



# CCRMC CARE MATTERS

Volume 11, Issue 4.1  
Winter 2013



## The Contra Costa Health Plan Provider Bulletin

### Covered California

As you know, Contra Costa Health Plan (CCHP) is one of 11 plans statewide participating in Covered California, the new healthcare exchange. **CCHP has not narrowed our network to exclude any of our contracted providers.** Member coverage began January 1, 2014. These members will be issued a unique Covered California CCHP ID card.

The Covered California members will have co-pays, co-insurance and deductibles on services based on the Plan chosen by the member. They will also have a Maximum Out-of-Pocket (MOOP) for the calendar year. **Our cLink Provider Web Portal will contain information on all of these items plus one that is called an accumulator for the MOOP.** The Provider Web Portal will list all of this information for you with daily updates specific to each member's benefit plan.

Covered California members whose premiums have lapsed will have a Grace Period before their coverage is suspended. During the second and third month of the Grace Period, the member would need to pay full charges unless returned to full coverage.

The same eligibility claims submission and authorization requests will apply for Covered California members. Covered California members can access the same information through a Member Web Portal called mycclink or by calling Member Services on a dedicated line at 1 (855) 957-2247 Press 2) for any member concerns including changing Primary Care Providers.

For more information on Covered California visit the website at <http://www.coveredca.org>.

|                                     |   |                   |                                                                     |      |
|-------------------------------------|---|-------------------|---------------------------------------------------------------------|------|
| Covered CA                          | 1 | Inside This Issue | Pharmacy and Therapeutic News continued, Staying Healthy Assessment | 4    |
| Tidbits from Utilization Management | 2 |                   | Welcome CPN Providers                                               | 5    |
| Pharmacy and Therapeutic News       | 3 |                   | Bulletin Board, CCHP Phone Numbers                                  | 6, 7 |

## Tidbits from the Utilization Management Team

### CONFLICT OF INTEREST STATEMENT

UM staff makes decisions based on appropriateness of care and service. CCHP neither compensates the Medical Director, UM Manager, Medical Consultants or line staff members for denials, nor offer incentives to encourage denials. Any individual who has been professionally involved in an issue or case may not participate in the review, evaluation, or final disposition of the case or participate in appeal/reconsideration process.

### *Guidelines Used in the Decision-Making Process*

Provider can obtain a copy of the guideline used in the decision-making process by contacting the Authorization Unit at (925) 957-7260.

### *Global Period....Does it apply? When?*

The global surgical package, also called global surgery, includes all necessary services normally furnished by a surgeon **before, during, and after a procedure.**



Global surgery **applies in any setting**, including an inpatient hospital, outpatient hospital, Ambulatory Surgical Center (ASC), and physician's office.

### **How is Global Surgery classified?**

There are three types of global surgical packages based on the number of post-operative days.

#### **Zero Day Post-operative Period, (endoscopies and some minor procedures).**

- No pre-operative period

- No post-operative days

- Visit on day of procedure is generally not payable as a separate service

#### **10-day Post-operative Period, (other minor procedures).**

- No pre-operative period

- Visit on day of the procedure is generally not payable as a separate service

- Total global period is 11 days. Count the day of the surgery and 10 days following the day of the surgery

#### **90-day Post-operative Period (major procedures)**

- One day pre-operative included

- Day of the procedure is generally not payable as a separate service

- Total global period is 92 days. Count 1 day before the day of the surgery, the day of surgery, and the 90 days immediately following the day of surgery

For additional information on global period:

<http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/downloads/GlobalSurgery-ICN907166.pdf>

To look up a global period, you can use the link below:

<http://www.cms.gov/apps/physician-fee-schedule/search/search-criteria.aspx>

## **Pharmacy and Therapeutics News**

### **Preferred Drug List (PDL) changes should be effective around February 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***:

- Capsaicin 0.025% and 0.075% topical cream
- Ella (ulipristal) 30mg tablet subject to quantity limits: 1 tablet per month, 6 times per year
- Naloxone 1mg/ml injection

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### **Other formulary changes:**

- Voltaren 1% gel added subject to the following Prior Authorization criteria:
  - Trial and failure or contraindication to at least two formulary oral NSAIDs
    - Contraindications would include: pt history of PUD or GFR < 60ml/min
  - Trial and failure or intolerance to topical capsaicin
- Zolpidem new starts in females limited to 5mg in accordance with recent FDA recommendations
  - Past female users of 10mg will be continued
- Ketoconazole 200mg tablets removed from formulary due to recent FDA recommendations related to drug-drug interactions
- Schedule 3 controlled substances will be refillable at pharmacies no sooner than 4 days early and in no greater quantities than a 60-day supply calculated according to the prescribed directions

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### **Opiate Abuse Dispensing of Controlled Substances**

In response to the national epidemic of opiate abuse, DEA has begun enforcing their regulatory oversight of pharmacists' role in dispensing controlled substances. DEA wants to ensure prescriptions are issued for a legitimate medical purpose. Pharmacies and pharmacists are requiring more information including but not limited to: diagnosis, previous medications tried, and length of expected treatment. They will apply more scrutiny to opiate prescriptions which exceed 120mg/day of morphine equivalent. Prescribers should be aware they may be informed should a pharmacy discover possible issues during a CURES lookup of the patient.

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### **Preferred Drug List**

CCHP updates the Preferred Drug List (PDL) formulary after each quarterly Pharmacy and Therapeutics Committee meeting. CCHP invites and encourages practitioners to access each update through the following means:

A printable copy of the CCHP preferred drug list can be found here:

<http://cchealth.org/healthplan/pdf/pdl.pdf>

A searchable CCHP preferred drug list can be found here:

<http://formularynavigator.com/Search.aspx?siteID=MMRREQ3QBC>

Pharmacy and Therapeutics News continued on next page

## Pharmacy and Therapeutics News continued...

### EPOCRATES – *free* mobile & online formulary resource

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



1. Go to [www.epocrates.com](http://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](mailto:goldsupport@epocrates.com) or at 1 (800) 230-2150.

Questions and comments may be directed to CCHP Pharmacy by emailing [cchp\\_pharmacy\\_director@hsd.cccounty.us](mailto:cchp_pharmacy_director@hsd.cccounty.us).

### Staying Healthy Assessment (SHA) Returns

The SHA (also known as IHEBA, or Individual Health Education Behavior Assessment) is a form required by the Department of Health Care Services to be completed by primary care providers for all Medi-Cal members. The form is used to identify and document patients' health education needs related to lifestyle, behavior, environment and cultural and linguistic background, and the follow up. This form has been around since 1999, but was recently updated, and is being rolled out to providers. The SHA is meant to be part of the Initial Health Assessment of each new member, and an addendum to subsequent well visits.

SHA benefits to providers and patients include:

- Improving patient-provider relationship and patient satisfaction
- More personalized care plans
- Streamlines HEDIS documentation for providers, ensures members get preventive health services
- Allows provider to document patient counseling



**Stay tuned for upcoming resources from CCHP!** The forms are currently available in English and Spanish on our website at [contracostahealthplan.org](http://contracostahealthplan.org), "For Providers".

## Welcome New CPN Providers...

La Clinica de la Raza, Victoria Hsiao, DO - PCP - Family Medicine

LifeLong Medical Care, Tadd Tobias, NP, Gabriel Aguilar, PA,  
Alberto Hernandez, NP - PCP- Family Medicine

Parham Gharagozlou, MD, Janice Vertudez, NP, - PCP- Family Medicine

George Mark Children's House, Pediatric Hospice

Behavior Analysts, Inc., Jessica Curell, BCBA, Sean Taylor, BCBA, - Behavior Analysis

Denise Britt, DC - Chiropractor

Michael Pound, DC - Chiropractor

KCI USA - Negative Pressure Wound Therapy, VAC

Lifewatch Services, Inc., DME - Independent Diagnostic Testing Services

Pumping Essentials, LLC, DME - Breast Pumps

Team Makena, LLC, DME - Orthotic Devices ad Associated Services and Supplies

East Bay Cardiovascular & Thoracic Assoc., Srinivas Ramachandra, MD, - Vascular Surgery

Diablo Valley Oncology & Hematology Med Grp., Mai Gillingham, PA, - Hematology/Oncology

Epic Care East Bay Medical Oncology & Hematology Assoc., - Margaret Seaver, MD,  
Michael Forrest, MD - Hematology/Oncology

Diablo Prosthetics and Orthotics, Prosthetics and Orthotic devices

Endurance - A Sport & Psychology Center, Inc., Margaret Krier, MFT, - Mental Health

Bradford Piatt, MD - Diagnostic Radiology

Edward A. Williams, OD, Cheyenne Huber, OD - Optometry

Integrated Pain Management, Alice Bolick, PA

Affiliates in Imaging, Christopher Lee, MD - Phlebology

Muir Orthopaedic Specialists, Matthew Pecci, MD, - Sports Medicine

Bay Area Surgical Specialists, Joseph Brandel, MD, - General Surgery

Golden Angels Home Health Care, Home Health

Premier Healthcare Services, LLC, Home Health

Orinda Rehabilitation and Convalescent Hospital, Skilled Nursing Facility

ProHealth Home Care, Inc., Home Health

Windsor Rosewood Care Center, Skilled Nursing Facility



# The Bulletin Board

## Holiday Observed by CCHP

Dr. Martin Luther King, Jr., Day, January 20, 2014  
President's Day, February 17, 2014

### Welcome New CCRMC Providers

Zuniga, Zoraya, MD, Christine Wong, MD  
Antioch Health Center

Brandy Danison, NP, Stephanie Phillips, NP  
Martinez Health Center

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  
or needing help with arranging face to  
face ASL (American Sign Language)  
interpretation 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 Staff Contact Information

***Terri Lieder*** Director of Provider Relations/Credentialing (925) 313-9501 [Terri.Lieder@hsd.cccounty.us](mailto:Terri.Lieder@hsd.cccounty.us)

***Jenny Galindo, RN*** Provider Liaison/FSR Nurse (925) 313-9513 [Jenny.Galindo@hsd.cccounty.us](mailto:Jenny.Galindo@hsd.cccounty.us)

***Ronda Arends*** Credentialing Supervisor (925) 313-9522 [Ronda.Arends@hsd.cccounty.us](mailto:Ronda.Arends@hsd.cccounty.us)

***Lisa Diangson*** Contracts Secretary (925) 313-9504 [Lisa.Diangson@hsd.cccounty.us](mailto:Lisa.Diangson@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/Hospital Transition Nurse
- Press 4 – Interpreter Services (Advice Nurse)
- Press 5 – Claims Department
- Press 6 – Provider Relations Department
- Press 7 – Member Services Department