



The Contra Costa Health Plan Provider Bulletin

Claims Update

Great news from the Claims Unit! As you know, CCHP transitioned to the EPIC database July 1, 2012. During this transition process there have been delays in claims reimbursement due to EPIC system issues. Those issues have now been resolved. **The Good News:** 96% of received claims for dates of service September through December 2012 have been reimbursed, 85% of claims received for January dates of service, 73% of February dates of service and 68% of March dates of service have been processed. We anticipate being current on claims processing by the end of April.

For those providers that have been granted access to the ccLink Provider Web Portal, claims and eligibility status can be viewed here or you can submit a Claims Tracer Form. This form can be obtained on the CCHP website at www.contracostahealthplan.org under *For Providers, Forms and Resources, Tracer Sheet* and faxed to (925) 957-5173. Most requests will be processed and faxed back to you within 24 hours. If you have outstanding claims for the months of July and August, or other claims issues, please contact the Claim's Unit at 1 (877) 800-7423 option #5.

Providers that would like to request access to the ccLink Provider Web Portal can go to www.contracostahealthplan.org select *For Providers*, then go to *Forms and Resources*, in the green ccLink box print the *ccLink Provider Portal Access Agreement*, complete and return according to instructions on agreement.

NDC and Quantity Required for Claims Submissions

The collection of drug information for enrollees of Medicaid Managed Care Organizations is a mandate of the Affordable Care Act (ACA) that requires states to collect specific drug information.

This mandate, which began June 1, 2011 requires providers to submit claims for physician administered drugs given in an outpatient setting, with the drug product's 11 digit NDC number (found on the box the product was shipped in), metric quantity, and unit of measure. Place this information in Box 24A (shaded area above the date field) on the CMS 1500 and in Box 43 on the UB04.

Starting July 1, 2013, CMS 1500 and UB04 claim forms submitted to CCHP without this information will be rejected and returned to you for correction.

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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://
kaiserbftraining.eventbrite.com](http://kaiserbftraining.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



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.

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

Source: www.dimensionsofculture.com



FREE Telephone Interpreter Services for CCHP Members 24/7
Community Providers only (not including hospitals):

If you have CCHP patients who do not speak English we have resources for you. Now you can call our vendor directly and no longer have to go through CCHP. The criteria to utilize CCHP Telephone Interpreter Services are: Be a contracted CCHP provider and the interpretation services must be for an active CCHP member. You can print the following page to have it ready.

continued on page 6

Tips for Communicating continued...

Contra Costa Health Plan CPN (Community Providers)

Not including hospitals. Hospitals please use your own contracted vendor.

WHEN YOU NEED AN INTERPRETER ACCESS FAST OVER THE PHONE:

DIAL: 1 (866) 874-3972

PROVIDE:: your 6-digit Client ID **298935**

INDICATE:: the language you need or press

1 for Spanish

2 for all other languages and state the name of the language you need

0 for assistance if you don't know what language you need



PROVIDE: Additional information, if required:

-Patient Name

-Patient Date of Birth

-Doctor Name

-Doctor Phone Number

CONNECT: to an interpreter, document his/her name and ID number in patient's chart for reference. Summarize what you wish to accomplish and give any special instructions.

When calling or receiving a call from a limited English proficient individual: Use the conference feature on your phone to make a 3-way call, and follow the instructions above to connect to an interpreter.

Face to Face Interpretation: CPN providers may also ask for in-person or face to face interpretation services for ASL (American Sign Language) or other languages. This service is only approved if the interpretation cannot be done over the phone such as ASL; is a sensitive topic such as serious diagnosis; requires visual explanation, etc. To arrange for Face to Face Interpreter Services call **1 (877) 800-7423 Press 4** for Advice Nurse, they will assist you.

We provide flyers for your reception area

We provide flyers you can post in your office which state: **Point to your language! We will get you an interpreter.**

To print a copy of the flyer, go to our website at:

www.cchealth.org/health_plan/provider_interpretation.php

If you have any problems accessing the Linguistic Services listed above you can call CCHP at: (925) 313-6063.



The Bulletin Board

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

West County April 16, 2013
West County Health Center
13601 San Pablo Ave., Administrative Conference Room A
San Pablo, CA 94806
7:30 - 9:00 AM

Central/East County April 23, 2013
1350 Arnold Drive, Conference Room #103
Martinez, CA 94553
7:30 - 9:00 AM



*Please note next CPN meeting dates: West County Tuesday, July 16, 2013
Central/East Tuesday, July 23, 2013*

Holiday Observed by CCHP

May 27, 2013 Memorial Day

CPN Meeting Material
available on our website at:
www.contracostahealthplan.org.

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



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