



The Contra Costa Health Plan Provider Bulletin

Adult Medical Record Review Updates: Missing Documentation

Here are four of the most commonly missed items on the adult record reviews. These items are requirements of the DHCS Medi-Cal Managed Care Department, and are standards in the primary care community:

- I. **Advance Health Care Directive** information should be **offered** to every health plan member over 18 years of age, and documented in the record. This requirement is taken from the California Probate Code, Section 4701.
- II. **Tuberculosis Screening for Risk Factors** should be done (and documented) on all members on initial exam, and at periodic physical evaluations, and an approved TB infection screening test should be administered to all asymptomatic persons at increased risk of developing TB if they have not had a test in the previous year. Documentation of a positive test must also include follow-up care. This requirement comes from the CDC and California Department of Public Health.
- III. **Adult Obesity Screening** on each member must now include Body Mass Index (BMI). This recommendation comes from the U.S. Preventive Services Task Force.
- VI. Federal law requires that **Vaccine Information Statements (VIS)** must be presented and offered to the member with each vaccine administration. The VIS publication date (found at the bottom of the VIS form) must be documented in the record, to ensure that the patient receives the most recent available information about the benefits and risks of the vaccine. VIS forms can be found in many different languages at immunize.org. If you need assistance or have questions about documentation requirements, please contact our Provider Relations Department at (925) 313-9507.

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Practical Strategies for Providers to Support Breastfeeding in Your Office

by Diana Mahar, MD, IBCLC and Monique Sims, DrPH, RD, IBCLC

Training dates and Locations:

Pittsburg Health Center
Cypress Room
2311 Loveridge Road
Pittsburg, CA 94565
Thursday, April 25, 2013
6-8:30 pm

[http://
bfprovidertraining.eventbrite.com](http://bfprovidertraining.eventbrite.com)

West County Health Center
Conference Room A-B (1194-1196)
13601 San Pablo Ave.
San Pablo, CA 94806
Wednesday, May 15, 2013
6:00-8:30 pm

[http://
providerbreastfeeding.eventbrite.com](http://providerbreastfeeding.eventbrite.com)

Kaiser Antioch
Sand Creek A/B Room
4501 Sand Creek Road
Antioch, CA 94531
Monday, June 24, 2013
12:30-2:30 pm

[http://
kaiserbfttraining.eventbrite.com](http://kaiserbfttraining.eventbrite.com)

Content:

This will be a practical session designed to give primary care providers tools and resources to address the concerns and problems of breastfeeding families. The basic physiology of breastfeeding will be discussed, along with the health benefits for the mother and the baby. The appropriate triage, assessment and treatment of symptoms related to breastfeeding will be presented, including inadequate milk production, pain, and engorgement. The course will also provide talking points for providers to use in discussing complex issues such as family support and returning to work. A multidisciplinary team will share ideas for supporting breastfeeding friendly policies in your practice, along with local resources for referrals and support.

Issues to be discussed include:

- Insufficient milk transfer and production
- Jaundice
- Engorgement and overproduction
- Evaluation of infant frenulums
- Cultural beliefs regarding breastfeeding
- How to deal with uncomfortable issues such as guilt and breast exams



Cases will be presented with opportunities for shared discussions and best practice tips for addressing the promotion and every day medical complications of breastfeeding seen in the primary care setting. A team, including a primary care provider, a lactation counselor and a peer counselor or community member, will guide each case.

To Register go to: <http://tinyurl.com/providerbreastfeeding>

2.5 hours CME available

No registration fee

Food provided

For registration information, contact Monique Sims at Monique.sims@hsd.cccounty.us.

For ongoing information and support please contact the Concord WIC office at (925) 646-5370 or 1 (800) 414-4WIC.

Pharmacy and Therapeutics News

Preferred Drug List (PDL) changes should be effective around April 15, 2013

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

- **Betamethasone dipropionate** 0.05% augmented cream (Diprolene AF cream)
- **Betamethasone dipropionate** 0.05% ointment, cream, lotion (Diprosone)
- **Bupropion SR** 200mg tablet (Wellbutrin SR)
- **Bupropion XL** 150mg tablet (Wellbutrin XL)
- **Cefdinir** 300mg capsule, 125mg/5ml, 250mg/5ml liquid (Omnicef)
 - Limit of 10 days per fill: 20 capsules, #200ml of 125mg/5ml, #100ml 250mg/5ml
- **Clindamycin** 2% vaginal cream (Cleocin Vaginal)
- **Clobetasol propionate** 0.05% topical scalp foam (Olux)
- **Ferrous gluconate** 324mg tablet
- **Minocycline** 50mg, 100mg capsules (Minocin)
- **Mometasone** 0.1% ointment, cream, solution (Elocon)
- **Optichamber** spacer devices
- **Oxcarbazepine** 150mg, 300mg, 600mg, 300mg/5ml tablets (Trileptal)
- **Pilocarpine** 5mg tablet (Salagen)
- **Pioglitazone** 15mg, 30mg, 45mg tablet (Actos)
- **Rivaroxaban** 10mg, 15mg, 20mg tablet (Xarelto)
 - Limit 35 tablets per member per year
- **Vitamin D** 2000IU capsule and tablet
- **Zonisamide** 25mg, 50mg, 100mg capsules (Zonegran)

Other formulary changes:

- **Apidra, Lantus, Levemir** limit increased to 3,000 units monthly (3 vials or 2 boxes of pens)

EPOCRATES – free mobile & online formulary resource

How to add the CCHP formulary to your epocrates user profile:

1. Go to www.epocrates.com.
2. Click on "My Account" in the top right.
3. Sign in with your Epocrates username and password, if needed.
4. Click on "Edit Formularies."
5. Follow the on screen instructions to select and download formularies or to remove formularies.

For the 'Select State' filter, click **California**

For the 'Select Category' filter, click **Health Plan**

Choose the **Contra Costa Healthplan** formulary; click the 'Add' button

Click the "Done" button when you've finished.

6. Update your device, and the formularies on your mobile device will be changed accordingly.



Epocrates mobile is supported on the iOS (iPhone, iTouch, iPad), Android, & BlackBerry platforms.

If you have any questions about the installation or use of Epocrates, please contact Epocrates Customer Support at goldsupport@epocrates.com or at 1 (800) 230-2150.

Welcome CPN Providers...

Ravinder Gupta, MD - PCP Adult Internal Medicine

Ramakrishna Gollapudi, MD - Gastroenterology

Bay Area Urgent Care, Kiran Kapila, MD, Phillip Chew, PA - PCP Adults Medicine

Sutter East Bay Medical Foundation, Alexandra Blaufarb, NP - PCP Family Medicine

Piedmont Primary Care, Aimee Paulson, NP - PCP Family Medicine

Behavior Analysts, Inc., Claire Stanford, BCBA - Behavior Analysis

Goals for Autism, Inc., Adryon Ketcham, BCBA, Diana Richardson, LEP - Behavior Analysis

Cardiovascular Consultants Medical Group, Stephanie Chin, PA, Debbie Chu, PA, Cheryl Eldridge, PA, Mary Gratton, NP, Alexandra Moats Mead, PA, Sandi Woo, PA, Thomas Stephens, PA - Cardiology

Diablo Dermatology, Sean Dunn, PA - Dermatology

Howard Orthopedics, Inc., DME-Orthotic & Prosthetic

Planned Parenthood, Sara Kennedy, MD - Family Planning

Contra Costa Oncology, Kathleen Fitterer, NP, Katherine Sieu, NP - Hematology/Oncology

Warm Springs Home Health, Inc., Home Health

Beverly Swann, MFT - Mental Health Therapist/Counselor

Barry Breaux, MD - Ophthalmology

Dorothy P. Khong, MD - Ophthalmology

East Bay Retina Consultants, Soraya Rofagha, MD - Ophthalmology

Mario W. Rizzo, DPM - Podiatry

Manor Care Walnut Creek - Skilled Nursing Facility



TIPS FOR COMMUNICATING WITH LIMITED ENGLISH PROFICIENT PATIENTS

By Otilia Tiutin, Cultural and Linguistic Services Manager

As practicing physicians in California, we know you are seeing a diverse group of patients who come from diverse cultures and backgrounds, many of whom speak limited English. If your office has team members who speak Spanish or other languages, you are among the lucky ones. Perhaps you yourself speak another language fluently and in that case your patients are benefiting greatly. However, some practices are seeing patients from such diverse cultural backgrounds that it is impossible to have staff and providers capable of understanding all the languages of these patients. If you are part of our Community Provider Network, CCHP can assist you with interpreter services (see end of article), however some patients will insist that you speak English to them. As part of being cross culturally aware, we know about the fact that patients from different cultures often nod their heads during conversations with healthcare providers, but this does not necessarily mean that they understand 100% what is being said to them. Culturally, a head nod may be a gesture of respect, a way of saying, “Yes I am listening and being attentive. I recognize and appreciate your professional expertise.”

The key question here is, **“What can be done to make sure patients understand what is being said to them?”** The answer is two-fold. First, it is absolutely critical in any healthcare situation that open communication take place, so don’t back off from asking questions in a culturally sensitive way. Americans often experience paralyzing anxiety around political correctness, which definitely shuts down vital communication. You have to push yourself to reach beyond your comfort zone in many situations. Secondly, try your hardest to use the clearest English possible when speaking to non-fluent English speakers. Naturally, you don’t want to offend anyone by oversimplifying, but always be prepared to err on the side of simplicity to maximize understanding. The tips that follow can be adapted to a broad range of non-native speakers.

The following tips are here to assist you, to read a full version of the article with helpful content under each of the 9 tips, go to our web site: www.cchealth.org/healthplan/provider-training.php.

- TIP #1 English is a difficult language
- TIP #2 Keep it simple
- TIP #3 Give and seek feedback
- TIP #4 Not understanding vs. misunderstanding
- TIP #5 Speak Slowly and Clearly – NOT Loudly
- TIP #6 Repeat if Necessary
- TIP #7 Avoid acronyms, idioms, and abbreviations
- TIP #8 Write it down and demonstrate while speaking
- TIP #9 Use Interpreter Services when necessary



Regional Medical Center Interpreter Services:

The RMC Network and clinics have procedures to use interpreter services through HCIN (Health Care Interpreter Network). Providers should be referred to the clinic coordinator/manager for specific procedures.

Source: www.dimensionsofculture.com

To read a full version of the article with helpful content under each of the 9 tips, go to our web site: www.cchealth.org/healthplan/provider-training.php.

The Bulletin Board

Welcome New CCRMC Providers...

Alessandra D'Avanzo, MD - PCP
Concord Health Center

Jamie Navel, MD - PCP
John Lipson, MD - PCP
Martinez Health Center

Don Weinreich, MD - PCP
Joanna Mandell, MD - PCP
Kalyani McCullough, MD - PCP
West County Health Center



Holiday Observed by CCHP

May 27, 2013 Memorial Day



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 Contact Information

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

Jenny Galindo, RN Provider Liaison/FSR Nurse (925) 313-9513 Jenny.Galindo@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