

The Contra Costa Health Plan Provider Bulletin

Palliative Care Benefit (SB1004)

Palliative Care Benefit (SB1004) – Anticipated mid to late 2016

Proposed Palliative Care Services

- These services, when reasonable and necessary for the palliation or management of a qualified serious illness and related conditions, and when provided by qualified personnel:
- Hospice-type services

Medi-Cal Managed Care Hospice

Includes:

- Nursing services, home health, medical supplies, Rx, Physician services, counseling services, short-term inpatient care, etc.
- Palliative care consultation, advance care planning, and care coordination/assessment/interdisciplinary care team/care plan.

>It is here where the State feels they will recoup the costs of the added benefit with fewer ER visits and ICU stays.

- Curative Care

Proposed eligible conditions are late stage or high grade cancers.

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Quality Management

The Quality Management Program at Contra Costa Health Plan ensures that our members receive high quality health care services. The quality management staff regularly gathers and analyzes data about quality, access, safety, and satisfaction. Practitioners play an integral role in the Quality Management program. They provide oversight through membership and participation in the Clinical Leadership Group, Quality Council, Credentialing Committee, Utilization Management Committee, Pharmacy and Therapeutics Committee, Appeals Committee, and Joint Conference Committee. They develop practice guidelines and participate in selection and execution of quality improvement projects, among other initiatives.

If you would like to know more about the Quality Management Program, see the website <http://cchealth.org/healthplan/quality.php>, or you may call (925) 313-6917 for a written copy of our complete Quality Program Description and Quality Program Annual Evaluation. If you would like to be more involved in quality management activities please contact the Medical Director, James Tysell, MD.

Clinical Guidelines

Clinical Guidelines are updated at least every 2 years and are provided as a resource to help Contra Costa Health Plan members and contracted providers make decisions about appropriate health care for specific clinical circumstances. Guidelines are developed based on recognized sources and reviewed by a physician team with involvement from board-certified practitioners from appropriate specialties. Guidelines are then approved by the Contra Costa Health Plan Medical Director and Medical Consultants and adopted by the Quality Council.

The following guidelines have been adopted for the ambulatory setting:

Diabetes

Basic Guideline for Diabetes Care developed by the Diabetes Coalition of California and the California Diabetes Program, revised June 2012.

Childhood Obesity

Expert Committee Recommendations on the Assessment, Prevention, and Treatment of Child and Adolescent Overweight and Obesity, 2007. As published in *Pediatrics*, 2007.

Asthma

Guidelines for the Diagnosis and Management of Asthma. National Asthma Education and Prevention Program Expert Panel Report 3, 2007.

Heart Failure

Heart Failure Outpatient Clinical Pathway. Developed by the SCA Prevention Medical Advisory Team based on the ACC/AHA and HFSA Guidelines, February 2010.

Adult Depression

Primary Care Diagnosis and Management of Adults with Depression was adapted from the Institute for Clinical Systems Improvement. This one page guideline provides straightforward guidance on diagnosis, management of antidepressant medications, and screening. It also provides direction on when to consider referral to a Behavioral Health specialist.

Pediatric ADHD

Diagnosis, Evaluation, and Treatment of Attention-Deficit Disorder in Children and Adolescents was published in *Pediatrics*, October 16, 2011. It was developed by the American Academy of Pediatrics Subcommittee on Attention-Deficit/Hyperactivity Disorder.

Adult Preventive Guidelines

2015 Adult Prevention Guidelines based on USPSTF recommendations.

Child Preventive Guidelines

2014 Prevention Guidelines for Children and Adolescents based on USPSTF recommendations and Bright Futures.

Normal Pregnancy Guidelines

2015 Normal Pregnancy Guidelines, based on American Congress of Obstetricians and Gynecologists.

These guidelines can be found on the Plan's website under Clinical Guidelines in the *For Providers* section.

Utilization Management Tidbits...

Instructions on how to contact UM staff regarding authorization requests

>Some Medications require Prior Authorization through Perform RX. PA's are ordered in ccLink.

For any Pharmacy Questions call: (925) 957-7290 Option 2

>Some external specialty services may require Health Plan Prior Authorization such as Gastric Bypass Surgery or Neurosurgery

Use ccLink to request external specialty and this also serves as your prior authorization request

For any External Specialty Service questions call: (925) 957-7290 option 3.

Please do not request external referral for services available to CCRMC unless truly urgent and unavailable at CCRMC.

Note: If the patient has Medicare Part B or Plan B (county employees) you can refer directly to contracted community providers. The list of contacted providers is found online at:

<http://cchealth.org/healthplan/provider-directory.php>.

Clarify optometry and ophthalmology referrals and answer why providers get a letter from CCHP and what they can do to avoid getting the letter (i.e. smart phrase)

Optometry – does not need a referral or an authorization – If you make a referral, the patient will be sent a letter explaining no authorization is needed and a list of local providers they can call. You will also be copied on that letter. The letters can be eliminated if you just give the patient the list of local optometrists.

Ophthalmology – **Does** need a referral indicating the clinical question for the specialist; however, **does not** need an authorization.

If you **do not** select a provider, the patient will be sent a letter explaining no authorization is needed and a list of local providers they can call.

If you **do** select a provider, the need for CCHP to send the patient a letter with the list is eliminated and no letters will be sent. The additional benefit is the patient can call the day you give them the name of the specialist instead of waiting for the list from CCHP.



Contra Costa Health Plan Pharmacy and Therapeutics Committee

Pharmacy and Therapeutics News Notes

Preferred Drug List (PDL) changes should be effective December 2015

- Warfarin is still the preferred anticoagulant for CCHP; factor Xa inhibitors Xarelto and Eliquis remain non-preferred products. With that said, the P&T committee has approved Eliquis and Xarelto to the PDL with strict quantity limits ONLY for post-surgical prophylaxis of DVT. All other indications require warfarin therapy.

The CCHP Pharmacy and Therapeutics committee had their quarterly meeting on 10/9/2015. Below are a few of the topics discussed:

- The committee would like to remind providers that although colchicine is once again available generic, it will still require a prior authorization. Despite the fact that it is available generic, the price per tablet has remained over \$6, bringing the cost of chronic twice-daily therapy to over \$360/month. With authorization from the health plan, colchicine will be made available for acute gout attacks in a quantity up to 15 tablets per fill. For chronic gout prophylaxis, prior authorization will be required as well as concurrent use of a uric acid lowering agent such as allopurinol.
- The RSV season is quickly approaching. With that in mind, the American Academy of Pediatrics Has released new Synagis guidelines. Those interested should access the full AAP article at: <http://pediatrics.aappublications.org/content/134/2/415.full>

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>

Pharmacy and Therapeutics News continued next page...



Contra Costa Health Plan Pharmacy and Therapeutics Committee

Pharmacy and Therapeutics News Notes continued...

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, iPod, 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





Provider Tidbits

Just a reminder...

If a CCHP member provides new contact information, address, phone number etc, please call (925) 957-7259 and update the Member Maintenance Unit (MMU).



Transportation Code Transition

The Department of Health Care Services (DHCS) has discontinued use of HCPCS Level III local codes. Commonly known as Medi-Cal “X” codes for medical transportation billing. Several HCPCS Level III local codes have been terminated and replaced with HCPCS Level II national HIPAA compliant codes, utilized by Medicare, to comply with provisions of the 1996 Public Law 104-191, 45 CFR 162.1000. CCHP will be accepting both types of codes for a limited transitional period. If you bill for medical transportation please visit the Medi-Cal website for billing information. Examples of the billed codes that are being transitioned are: X0030 - Basic Life Support, should now be billed as A0427 or A0429 with modifier UJ if necessary and X0032 - Non-Emergent transportation, should now be billed as A0426 or A0428 with modifier UJ if necessary.

To view the full code conversion, including relevant additional instructions, see the full code conversion document at the following website address:

http://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom_21574_1.asp





Ongoing SBIRT Learning

All providers who have previously participated in the four-hour SBIRT training now have the opportunity to receive ongoing consultation from an expert SBIRT trainer to assist with the implementation of SBIRT procedures.

The virtual SBIRT learning collaborative will provide continued coaching and problem-solving support to providers trained at face-to-face SBIRT trainings. Each set of monthly 1-hour conference calls will feature a brief presentation of content related to a key topic, with remaining time for group discussion and questions. It is our hope that the calls will allow individuals who have completed the four-hour face-to-face training to share implementation ideas with their peers and brainstorm strategies to address any barriers that have been encountered with regards to screening and brief intervention implementation efforts and the use of motivational interviewing micro-skills.

Topic #3 – Clinic Flow and Other SBIRT Implementation Issues

Tuesday, November 17th, 12:00-1:00pm PST

Wednesday, November 18th, 2:00-3:00pm PST

Toll-free conference

call line:

1-866-740-1260

Passcode: 3887647#



Welcome Contracted Provider Network (CPN) Providers

Ambry Genetics Laboratory		Laboratory
Animate Consulting, LLC	Yasser Aboul-Fetouh, BCBA Hailey Purvis, BCBA	Behavior Analysis
AXIS Community Health	Lauren Phillips, PhD Melissa Thompson, LCSW	Mental Health Services (for Medi-Cal members assigned to PCP at Axis)
Bay Area Orthopedic Surgery and Sports Medicine, Inc.	Mathew Buechel, PA Joseph Centeno, MD Teodoro Nissen, MD	Mid-level Surgery-Orthopaedic
Behavior Analysts, Inc	Marian Woodside, BCBA	Behavior Analysis
Brighter Beginnings	Jennifer Beeckman, NP Anna Jones, NP Hamidreza Khonsari, MD Jane Perlas, NP Rebecca Rogers, NP	Family Medicine
California Eye Clinic	Meng Lee , MD	Optometry
Center for Autism & Related Disorders	Heather Brown, BCBA Alison Chew, BCBA Emily Keough, BCBA	Behavior Analysis
Center for Behavioral Sciences, Inc	Haerim Choun, BCBA	Behavior Analysis
Comprehensive Psychiatric Services	Susan Ditter, MD Meena Rajendren, MD Samer Salmo, MD	Psychiatry
Contra Costa Oncology	Aruna Gavini, MD	Hematology/Oncology
Diablo Dermatology	Elena Nimon, PA	Mid-level Dermatology
Diablo Nephrology Medical Group	Janet Young, MD	Nephrology
Diablo Neurosurgical Medical Group	Oana Spataru, MD	Neurology
Diablo Valley Oncology & Hematology Medical Group, Inc	Sravana Chennupati, MD	Radiation Oncology
Nguyen Do, DO		Surgery- Neurological
East Bay ABA	Lynda Hounshell, BCBA	Behavior Analysis
East Bay Endoscopy Center		Surgery Center
East Bay Retina Consultants	Jesse Jung, MD	Ophthalmology
Epic Care -Bay Area Breast Surgeons	Prasad Pillai, MD Carolyn Bernstein, NP	Hematology/Oncology Mid-level Surgery-General
Foundation Laboratory		Outpatient Lab
Gateway Learning Group	Corinne Turrini, BCBA	Behavior Analysis
Goals for Autism, Inc	Ashley Ramirez, BCBA	Behavior Analysis

Welcome Contracted Provider Network (CPN) Providers Continued...

Holistic Care at Home, Inc		Home Health
InfuSystem, Inc		DME (Infusion pumps and supplies)
John Muir Physician Network	Pelen Wu, MD James Evans, MD Robin Meezan, MD Jennifer Dovichi, MD Genevieve Palmer, MD	Pediatrics- PCP
Joshua Kayman, MD		Psychiatry
La Clinica de La Raza	Claudia Husni, MD Sonya Wyrobek, CNM Stephanie Clark, OD Stephanie Shao-Jones, OD Brian Wolff, OD	Mental Health Therapist Midwife Optometry
LifeLong Medical Care	Jasmin Halloran, PA Patricia Gaitan, MD Teshina Wilson, DO	Mid-level Urgent Care Primary Care Pediatrician Family Medicine
Louis Enrique, MD		PCP-Internal Medicine
Marie Star Home Health Services, LLC		Home Health
Orthofix, Inc		DME (Bone Growth Stimulators)
Positive Behavior Supports Corp	Natalie Parks, PhD	Mental Health Services- Behavior Analysis
Restore Orthotics & Prosthetics Total Care		DME (Orthotic bracing, post-op devices) services
Surgical Anesthesia Specialist	Edmund Marroquin, MD	Anesthesiology
Sutter Care at Home		Home Health & Hospice
Sutter East Bay Medical Foundation	Melissa Chan, MD Anna Frick, MD Fumi Suzuki, MD	Family Medicine Urogynecology & Pelvic Reconstructive surgery Family Medicine
Sutter Infusion and Pharmacy Services		Home Health, Hospice Outpatient Injectable, Home Infusion
Sutter Solano Medical Center		Acute Care Hospital
Timberlake		DME
Walnut Creek Endoscopy Center		Surgery Center
Walnut Creek Surgical Associates, Inc.	Irene Lo, MD Aileen Murphy, DO	Surgery-General



Member Rights and Responsibilities Annual Notice



CCHP distributes Member Rights and Responsibilities to all new members upon enrollment, existing members annually, new providers when they join the network and existing providers annually. The document is distributed by mail, fax or e-mail and is available on the CCHP website at www.conracostahealthplan.org. For those members or providers without access to a fax, e-mail or internet, the document is mailed.

Member *rights* include, but are not limited to, the following:

- the right to receive care with respect and recognition of their dignity and their right to privacy regardless of race, religion, education, sex, cultural background, physical or mental handicaps, or financial status.
- the right to receive appropriate accessible culturally sensitive medical services.
- the right to choose a Primary Care Physician in Contra Costa Health Plan's network who has the responsibility to provide, coordinate and supervise care.
- the right to be seen for appointments within a reasonable period of time.
- the right to participate in health care decisions with practitioners including the right to refuse treatment, to the extent permitted by law.
- the right to receive courteous response to all questions from Contra Costa Health Plan and its Health Partners.
- the right to voice complaints or appeals about Contra Costa Health Plan or the care it provides orally or in writing; and to disenroll.
- the right to health plan information which includes, but is not limited to; benefits and exclusions, after hours and emergency care, referrals to specialty providers and services, procedures regarding choosing and changing providers; types of changes in services and member rights and responsibilities.
- Medi-Cal recipients have the right to seek family planning services outside the network without a referral if the member elects to do so.
- the right to formulate advanced directives.
- the right to confidentiality concerning medical care
- the right to be advised as to the reason for the presence of any individual while care is being provided.
- the right to access personal medical record.
- the right to have access to emergency services outside of the Plan's provider network.
- Medi-Cal recipients have the right to request a fair hearing.
- the right to interpreter services.
- the right to access Federally Qualified Health Centers and Indian Health Services Facilities.
- the right to access minor consent services.
- the right to receive written Member informing materials in alternative formats, including Braille, large size print and audio format upon request.
- the right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- the right to receive information on available treatment options and alternatives, presented in a manner appropriate to the Member's condition and ability to understand.
- the right to freely exercise these rights without adversely affecting how the Member is treated by the health plan, providers or the state.
- the right to candid discussion of appropriate or medically necessary treatment options, regardless of cost or benefit coverage.
- the right to make recommendations regarding Contra Costa Health Plan's Member's Rights and Responsibility policy

Member *responsibilities* include, but are not limited to:

- the responsibility to provide complete and accurate information about past and present medical illnesses including medication and other related matters.
- the responsibility to follow the treatment plan agreed upon with your health care practitioner.
- the responsibility to ask questions regarding condition and treatment plans until clearly understood.
- the responsibility to keep scheduled appointments or to call at least 24 hours in advance to cancel.
- the responsibility to call in advance for prescription refills.
- the responsibility to be courteous and cooperative to people who provide health care services.
- the responsibility to actively participate in their health and the health of the member's family. This means taking care of problems before they become serious, following provider's instructions, taking all medications as prescribed, and participating in health programs that keep one well.
- the responsibility to understand their health problems and participate in developing mutually agreed- upon treatment goals, to the degree possible.
- the responsibility to supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
- the responsibility to understand their health problems and participate in developing mutually agreed- upon treatment goals, to the degree possible.

The Bulletin Board



Welcome New CCRMC Providers

Laing, Brian, MD
Concord Health Center

Downing, Michael, MD
Pittsburg Health Center

Echiverri, Angela, MD
North Richmond Center for Health



Holidays Observed by CCHP

November 11, 2015

Veteran's Day

November 26, 2015

Thanksgiving Day

November 27, 2015

Day After Thanksgiving

December 25, 2015

Christmas Day

January 1, 2016

New Year's Day



**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.**

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





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

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

Brenda Flowers, RN Provider Liaison/FSR Nurse (925) 313-9503 Brenda.Flowers@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

Patricia Cline Contracts Supervisor (925) 313-9532 Patricia.Cline@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

