



The Contra Costa Health Plan Provider Bulletin

SBIRT – SCREENING, BRIEF INTERVENTION, REFERRAL TO TREATMENT

Screening, Brief Intervention, Referral to Treatment (SBIRT) is a new requirement for adult Medi-Cal members effective January 1, 2014. Based on the USPSTF (United States Preventive Services Task Force), Primary Care Providers (PCPs) will now be asked to provide screening and brief interventions when a member ages 18 and above misuses alcohol. Providers will be reimbursed for these services, but will be required to receive training within the first 12 months of use.

PCPs will offer SBIRT to members who answer “yes” to the alcohol question in the Staying Healthy Assessment (SHA) or at any time the PCP identifies a potential alcohol misuse problem. DHCS recommends the use of the Alcohol Use Disorder Identification Test (AUDIT) or Alcohol Use Disorder Identification Test-Consumption (AUDIT-C) as a screening tool. Both are available on our website. Go to www.contracostahealthplan.org, For Providers, Forms and Resources. A **screening** should be done one time. Persons engaged in risky or hazardous drinking should then be given **brief behavioral counseling interventions** to reduce alcohol misuse. The PCP can perform a brief intervention (15 minutes in duration per session) up to three times per year. If a member meets criteria for alcohol use disorder or the diagnosis is uncertain, they should be referred to the Contra Costa County Mental Health Services at 1 (888) 678-7277.

Reimbursement:

Retroactively for dates of service on or after January 1, 2014, providers who meet the requirements below to screen and provide brief intervention for alcohol misuse/abuse, may be reimbursed, using the following HCPCS codes:

- H0049 for alcohol screening (\$24.00 once)
- H0050 for brief interventions (\$48.00 up to 3X per year)

Provider Requirements:

In order to provide this service, at least one supervising licensed providers (Licensed Physician, Physician Assistant, Nurse Practitioners or Psychologist) per clinic or practice must take **four hours of SBIRT training within 12 months after initiating SBIRT services.**

The supervising licensed provider must **attest** that they have obtained the required training on SBIRT within 12 months. This training is a one-time requirement. Attestation form, also available on our website, is to be submitted once **four hours** of training have been completed.

For more info go to: <http://www.dhcs.ca.gov/services/medi-cal/Pages/SBIRT.aspx>

If you have questions about trainings, contact CCHP Provider Relations at (925) 313-9500.

Looking for an interesting thought provoking CME Course? We have one for you!

This newly developed 1 hour CME course by ICE – Industry Collaboration Effort is set up to give you insight into what your patients wish that you and your staff knew about them.

The topics covered are:

- Understand culture and cultural competence
- Strive towards clear communication
- Better understanding lesbian, gay, bisexual and transgender (LGBT) communities
- Address health care for refugees and immigrants
- Reflect on strategies to support seniors and people with disabilities

The slides are divided in two sections, one called “Here’s What We Wish Our Health Care Team Knew” and the other “Here’s What Your Team Can Do” This set up may give you important points to understand from the patient perspective and simple solutions you may not have thought of before.

Upon completing of the evaluation/post-test available at the end of the course, this training is approved for 1 credit hour towards: CME (Continuing Medical Education), BRN (Board of Registered Nursing) and BBS (Board of Behavioral Sciences). A certificate will be sent through e-mail within six (6) weeks.

For more information go to our website: www.cchealth.org/healthplan/provider-training.php

Provider Tool Kit - Better Communication Better Care

Have you ever wondered how patients from different cultures perceive topics like Pain Management and Sex when talking to their doctor? This informative toolkit was developed by ICE - Industry Collaboration Effort as a helpful tool to care for Diverse Populations.

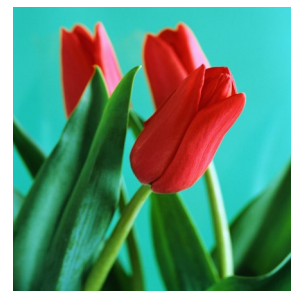
By downloading this toolkit you will find a variety of useful resources such as:

- Communicating with diverse patients and addressing health literacy issues
- Tips for working with interpreters and language issues/common sentences in multiple languages
- Pain management and sensitive services across cultures
- Laws and standards regarding languages issues and cultural competency web resources

To download your copy, go to our web site: www.cchealth.org/healthplan/provider-training.php

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CCHP is Celebrating Accreditation!



As of March 4, CCHP's Medi-Cal product is officially accredited by the National Committee for Quality Assurance (NCQA), the gold standard in health plan recognition. Health Plan Accreditation is a rigorous organization-wide evaluation of policies and practices which ensures that members receive the high quality care they need.

Departments all across CCHP worked diligently to bring themselves into compliance over the last two years, providing additional services, improving timeliness of decisions, and generally becoming more reliable and effective. This is a great achievement and one that few public health plans have achieved. More information on NCQA and its quality programs can be found on its website at www.ncqa.org.

CBAS Services for Medi-Cal Patients

CBAS is an outpatient, facility-based service program that delivers skilled nursing care, skilled social services, skilled therapies, personal care, family and caregiver training & support, and meals using an interdisciplinary team approach. It is a benefit for Medi-Cal members only.

The primary objectives of the CBAS program are to restore or maintain optimal capacity for self-care to frail elderly persons or adults with disabilities and delay or prevent inappropriate or personally undesirable institutionalization. The Program stresses partnership with the participant, the family and/or caregiver, the primary care physician, and the community in working toward maintaining personal independence.

To make a referral for CBAS services, please contact CCHP's CBAS liaison John Barclay, RN at (925) 313-6823.





To Our Valued Community Physicians:

As you may know, Contra Costa Health Plan implemented the ccLink Provider Portal, our on-line web tool, in July of 2012. ccLink Provider Portal is a communication tool between the Community Provider Network (CPN) and Contra Costa Health Plan and Specialty Care Providers and Primary Care Providers at Contra Costa Regional Medical Center (CCRMC) and Health Centers.

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

- ◆ *Allow on-line access to CCHP Member information*
- ◆ *Provider real-time eligibility inquiries about CCHP members*
- ◆ *Allow community providers to check the status of a submitted claim*
- ◆ *Include a list of patients that are assigned to you if you are the member's PCP or if you are the referred to specialist.*
- ◆ *Decrease repetitive calls to Health Plan for eligibility, referral and claim status.*

This free web-based tool allows you to view your member's records from any computer, at any time.

For the new exchange members, providers will be able to see a list of all covered benefits, co-pay and co-insurance amounts, the deductible for a specific service, and the members out of pocket accumulator.

To access our new ccLink Provider Portal web tool, complete the ccLink Provider Portal Access Agreement (only one user agreement is needed per practice group) which can be found at www.contracostahealthplan.org. Please make sure to list all users on Attachment A of the agreement.

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

Provider Relations Tidbits

Important! Medi-Cal has changed the code for Dental Varnish application. The **new CPT code is D1206** (old code was D1203). Please update your billers, as we may not be able to continue to pay the old code.

CHDP Update:

A new training and resources for Promoting Physical Activity at Well Child Visits has been developed and posted on the DHCS website. The direct link to this training page is:

<http://www.dhcs.ca.gov/services/chdp/Pages/WellChildVisit.aspx>

Autism Referrals:

Please remember:

- If a member has **Medi-Cal** insurance, and you suspect autism, they should be referred to the Regional Center of the East Bay at (510) 618-6195 (under age 3) or (510) 618-6122 (over age 3).
- If a member is a **Commercial** member, and you suspect autism, they should be referred to the CCRMC Clinic for ASD & ADHD Diagnostics (CAAD) at (925) 370-5490. CAAD's fax number is (925) 370-5277.
- For all referrals, please leave child's name, date of birth, parent's name, call back number, address, and reason for referral.
- Some referrals only say "Speech Delay". **If you suspect Autism**, please say it on the original referral, so the member can get the correct services faster.
- If the concern is only "Speech Delay", please send the child for audiology, then refer them to RCEB (if under 3 years of age) or to the school district (if they are over 3 years of age).
- Be sure to Fax a copy of all referrals to the CAAD Clinic to CCHP at (925) 313-6058. This will serve as an authorization for the member.

Eye Care Access Update

Just a reminder that CCHP members that have Optometry as a benefit can self-refer to an Optometrist, no prior authorization is required. CCHP members **will need a referral** from their Primary Care Physician (PCP) or Optometrist for **Ophthalmology services**.



Welcome CPN Providers!

Diablo Valley Pediatrics—Nadia Essa, PCP-Pediatrics



Felicity Pediatrics— Usha Vallamdas, MD, PCP-Pediatrics

La Clinica De La Raza—Sarah Broome, PA, Charles Som, MD, Eliza Priest, NP, Natalie Vizcarra, PA, Shuinn Chang, NP, Family Medicine, Elizabeth Le-Leynes, MD, Pediatrics

Animate Consulting—Alexander Lorenzo, BCBA-Behavioral Analysis

Planned Parenthood—Angela Beebe, NP, Tiffany Butler, PA, Sarah Gilbert, NP, Family Planning

Nutrition for Your Life—Susan Garcia, RD, Dietitian

ITC Medical Supplies—DME and Medical Supplies



Ming Fang, MD, Inc.,—Sundeep Singh, MD, Gastroenterology

Women's Health Partners of California—Lauren Lockwood, CNM, Midwife

Epic Care-East Bay Medical Oncology-Hematology Associates—Lisa Bailey, MD, Jon Grief, MD, Oncology Surgery

Diablo Valley Eye Center—Gupta Etwaru, MD, Ophthalmology

Comprehensive Psychiatric Services—Vanita Chawla, MD, Michael Auza, MD, Psychiatry

David Matz, PsyD, D—Psychiatry

Ann Harmon, MFT—Mental Health Services

Endurance—A Sports & Psychology Center—Carey Shaffer, PsyD, Mental Health Services

La Clinica De La Raza—Vanessa Castillo, LCSW, Leslie Lessenger, PhD, Mental Health Services

Life Long Medical Care, San Pablo—Natasha Petit, LCSW, Tenzin Youdun, LCSW, Mental Health Services- Linda Frankel, MD, Thomas Yun, MD, Psychiatry

Integrated Pain Management—Jessica Lemen, NP

Amy Baba, DPM—Podiatry

East Bay Sports Medicine and Orthopaedic Associates—Semon Bader, MD, Orthopaedic Surgery

Bay Area Surgical Specialists—Carla Carvalho, MD, John Zink, MD, Elizabeth Cunningham, MD, General Surgery, Lawrence Goldstein, MD, Vascular Surgery—Gluckstein Lawrence, MD, Anesthesiology

Walnut Creek Surgical Associates—Diane Kwan, MD, Bariatric Surgery

East Bay Cardiovascular & Thoracic Associates—Mary Maish, MD, Thoracic Surgery



Inview Imaging—Tom H. Piatt, Inc., Outpatient Diagnostic Imaging Center

The Bulletin Board

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

West County April 15, 2014
West County Health Center
13601 San Pablo Ave., Administrative Conference Room B
San Pablo, CA 94806
7:30 - 9:00 AM

Central/East County April 22, 2014
1350 Arnold Drive, Conference Room #103
Martinez, CA 94553
7:30 - 9:00 AM

* Please note next CPN meeting dates: West County Tuesday, July 15, 2014
Central/East Tuesday, July 22, 2014

CPN Meeting
Materials
are available on
our
website at:
www.contracost



Holiday Observed by CCHP



Memorial Day, May 26, 2014
Independence Day, July 4, 2014

Welcome New CCRMC Providers

Shobha Sharma, MD
Brentwood Health Center

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



cLink Web Portal Access Agreements
located at www.cchealth.org,
click on "Health Plan," then "For Providers."



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

Send Claims to:

Contra Costa Health
Plan
P.O. Box 2157
San Leandro, CA 94577



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

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Ronda Arends *Credentialing Supervisor* (925) 313-9522
Ronda.Arends@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/Hospital Transition Nurse
- Press 4 – Interpreter Services (Advice Nurse)
- Press 5 – Claims Department
- Press 6 – Provider Relations Department
- Press 7 – Member Services Department