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

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