



The Contra Costa Health Plan Provider Bulletin

2014 Review

Thank you all for another great year! We appreciate all your hard work and care for our members! Some highlights from 2014:

Covered California

CCHP began 2014 as part of the Covered California Exchange, but due to CMS regulatory requirements and the resulting cost implications and financial burdens, Contra Costa Health Plan did not seek recertification for the 2015 Plan Year. We have worked hard to assist our Covered California members to enroll into other Health Plans in Contra Costa County, and we continue to fulfill our mission to serve the most vulnerable people in Contra Costa County

Imaging Referrals

Providers who are referring patients to Norcal Imaging: Add a note requesting a copy of the CD to give to the member with the images/ report on the referral form. (First copy is free). Thus, patients would have the images and reports with them for the next appointment with the primary care provider or specialist.

Important Referral Reminders for CPN PCPs

Please remember, when you refer your primary care member to a specialist, you need to complete the triplicate form that says **Community Provider Referral Form for 2 Initial Visits**. Please include as much medical information as possible, including clinic summaries, test results, x-ray reports and labs. FAX the referral **DIRECTLY** to the specialist **AND** to **Contra Costa Health Plan Auth Unit at (925) 372-5106 or (925) 313-6058**.

SBIRT (Screening, Brief Intervention, and Referral to Treatment) Training Attestation

Don't forget to pre- screen all your members ages 18 and older for Alcohol use disorder! If the member is positive for the pre –screening, you might expand the screening with a validated tool such as AUDIT-C. **Four (4) hours of SBIRT training is required within 12 months** after initiating SBIRT Services. The training is a one-time requirement, and attestation is required after completing. The four (4) hours. To submit your attestation, or if you have other questions, contact Provider Relations Unit: Fax (925) 646-9907 or email ProviderRelations@hsd.cccounty.us

Autism Referrals:

All Autism referrals from the CPN Network should currently be sent to the CAAD Clinic (Clinic for ASD and ADHD Diagnoses). Their Phone number is (925) 370-5490 and Fax # is (925) 646-9907.

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CCHP Season Flu Vaccine Matrix 2014-2015

CCHP Medi-Cal Members	Commercial Members	Medicare Members SelectCare SeniorHealth
CHDP Code on PM 160 Ages: 6 months to 18 years 53 Flu Vaccine 71 Flu Mist Vaccine Plan Payment \$9.45	Preservative Free Vaccine Ages: 6 months to 35 months CPT code 90655 \$26.04 90471 \$5.35 Plan payment \$31.39	Preservative Free Vaccine 90655 \$16.46 (price pending) G0008 \$28.92 Plan payment \$45.38
CHDP-Privately Purchased Ages: 6 months to 20 years CHDP code 54 on PM 160 Plan payment \$ 13.76	Preservative Free Vaccine Ages: over age 3 90656 \$20.23 90471 \$5.35 Plan payment \$25.58	Regular Flu Vaccine Q2035* (Afluria) \$11.89 Q2036* (Flulaval) \$8.58 Q2037* (Fluvirin) \$15.40 Q2038* (Fluzone) \$12.05 G0008 \$ 29.50 Plan payment varies
For more information on the VFC program, please call (877) 243 - 8832	Regular Flu Vaccine Ages: 6 months to 35 months 90657 \$12.58 90471 \$5.35 Plan payment \$17.93	Nasal Vaccine Ages: to age 50 90660 \$23.46 G0008 \$29.50 Plan Payment \$52.96
Privately Purchased Vaccine Must bill on CMS 1500 ↓	Regular Flu Vaccine Ages: over age 3 90658 \$18.34 90471 \$5.35 Plan payment \$23.69	
Preservative Free Vaccine Ages: 21 and over 90656 \$17.70 90471 \$4.68 Plan payment \$22.38	Nasal Vaccine Ages: to age 8 90660 \$26.81 90471 \$5.35 Plan payment \$32.16	
Regular Flu Vaccine Ages: 21 and over 90658 \$16.04 90471 \$ 4.68 Plan payment \$20.72	Nasal Vaccine Ages: 9 to 50 years 90660 \$26.81 90471 \$5.35 Plan Payment \$32.16	
Nasal Vaccine Ages: to age 50 90660 \$23.46 90473 \$4.68 Plan payment \$28.14		
Pneumococcal Reimbursement		
Ages: 2 and above 90732 \$86.43 90471 \$4.68 Plan Payment \$91.11	Ages: 2 and above 90732 \$98.77 90471 \$5.35 Plan Payment \$104.12	Ages: 2 and above 90732 \$65.77 G0009 \$43.78 Plan Payment \$109.55

Pharmacy Prior Authorization Changes

Effective January 1, 2015, the California Department of Managed Healthcare (DMHC) under Title 28, California Code of Regulations, Section 1300.67.241, requires prescribers to use pharmacy prior authorization Form No. 61-211 for non-Medicare health plans. ****Prior authorization requests submitted on other forms will not be accepted****

Fillable New Prior Authorization Forms

Prior Authorization Form No. 61-211 are located at these websites in convenient PDF format:

- http://cchealth.org/healthplan/pdf/performrx_medication_prior_auth_form.pdf
- <http://tinyurl.com/cchprxpaform>
- Please fax the completed form to PerformRx at (866) 205-8014 (standard) or (866) 428-7369 (urgent) or Contra Costa Health Plan at (925) 313-6412 (urgent).
- You may also call (925) 957-7260, option 2 to have this form faxed to you. Business hours are 8am–5pm Pacific, M-F.

Online Prior Authorization Submission URLs

You may submit a prior authorization request online through PerformRx's web submission form:

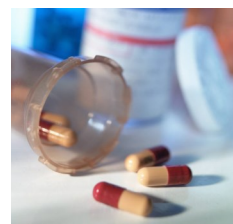
- <http://cchealth.org/healthplan/pdl.php> then click on the "PA Form Online" link.
- <http://tinyurl.com/ppaonline>

Telephone Prior Authorization Submission

You may phone in prior authorization requests at (877) 234-4269, option 2. The hours of business are 8am–5pm Pacific, M-F.

Please fax the following completed form to the number below:

Contra Costa Health Plan (BIN 600428, PCN 03970000)
Pharmacy Prior Authorization Fax:
(866) 205-8014 (standard)
(866) 428-7369 (urgent)
(925) 313-6412 (urgent)



Need assistance?

Please speak to a CCHP Pharmacy Authorization Representative at (925) 957-7260, option 2, 8am–5pm Pacific, M-F.

Verifpoint Credentialing Solutions

Contra Costa Health Plan (CCHP) has been contracted with VerifPoint/Credentialing Solutions to provide continual credentialing and recredentialing services for CCHP's provider network since 2010. These activities further qualify and distinguish all CCHP's Providers with regard to meeting the comprehensive quality assurance standards established by NCQA (National Committee for Quality Assurance) and URAC (Utilization Review Accreditation Commission).

As of October 1, 2014, CCHP has added an additional service to our agreement with Verifpoint/Credentialing Solutions for obtaining all expirable documents between credentialing cycles; such as licenses, liability coverage, DEA, etc. When requested, please comply by returning a **CLEAR** copy of the requested documents to VerifPoint/Credentialing Solutions' office.

CCHP's goal in adding this service is to eliminate numerous requests and phone calls from us for expired documents and to ensure credentialing documents remain current. Thank you in advance for your cooperation. Should you have any questions, please contact Provider Relations at (925) 313-9500 or by e-mail to ProviderRelations@hsd.cccounty.us.

Pharmacy and Therapeutics News Notes

Preferred Drug List (PDL) changes should be effective January 2015.

The CCHP Pharmacy and Therapeutics committee approved the following changes to the Preferred Drug List:

Additions:

- Doxycycline monohydrate capsules, 50mg, 100mg
- Clarithromycin tablets, 500mg

Additions with quantity and/or duration limitations:

Limited to one 6-month treatment course per year:

- Nicotine patch, 7mg/day, 14mg/day, 21mg/day
- Nicotine gum, 2mg, 4mg
- Nicotine lozenge, 2mg, 4mg
- Varenicline tablets, 0.5mg, 1mg

Removals:

- Benzoyl peroxide and clindamycin topical gel (Benzacilin)
- Cordran tape 4mcg/cm²

Effective January 1, 2015, the California Department of Managed Healthcare (DMHC) requires prescribers to use pharmacy prior authorization Form No. 61-211 for non-Medicare health plans.

Healthplans will no longer be able to accept other prescription drug prior authorization forms.

RMC practitioners will notice changes to the PBMPX referral to accommodate the new form. CPN providers may access the new form at the links below.

DMHC Prescription Prior Authorization Form 61-211 may be found at the following:

PDF format: <http://tinyurl.com/cchprxpaform>

Online form: <http://tinyurl.com/cchprxpa>

Medication Prior Authorization processing turnaround time to become 1 business day:

CA Department of Health Care Services has promulgated new regulations regarding Prior

Authorization processing turnaround times. CCHP is currently redesigning its workflows to achieve 1 business day turnaround on all medication Prior Authorizations.

Smoking cessation counseling certificate no longer required:

CCHP will no longer require members wishing to cease smoking to obtain a certificate of smoking cessation counseling. Reprogramming of claims processing is occurring, expect these changes to take effect in mid to late January.

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.

Pharmacy and Therapeutics News Notes continued on next page

Pharmacy and Therapeutics News Notes continued...

CCHP updates the Preferred Drug List (PDL) formulary after each quarterly Pharmacy & 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>

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., and the formularies on your mobile device will be changed accordingly.
 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 (800) 230-2150.

Questions and comments may be directed to CCHP Pharmacy by emailing cchp_pharmacy_director@hsd.cccounty.us.

Visit our CCHP Provider & Pharmacy Online Search Engine
(OSE)

at:

www.contracostahealthplan.org

Welcome Contracted Provider Network (CPN) Providers

Brighter Beginnings Family Health, Aisha Mays, MD, Monica Smart, NP—
PCP-Family Medicine



Healthy Living Clinic, Adrian James, MD, Yvonne Cobbs, NP—PCP-Internal Medicine

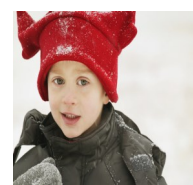
La Clinica De La Raza, Scott Loeliger, MD—PCP-Family Medicine

Sutter East Bay Medical Foundation, Nina Birnbaum, MD, Wendy Buffett, MD, Jan Diamond, MD,
Adrienne McGrael-Souders, MD, Otis Ingersoll, NP, Margaret Kirkham, NP—PCP-Family Medicine

Allergy & Asthma Medical Group, Valerie Jerdee, MD—Allergy & Immunology

Surgical Anesthesia Specialists, Jonathan Cohen, MD—Anesthesiology

First Steps for Kids, Elizabeth Monday, BCBA—Behavior Analysis



La Clinica De La Raza, Yolanda Rodriquez, RD—Dietitian

Planned Parenthood, Douglas Jimenez, MD, Jennifer Bryson-Alderman, NP,
Elizabeth Ewing, NP, —Family Planning

Bay Area Surgical Specialists, Sam Saeed Zamani, MD—Gastroenterology

BayChildren's Physicians, Yen Pham, MD, Joanna, Yeh, MD—Pediatric Gastroenterology

Cypress Women's Cancer Treatment Center, Daniel Paik, MD—Gynecologic Oncology

Axis Community Health, Mary Weatherbee, PsyD—Mental Health



Touchstone Counseling Services, Johanna Hourany, MFT—Mental Health

Diablo Nephrology Medical Group, Doris Galina-Quintero, MD, Zita Shiue, MD—Nephrology

Bay Area Retina Associates, Roger Goldberg, MD—Ophthalmology

La Clinica De La Raza, Ai Nguyen, OD—Optometry

Vallejo Optometry Group and Walnut Creek Optometry Group, Dianne Wong, OD,
Tammy Hong, OD—Optometry



Joel Ross, MD—Otolaryngology (ENT)

LifeLong Medical Care, Joshua Kayman, MD—Psychiatry

Bay Area Pediatric Pulmonary Medical Group, Mustafa Bseikri, MD—Pediatric Pulmonary

Canyon Pinole Surgery Center—Outpatient Surgery Center

Bay Area Surgical Specialists, Denise Romero, MD—Surgery-Orthopaedic



Muir Orthopaedic Specialists, Jothi Murali, MD—Surgery Orthopaedic

The Bulletin Board

Mark your Calendar for our next PCP Community Provider Network Meeting.

We encourage and appreciate your participation!

West County January 20, 2015
West County Health Center
13601 San Pablo Ave., Administrative Conference Room A
San Pablo, CA 94806
7:30 - 9:00 AM

Central/East County January 27, 2015
1350 Arnold Drive, Conference Room #103
Martinez, CA 94553
7:30 - 9:00 AM

* Please note next CPN meeting dates: West County Tuesday, April 21, 2015
Central/East Tuesday, April 28, 2015

CPN Meeting Materials
are available on our
website at:

www.contracostahealthplan.org



Holidays Observed by CCHP

January 19, 2015-Dr. Martin Luther King, Jr. Day
February 16, 2015-President's 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.



Find resources for uninsured
individuals at

www.cchealth.org/insurance



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.

Welcome New CCRMC Providers

Alexandra Duque-Silva, MD
Brentwood Health Center

Trang Lehman, MD
Concord Health Center

Daniel Moring-Parris, MD
Christopher Zamani, MD
Margaret Rothman, MD
Sara Richey, MD
Martinez Health Center

Margaret Kray, MD
North Richmond Center for Health

Alison Block, MD
West County Health Center

For ccLink Web Portal Access Agreement



Go to our website located at
www.cchealth.org, click on "Health Plan," select
"For Providers", then Forms & Resources, under
'Information For Providers', located in black box,
under the green ccLink logo click on the PDF files
named ccLink Provider Portal Access Agreement and
Attachment A.

Print out and follow instructions on first page.

Need more information call (925) 313-9500.



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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

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

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

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

