



The Contra Costa Health Plan Provider Bulletin

ccLink Update



ccLink Provider Portal has arrived. ccLink is a communication tool between the Community Provider Network (CPN) and Contra Costa Health Plan and the Specialty Care Providers and Primary Care Providers at Contra Costa Regional Medical Center (CCRMC) and Health Centers. CCHP is not requiring our CPN doctors to utilize the ccLink (Epic) electronic records for our members.

However, you will be happy to note the benefits included in ccLink Provider Portal listed below.

For Primary and Specialty providers in CCHP's Community Provider Network (CPN), the ccLink Provider Portal will:

- Allow on-line access to CCHP member information.
 - Provide real-time eligibility inquiries about CCHP members.
 - Include a list of patients that are assigned to you if you are the member's primary care provider or if you are the "referred to specialist".
 - Allow contracted providers to submit and check the status of any required **referral**.
 - Allow for contracted providers to attach documentation to a referral being sent to CCHP for evaluation of an authorization.
 - Allow community providers to check the status of a submitted **claim**.
Note: To set up electronic claims submission, contact Chuck Adams at Docustream, Inc., (510) 264-0900.
 - Facilitate **communication** and streamline patient care across locations and disciplines.
 - Decrease repetitive calls to Health Plan for eligibility, referral and claims status.

Our implementation:

1. ccLink Provider Portal is based on best practices from other medical centers and health plans.
2. CCHP has created a single fax number so reports and notes about consultations with the CCHP contracted specialty providers can be received by the referring CCRMC PCP and included in the CCRMC and Health Centers' patient electronic health record. Fax number: **(925) 370-5239**.
3. We are pleased to see that so many of our providers have already signed up for the ccLink web portal. CPN providers that would like access to the ccLink web portal **must complete** and return required paper work to be assigned a user name and password. The documents can be downloaded from the CCHP website listed below or requested by calling CCHP Provider Relations (925) 313-9500, or e-mailing Provider.Relations@hsd.cccounty.us.
4. Provider Relations will be mailing access information and user booklets to the CPN providers that have already submitted the paper work after July 1.
5. Beginning July 1, you will be able to access the ccLink Provider Portal by going to the CCHP website: www.contracostahealthplan.org.
6. We are committed to keeping you informed about this process and answering questions that you have along the way. For more information call: CCHP Provider Relations (925) 313-9500, or e-mail Provider.Relations@hsd.cccounty.us.

Welcome CCRMC PCP Providers

Susan Strodbeck, MD, David Picinnati, MD, Christina Wong, MD
Antioch Health Center

Jessica Hamilton, MD, Mena Ramos, MD
Concord Health Center

Kimberley Butler, MD, Stephanie Cheng, MD, Danielle Draper, MD, Stephen Merjavy, MD,
John Parr, MD, Brent Porteous, DO
Martinez Health Center

John Travis Nelson, MD
North Richmond Health Center

Ashley Ballard, DO, Erin Stratta, MD, Lauren Wondolowski, MD, Analisa Miranda, FNP,
Meltem Karatepe, MD
Pittsburg Health Center

Laura Emily Cotter, MD, Tina Toosky, MD
Richmond Health Center



Inside This Issue

ccLink Update	1
Welcome New CCRMC PCP Providers	2
Quality Management	3
Pharmacy and Therapeutics News Notes	4
Pharmacy and Therapeutics continued	5
Welcome New CPN Providers	6
Bulletin Board	7
CCHP Contact Phone Numbers	8

Quality Management - “Plan to Play” – Get your patients outside this summer!

Summer’s here! While many children are tempted to cool off with sugary drinks or play hours of video games this summer, Contra Costa Health Plan wants to encourage families to get their kids outside at least an hour daily and to quench their thirst with water.

Providers can participate in this effort by joining our “Plan to Play” campaign. Counseling materials are available, which include up to 30 brochures encouraging daily outdoor play in both Spanish and English and 30 collapsible water bottles. CCHP staff developed the brochures with the assistance of First 5 parents and Healthy and Active Before 5, our local early childhood obesity collaborative. They address the concerns about outdoor play raised by parents, such as safety, cost and access to outdoor play spaces. They also give resources and access to parent reviews of local playgrounds on kaboom.org.

Extra calories from sugar-sweetened beverages and a sedentary lifestyle not only lead to weight gain, but they put children at risk for lifelong health problems such as diabetes and heart disease. Kids that spend at least an hour a day playing outside and drinking more water will be healthier by the summer’s end.

To order your Plan to Play materials please call **(925) 313-9500** or email **Providerrelations@hsd.cccounty.us**. The materials are also available for downloading on the CCHP website at **http://cchealth.org/health_plan/healthy_weight.php**.



Pharmacy and Therapeutics News Notes

- Naratriptan (Amerge) 2.5mg may be used as step-therapy after sumatriptan failure for treating migraine HA. Naratriptan is available as 12 tablets monthly without prior authorization. Rather than select non-preferred agents, please consider naratriptan (Amerge).
- For our Basic Health Care and Medi-Cal enrollees suffering from allergic conjunctivitis, CCHP recommends ketotifen ophthalmic drops available as OTC Alaway or OTC Zaditor. Prescriptions written for these products will process at the pharmacy, eliminating the need for a Patanol/Pataday prior authorization.
- The pharmacy authorization unit receives many requests for Lidoderm patch. Please note Lidoderm is FDA-approved *only* for use in postherpetic neuralgia. We will be unable to grant requests to prescribe Lidoderm for chronic musculoskeletal pain or osteoarthritis. Please consider alternate modalities including: rest, heat, ice, exercise, stretching, physical therapy, and NSAIDs or muscle relaxers.
- Abbott Labs has announced a reformulation of Vicodin intended to reduce APAP amounts pursuant to FDA request. The Vicodin reformulation will be available as 5/300, 7.5/300, and 10/300 and is expected to be available 3rd quarter 2012. Given the price differential CCHP expects between the reformulated Vicodin and generic Norco, ***CCHP will not cover reformulated Vicodin.*** We will continue to cover generic Norco at all available strengths: 5/325, 5/325, and 10/325 subject to quantity limits.

Preferred Drug List (PDL) changes should be effective around July 1, 2012.

The CCHP Pharmacy and Therapeutics committee approved ***addition*** of the following agents to the Preferred Drug List. These agents *will not require Prior Authorization*:

- Atorvastatin** (Lipitor) 10mg, 20mg, 40mg, 80mg tablet
 - The 180-day generic exclusivity period for atorvastatin has expired. Pricing immediately became competitive and atorvastatin has been moved to preferred status.
 - Atorvastatin averages \$14 per month compared with rosuvastatin (Crestor) at \$75-150 per month. Rosuvastatin will now be moved to non-preferred status.
 - CCHP will soon request that practitioners transition patients taking rosuvastatin to atorvastatin.
 - Patients currently taking rosuvastatin will be grandfathered for 3 months.
 - CCHP currently covers 3 statins as preferred agents: pravastatin, simvastatin (up to 40mg QD), and atorvastatin.
- Hyperlipidemia Agents Comparison Chart**

% Reduction LDL	16-20% LDL	21-25% LDL	26-30% LDL	31-35% LDL	36-40% LDL	41-45% LDL	46-50% LDL	51-55% LDL
Pravastatin (\$13/month)	10mg	20mg		40mg	80mg			
Simvastatin (\$8/month)			10mg	20mg	40mg			
Atorvastatin (\$14/month)					10mg	20mg	40mg	80mg

Pharmacy and Therapeutics News Notes continued...

- **Tiotropium** (Spiriva) inhaled capsules
- **Donepezil** (Aricept) 5mg, 10mg tablet
 - Please note that Aricept 23mg tablet still requires prior authorization; consider using 2x10mg tablets instead. Cost is \$29 vs. \$267 per month.
- **Donepezil ODT** (Aricept ODT) 5mg, 10mg orally-dissolving tablet
- **Ketoconazole** (Nizoral) 2% cream (\$15 per 30g tube) and ketoconazole (Nizoral) 2% shampoo (\$26 per 120ml bottle)
 - Please note ketoconazole topical gel (\$343 per 45g tube) and foam (\$157 per 50g bottle) are still non-preferred.
- **Valacyclovir** (Valtrex) 500mg, 1000mg tablet
 - Quantity limit of 20 tablets per month for acute HSV suppression. Using valacyclovir for chronic HSV suppression will require prior authorization.
 - Please continue to employ acyclovir for chronic suppression therapy.
- **Levofloxacin** (Levaquin) 250mg, 500mg, 750mg tablet
- **Finasteride** (Proscar) 5mg tablet
 - CCHP requests practitioners transition patients taking Avodart to finasteride. Cost difference is \$22 vs. \$121 per month. *"...treatment with either agent results in similar prostate gland volume reduction, flow rate and symptom improvement, and similar reductions in long-term risk of BPH development in terms of symptom progression and acute urinary retention (AUR) and BPH-related surgery."* (JC Nickel, Rev Urol, 6/2004:Suppl9:S31-S39)
 - Patients currently taking dutasteride will be grandfathered for 3 months.
- **Ipratropium 0.5mg/albuterol sulfate** 3mg per 3mL (Duoneb) vials
- **Metolazone** (Zaroxolyn) 2.5mg, 5mg, 10mg tablets
- **Sorbitol** 70% solution
- **Lansoprazole** (Prevacid) 15mg, 30mg capsules
 - Lansoprazole will now process at the pharmacy subject to recent claims for omeprazole (Prilosec) AND pantoprazole (Protonix).
 - CCHP offers 3 PPI options before a Prior Authorization is required: omeprazole, pantoprazole and then lansoprazole.

The committee approved **removal** of the following agents from the Preferred Drug List. These agents *will require Prior Authorization*:

- **Rosuvastatin** (Crestor) 5mg, 10mg, 20mg, 40mg tablet
 - Current patients receive 3 month grandfathering.
- **Dutasteride** (Avodart) 0.5mg capsule
 - Current patients receive 3 month grandfathering.

The Bulletin Board

Holiday Observed by CCHP

Labor Day September 3, 2012

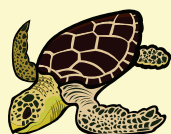
Visit our CCHP Provider & Pharmacy
Online Search Engine (OSE) at:
www.contracostahealthplan.org

Find available on our web site;
ccLink Provider Portal access,
Provider Manual, Provider Directory,
and Prior Authorization Forms.



Our **URAC** accredited
Advice Nurse Unit is available
for our members 24 hours a
day, 7 days a week including
holidays. Members can call
The Advice Nurse Unit at
1 (877) 661-6230 Press 1.

Providers needing help with
translation services call
1 (877) 800-7423 Press 4.



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



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

Contra Costa Health Plan Provider Relations/Contracts Staff Contact Information

<i>Terri Lieder</i>	Provider Network Manager	(925) 313-9501	Terri.Lieder@hsd.cccounty.us
<i>Vicki Turner</i>	Unit Administrative Assistant	(925) 313-9500	Vicki.Turner@hsd.cccounty.us
<i>I-Mei Chen</i>	Administrative Analyst	(925) 313-9502	I-Mei.Chen@hsd.cccounty.us
<i>BJ Jacobs, FNP</i>	Provider Liaison	(925) 313-9503	Beverly.Jacobs@hsd.cccounty.us
<i>Mary Berkery, RN</i>	Facility Site Review Manager	(925) 313-9507	Mary.Berkery@hsd.cccounty.us
<i>Maria Perez</i>	Credentialing Coordinator	(925) 313-9506	L.Perez@hsd.cccounty.us
<i>Nicole Meyer</i>	Contracts Secretary	(925) 313-9521	Nicole.Meyer@hsd.cccounty.us
<i>Heather Wong</i>	Credentialing/Contracts Assistant	(925) 313-9508	Heather.Wong@hsd.cccounty.us
<i>Erick Damaso</i>	Provider Relations Representative	(925) 313-9509	Erick.Damaso@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