



# Community Provider Network CARE MATTERS

Volume 10, Issue 1  
Spring 2012



## The Contra Costa Health Plan Provider Bulletin



ccLink Provider Portal will be 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.
  - Allow contracted providers to submit and check the status of any required referral.
  - Allow community providers to check the status of a submitted claim.
- Note:** CCHP is also working on providing a way to submit claims on-line.
- Allow for contracted providers to attach documentation to a referral being sent to CCHP for evaluation of an authorization.
- 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".
- 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 is creating links so reports and notes about consultations with the CCHP contracted specialty providers can be received and included in the CCRMC and Health Centers' patient electronic health record.
3. We are committed to keeping you informed about this process and answering questions that you have along the way.

\* On July 1, you will be able to access the ccLink Provider Portal by going to the CCHP website:  
[www.contracostahealthplan.org](http://www.contracostahealthplan.org).

For more information call: CCHP Provider Relations 925-313-9500, or email  
[Provider.Relations@hsd.cccounty.us](mailto:Provider.Relations@hsd.cccounty.us).

## Quality Award for the Contra Costa Health Plan

The Managed Risk Medical Insurance Board has recognized CCHP as one of seven plans in California, and one of only two Local Initiative plans, with Superior Performance on HEDIS quality measures for the Healthy Families program. This is the second year in a row that we have received this distinction. Five of the eleven measures scored above the 90th percentile nationally for commercial plans.



HEDIS (Healthcare Effectiveness Data and Information Set) is a group of quality indicators required to be gathered and reported to regulatory bodies each year. The high-scoring measures were: Childhood Immunizations (two indicators), Use of Appropriate Asthma Medications, Appropriate Treatment of Children with Upper Respiratory Infections, and Chlamydia Screening.

Congratulations and thanks to our providers and everyone involved in giving great care and service to our members!

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### Community Provider Profile

#### **Brentwood Surgery Center, LLC**



Brentwood Surgery Center (BSC) is a 16,000 square foot free standing outpatient surgical center comprised of 6 operating rooms and 12 recovery (PACU ) beds. The scope of surgical services include: ENT, G.I., general surgery, gynecology, maxillofacial, oral/dental surgery, orthopedics, pain management, pediatrics, plastic surgery, podiatry, spine, urology and ESWL. BSC is set-up and ready for those surgeries requiring a 23-Hour stay for those patients scheduled by their physician for extended recovery needs.

Brentwood Surgery Center is located at 2400 Balfour Road on the third floor of the John Muir Building. Brentwood Surgery Center is a physician owned surgery center in partnership with National Surgical Hospitals and John Muir Health System. Since opening in 2006, Brentwood Surgery Center has served the East Bay community with the highest in patient quality care and physician satisfaction.

Brentwood Surgery Center is offering its services to all East Bay physicians and will assist in all credentialing processes and personal preferences for best practices and outcomes.

For more information call the office Monday - Friday 7am - 5pm at (925) 626-9000.

### Claims Update...

CCHP is experiencing claim processing delays and we are working very hard to catch up. We have added an extra hour of phone inquiry service to answer your questions (now 8am-1pm).

Meanwhile, we have instituted a method where you can check the status of claims that you have submitted by fax on the Claims Tracer Form. Lists can be faxed to (925) 957-5173. Most requests will be processed within 24 hours, and the list will be faxed back to you with the status of your claims.

The form is available on our CCHP website at [www.contracostahealthplan.org](http://www.contracostahealthplan.org) under For Providers/Forms and Resources/Claims Tracer Sheet.

### Low Income Health Program (LIHP) Changes

The Low Income Health Program (LIHP) encompasses the Medi-Cal Coverage Expansion (MCE) and Health Care Coverage Initiative (HCCI) programs. The goals of the program are to improve access to high quality health care and health outcomes of low-income uninsured residents without other sources of care. Contra Costa Health Plan administers the services for the recipients of the programs, with care limited to that being provided at the Contra Costa Regional Medical Center (CCRMC), the eight County Health Centers and the FQHC sites for Brookside Community Health Centers and La Clinica de la Raza. The programs are available to: individuals between the ages of 19-64 and not eligible for any other coverage, US citizens or legal residents residing in Contra Costa County, having an income between 100% - 133% of the Federal Poverty Level (FPL) for the MCE program or 134% - 200% FPL for the HCCI program.

If you have any questions, please call Provider Relations at (925) 313-9500 or email [Provider.Relations@hsd.cccounty.us](mailto:Provider.Relations@hsd.cccounty.us).

| Medi-Cal Expansion Program<br><b>MCE</b>                                                                                                                                                                                                         | Health Care Coverage Initiative Program<br><b>HCCI</b>                                                                                                                                                                                           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Eligibility: <ul style="list-style-type: none"><li>• Uninsured</li><li>• Age 19-64</li><li>• US Citizen or Legal Resident</li><li>• Resident of Contra Costa County</li><li>• <b>100% - 133% FPL</b></li></ul>                                   | Eligibility: <ul style="list-style-type: none"><li>• Uninsured</li><li>• Age 19-64</li><li>• US Citizen or Legal Resident</li><li>• Resident of Contra Costa County</li><li>• <b>134% - 200% FPL</b></li></ul>                                   |
| Services Limited to patients assigned to: <ul style="list-style-type: none"><li>• Contra Costa Regional Medical Center and the eight County Health Centers</li><li>• Brookside Community Health Center</li><li>• La Clinica de La Raza</li></ul> | Services Limited to patients assigned to: <ul style="list-style-type: none"><li>• Contra Costa Regional Medical Center and the eight County Health Centers</li><li>• Brookside Community Health Center</li><li>• La Clinica De La Raza</li></ul> |
| Covered at CCRMC or any licensed emergency Facility: <ul style="list-style-type: none"><li>• Emergency transportation</li><li>• Emergency room and professional services</li><li>• Emergency room admission</li></ul>                            | Covered: <ul style="list-style-type: none"><li>• Emergency care at <b><u>Contra Costa Regional Medical Center</u></b> only</li></ul>                                                                                                             |
| Rate of Reimbursement <ul style="list-style-type: none"><li>• 30% of Medi-Cal rate</li></ul>                                                                                                                                                     |                                                                                                                                                                                                                                                  |

## 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 meeting. The changes are expected to be effective the week of April 1, 2012.

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

- ISENTRESS® (raltegravir)
- Crestor® (rosuvastatin) 20mg — tablet splitting required to achieve 10mg dose
- Losartan (Cozaar®) and losartan/HCTZ (Hyzaar®) — all strengths

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

- Fexofenadine 30mg, 60mg, 180mg removed from Commercial coverage — this medication is currently available OTC
- Ortho Tri-Cyclen Lo

The committee approved **prior authorization criteria** approved or updated quantity limits:

- Adcirca® 20mg (tadalafil) — preferred with PA
- Ondansetron 4mg, 4mg ODT, 8mg, 8mg ODT tablets — quantity limit increased to 30 tablets per 30 days
- Citalopram doses greater than 40mg daily will require prior authorization (applies only to newly initiated patients)

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### Pharmacy & Therapeutics News Notes

- **Crestor** 40mg tablet is already approved for both QD and ½ QD usage (20mg QD dose). Crestor 20mg tablet is approved for splitting to obtain 10mg dose.
- Lipitor generic pricing is expected to continue decreasing, especially after the 180-day generic exclusivity window expires. **Atorvastatin** may become preferred later in 2012.
- Reminder: **fentanyl** patches carry an FDA black box warning of serious or life-threatening hypoventilation. Fentanyl patch should only be used in patients who are already receiving opioid therapy, who demonstrate opioid tolerance, and who require a total daily dose at least equivalent to fentanyl patch 25mcg/hr. Patients are considered opioid-tolerant who have been taking, for a week or longer, at least:
  - 60mg oral morphine daily,
  - 30mg oral oxycodone daily,
  - 8mg oral hydromorphone daily,
  - or an equianalgesic dose of another opioid
- **Byetta** and **Victoza**: glucagon-like peptide-1 (GLP-1) analogs. These drugs stimulate insulin release from pancreatic islet cells. They restore insulin response to oral glucose and also slow gastric emptying. Usage of GLP-1 analogs is associated with weight loss. However, due to the novelty of these therapies, there are no long-term studies assessing safety, clinically important health outcomes, and durability of weight loss. Please consider carefully their *appropriate place in therapy*.
- Nexium is **non-preferred**. CCHP preferred PPIs include: **omeprazole** (Prilosec), **pantoprazole** (Protonix), or **lansoprazole** (Prevacid) (with PA)
- Lexapro brand and generic are **non-preferred** SSRIs. CCHP preferred SSRIs include: **sertraline**, **fluoxetine**, **paroxetine**, **citalopram**, and **fluvoxamine** (with PA)

Pharmacy and Therapeutics continued on next page

## Pharmacy and Therapeutics continued...

- Cymbalta (duloxetine) and Effexor (venlafaxine) are **non-preferred**. Please prescribe SSRIs for depression.
- Letters will go out to prescribers and patients advising of changed formulary status for angiotensin receptor blockers (ARBs). For patients using other ARBs, prescribers will be asked to move patients to equipotent doses of **losartan** and **losartan/HCTZ**.
- Letters will go out to prescribers and patients advising of **Ortho Tri-Cyclen Lo** removal from formulary.
- In late February FDA revised statin labeling and removed the need for routine periodic monitoring of liver enzymes. FDA concluded that serious liver injury with statins is rare and unpredictable in individual patients, and that routine periodic monitoring of liver enzymes does not appear to be effective in detecting or preventing serious liver injury.

Hyperlipidemia Agents Comparison Chart

| LDL<br>% Reduction        | 16-20%<br>LDL | 21-25%<br>LDL | 26-30%<br>LDL | 31-35%<br>LDL | 36-40%<br>LDL | 41-45%<br>LDL | 46-50%<br>LDL | 51-55%<br>LDL | 55+%<br>LDL |
|---------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-------------|
| Pravastatin               | 10mg          | 20mg          |               | 40mg          | 80mg          |               |               |               |             |
| Simvastatin               |               |               | 10mg          | 20mg          | 40mg          |               |               |               |             |
| Rosuvastatin<br>(Crestor) |               |               |               |               |               | 10mg*         | 10mg*         | 20mg*         | 40mg        |

\*Use tablet splitting e.g.: for 10mg of Crestor, prescribe a half-tab of the 20mg tablet

## RotaCare Free Mobile Clinic Available in Pittsburg

The Rotacare Pittsburg Free Medical Clinic is available to unemployed or uninsured members of the East County community. The care patients receive is immeasurable, and without this help they often seek help only in crisis, and may visit area emergency rooms, often at an exorbitant cost. The demand for these services has increased due to our down economy leaving many without access to basic health care. This worthwhile health service has been available for over a year at St. Vincent DePaul, 2210 Gladstone Drive, Pittsburg, CA 94565.

As a physician, nurse or pharmacist, your help has never been needed more than now as both individuals and families are without access to healthcare. We invite you to share in this valuable volunteer opportunity by offering your time one Wednesday evening monthly for three hours. Please call Katie Messina at (925) 439-2009, or e-mail [katiem@rotacarebayarea.org](mailto:katiem@rotacarebayarea.org). for more information.

All medical professionals are covered and insured under the clinic license for malpractice.

Two videos are available:

<http://www.youtube.com/watch?v=X9g7zY77XgQ>

[http://www.youtube.com/watch?v=CAbVIZ\\_ztOg](http://www.youtube.com/watch?v=CAbVIZ_ztOg)

## Welcome Aboard New CPN Providers!

Bayside Medical Group - PCP - Pediatrics, Melissa Rose, MD

Brookside Community Health Center - PCP, Kimberly Ceci, MD

La Clinica de La Raza - Family Medicine, Susanne Powell, MD

LifeLong Medical Care - PCP - Family Medicine, Internal Medicine, Geriatric Medicine, Faith Crumpler, MD, Susan Ferguson, MD, Jacqueline Richter, MD

Bao Ping Zeng, LAc - Specialist - Acupuncture

Robert Hamilton, DC - Specialist - Chiropractic

Suzanne Lowe, DC - Specialist - Chiropractic

Planned Parenthood - Specialist - Family Planning, Mary Williamson, NP, Julia Lowenthal, NP, Katie Rice, NP

Nice Home Health Agency - Home Health

The DME Consulting Group, Inc., - Specialist - In - Home - PT Assessments, Jim Aguilar

Comprehensive Psychiatric Services - Specialist - Mental Health, Lydia Breen, MD, Pradeep Kumar, MD

Diablo Nephrology Medical Group - Specialist - Nephrology, Rashida Petrovich, NP

East Bay Perinatal Medical Associates - Specialist - OB/GYN, Beahwa Yeoh, NP

Debra Stewart, DO, Marie-Claire Barnaba, FNP - Specialist - OB/GYN

Elsa Pao, OD, Inc., - Specialist - Optometry

Integrated Pain Management Med Group - Specialist - Pain Management, Sylvia Esperanza, NP, Almita Hramia, NP, Elizabeth Crisostomo, NP, Angela Malatesta, NP

Metropolitan Oncology Associates, Inc., - Specialist - Radiation Oncology, Madhu Shetti, MD

Lincare, Inc., - DME - Respiratory Equipment

Richmond Urological Medical Group, Inc., - Specialist - Urology, Michael Brown, MD



# The Bulletin Board

Mark your Calendar for our next PCP Community Provider Network Meeting  
We encourage and appreciate your participation!

West County April 17, 2012

Doctors Medical Center

2000 Vale Road, Administrative Conference Room, 1st Floor

San Pablo, CA 94806

7:30 - 9:00 AM

Central/East County April 24, 2012

1350 Arnold Drive, Conference Room #103

Martinez, CA 94553

7:30 - 9:00 AM

All CPN Meeting Materials  
available on our website at:  
[www.contracostahealthplan.org](http://www.contracostahealthplan.org).

## Holiday Observed by CCHP

Memorial Day, May 28, 2012

Independence Day, July 4, 2012

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

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

## Welcome New CCRMC PCP Providers

Shyni Subash, MD, Mark Smith, MD  
Antioch Health Center

Pooja Baijal, MD,  
MyHoang Nguyen, MD  
Pittsburg Health Center

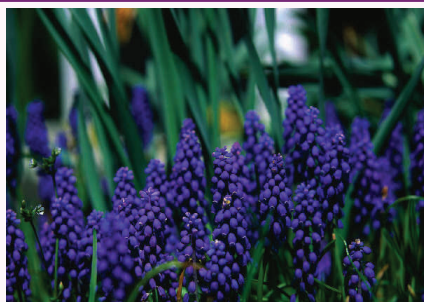
Katherine Porter, MD  
Richmond Health Center

Send All Claims to:  
Contra Costa Health Plan  
P.O. Box 2157  
San Leandro, CA 94577



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.**



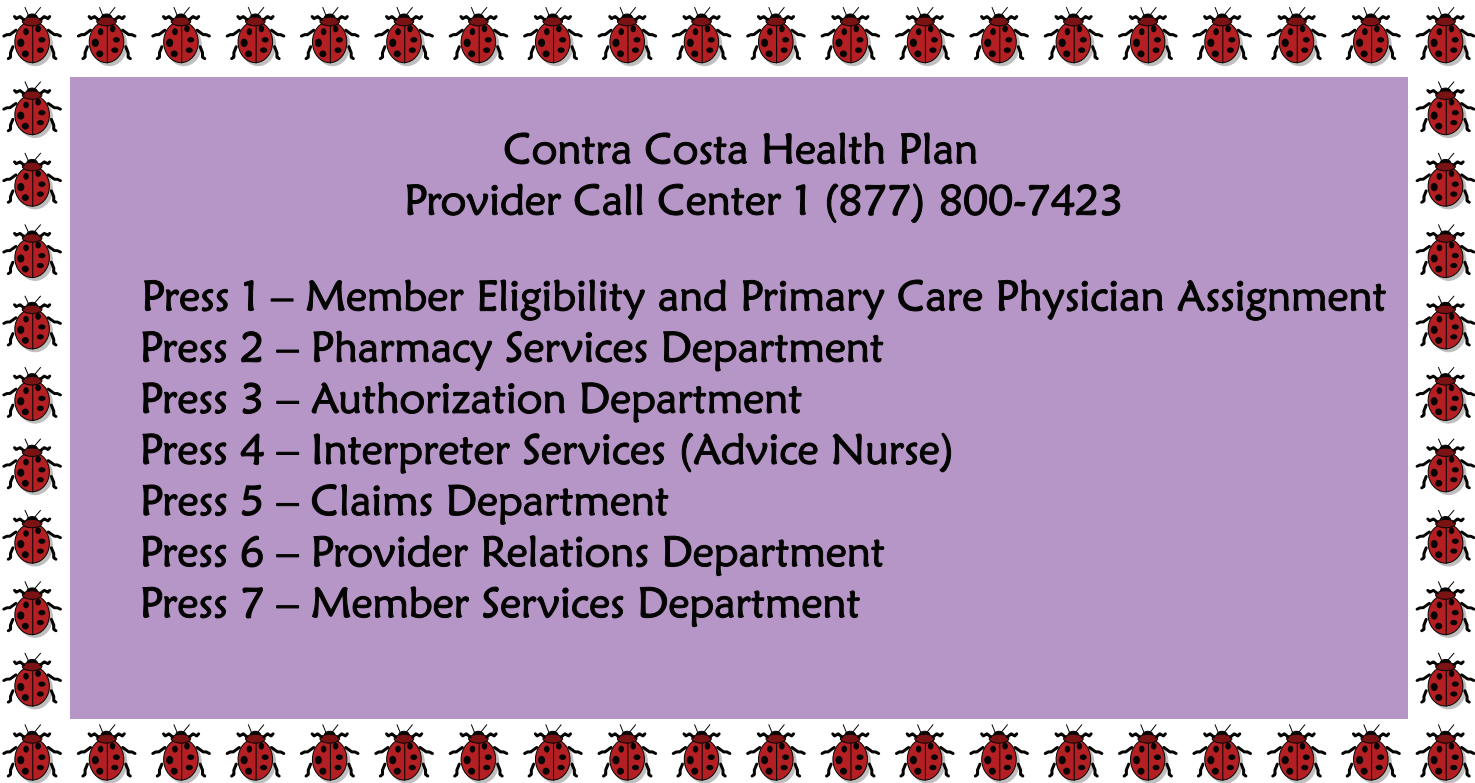
Find resources for uninsured  
individuals at  
[www.cchealth.org/insurance](http://www.cchealth.org/insurance)



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

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

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



### 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