



The Contra Costa Health Plan Provider Bulletin

Celebrating 50 Years of Medi-Cal Coverage in California **By Patricia Tanquary, CEO**

2016 is the year that California celebrates 50 years of Medi-Cal coverage in this State. Many counties are having local celebrations to recognize this important milestone. Contra Costa Health Plan (CCHP) is hosting our celebration in Contra Costa County on October 17th. We are privileged to have two recognized expert speakers: Retired Congressman, George Miller, who helped to pass the Affordable Care Act (ACA), which allowed Medicaid Expansion in the states with a 100% federal match payment to those states who agreed to implement the expansion of Medi-Cal and Congressman Mark DeSaulnier who assisted in the California vote for California to allow financially eligible childless adults to receive Medi-Cal under Medi-Cal Expansion while he was our local California Senator.

Today, 13.5 million or one in three Californians are enrolled in Medi-Cal with 80% of them within Managed Care. Seventy percent (70%) of that 80% are enrolled in non-profit Health Plans in Local Health Plans of California (LHPC) like CCHP. That change has decreased our State's uninsured by 50% from 6 million to 3 million. Covered California covers 1.3 million residents who receive subsidies to afford care. When individuals leave Covered California, 16% qualify for Medi-Cal. In Contra Costa County, nearly all of those going back to Medi-Cal were enrolled with CCHP so many could be reassigned to Kaiser where they had received care under Covered California.

There are still 27% of previously uninsured Californians without coverage in our state. The community will continue to encourage this population to apply. Ten percent (10%) are likely undocumented adults who still do not qualify, and yet 17% could potentially be helped by the ACA Expansion into Medi-Cal Expansion.



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Quality Management Program

Contra Costa Health Plan has a robust Quality Management Program dedicated to continuously improving the care that our members receive. One way we do that is by measuring quality of care with HEDIS measures and member experience with CAHPS surveys.

Another thing we do is bring together teams to do Performance Improvement Projects to improve care. Right now we are working to improve care related to pregnancy and to asthma. The Program also provides special support to adults with diabetes and families with obese children. We also investigate problems with clinical care, and ensure members can get Health Education and translation and interpreters as needed.

Providers participate in the QM Program through participation on councils and committees such as Joint Conference Committee, Appeals Committee, and Pharmacy and Therapeutics. They also participate on improvement teams. To learn more about the program, visit cchealth.org/healthplan/quality.php, or call us at 925 313-6917, and we will send you a copy of the QM Program Description. If you are interesting in participating in quality activities to improve our members' care, contact the Medical Director, James Tysell, MD.



Utilization Management Clinical Guidelines Criteria



Providers can request, free of charge, copies of clinical guidelines used for decision-making. When requested services are denied or modified, providers have the opportunity to discuss the UM decision. Providers are notified (via Notice of Action, Notice of Non-Coverage, etc.) on how to contact and when the reviewer is available to discuss the decision.

Utilization Management Staff Availability

Normal Business hours for the Authorization and Utilization Management (UM) Department are Monday through Friday from 7:00am to 7:00pm, excluding weekends and holidays. During the hours of 8:00am to 5:00pm, staff is available for inbound and outbound communications regarding the authorization and UM processes. When making outbound or returning calls, staff identifies themselves by their name, title and organization. Members can reach the UM Department by calling the Member Call Center at 1-877-661-6230, option 4. Providers can reach the UM Department by calling the Provider Call Center at 1-877-800-7423, option 3.

Afterhours and during weekends, both callers have two options. For non-urgent matters, the caller can leave a message at the above number. Messages are addressed the next business day. For urgent matters, the caller can stay on the line and be automatically transferred to the Advice Nurse Unit, which operates 24/7. The Advice Nurse (AN) Unit has limited authority to approve medically necessary services on behalf of the UM Department and is able to reach a backline at the UM Department for assistance. As necessary, the AN Unit has access to the UM Manager and Medical Director. A toll free number, TDD/TTY for hearing impaired, and language assistance are available and accessible to members and providers. Refer to specific Member Materials handbook and Provider Manual.

Physicians Nondiscrimination Statements September 19, 2016 - California Medical Association

The U.S. Department of Health and Human Services (HHS) Office of Civil Rights (OCR) recently finalized new nondiscrimination rules intended to advance health equity and reduce health care disparities. Under the rule, which implements section 1557 of the Affordable Care Act, individuals are protected from discrimination in health care on the basis of race, color, national origin, age, disability and sex, including discrimination based on pregnancy, gender identity and sex stereotyping.

This rule applies to those who provide or administer health-related services or insurance coverage and receive "federal financial assistance." Federal financial assistance includes Medicare, Children's Health Insurance Program, Medicaid, meaningful use payments, HHS grants, Centers for Medicare and Medicaid Services gain-sharing demonstration projects, federal premium and cost-sharing subsidies, etc. The rule does not apply to physicians who participate only in Medicare Part B, unless they are also receiving meaningful use incentive payments.

Covered physicians must comply with the following requirements:

- Post a notice of nondiscrimination and taglines in the top 15 languages spoken by individuals with limited English proficiency
- Designate a compliance coordinator and adopt grievance procedures (applicable to group practices with 15 or more employees)
- Submit an assurance of compliance form to OCR

The rule also encourages covered entities to develop and implement a language access plan to ensure they are prepared to take reasonable steps to provide meaningful access to individuals who may require assistance.

This final regulation does not, however, change current law under the Title VI regulations, which requires that any program or activity (including health care professionals) that receives federal funds must take reasonable steps to ensure meaningful access to their activities by persons with limited-English proficiency. Physicians should already be in compliance with the existing Title VI provisions required under current law, which is outlined in the California Medical Association's (CMA) On-Call document #6003, "Language Interpreters."

Physicians should note that in addition to administrative enforcement mechanisms, such as loss of federal financial assistance, individuals are permitted to bring individual or class action violation claims directly against physicians in federal court. To assist with implementation, OCR has translated into 64 languages a sample notice and taglines for use by covered entities. In addition, OCR has published a summary of the rule, factsheets on key provisions and a list of frequently asked questions.

CMA has sought guidance from the California Department of Health Care Services to determine what languages California physicians must post for the nondiscrimination notice. As additional information becomes available, CMA will provide more detailed instructions about how physicians may comply with this rule. For more information visit: <http://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html>



Contra Costa Health Plan Pharmacy and Therapeutics Committee News

The CCHP P&T committee had 2 meetings since the last provider bulletin (meetings occurred on 8/12/16 & 10/7/16). Updates from these meetings are outlined below:

The committee approved the following changes to the Preferred Drug List (PDL):

- Inhaled corticosteroids: Arnuity Ellipta (fluticasone powder) will be added to the formulary (advantage is once daily dosing). **Arnuity Ellipta and Qvar will be required as step therapy to Flovent.** Patients that are currently using Flovent will be allowed to continue using it without interruption. New starts will be required to use the preferred agents.
- Inhaled anticholinergics/B2 agonist: **Anoro Ellipta (umeclidinium/vilanterol) will be added to the formulary and will be required as step therapy to Combivent.** Patients that are currently using Combivent will be allowed to continue using it without interruption. New starts will be required to use the preferred agent.
- Inhaled corticosteroid/B2 agonist: **Dulera will now be required as step therapy to Symbicort.** Patients that are currently using Symbicort will be allowed to continue using it without interruption. New starts will be required to use the preferred agent.
- Topical lidocaine 4% CREAM has been added to the formulary (OINTMENT will still require prior authorization).
- IV Emend has been added to the formulary and will no longer require step therapy with oral Emend.
- Maxalt MLT (rizatriptan orally dissolving tablet) formulary status has been updated – now a preferred first-line agent.
- Rozerem (ramelteon) formulary status has been updated – now a non-preferred agent.

****Changes to the PDL will be effective in November 2016****

Flu shots as a pharmacy benefit:

The flu season has arrived! At the recommendation of the CCRMC immunizations task force, CCHP will be expanding the availability of the flu shot as a pharmacy benefit. **Flu shots are now available at Walgreens and Rite Aid stores within Contra Costa County (covered as a pharmacy benefit from 10/1/16 through 4/30/17).** Additionally, due to recent CDC data showing a lack of efficacy, CCHP will NOT be adding the nasal flu vaccine to the formulary for the 2016/2017 flu season.

Are you interested in learning more about the Opioid Epidemic??

Mark your calendar! CCHP Clinical Pharmacist Rebecca Lau, PharmD will be presenting at CCRMC grand rounds. Learn how the opioid epidemic continues to be a major cause of death in Contra Costa County, and how CCHP seeks to address rampant opioid abuse with sweeping changes that are in line with evidence based guidelines such as the 2016 CDC guidelines for prescribing opioids for chronic pain.

Title: **Combating the Opioid Epidemic**

Date/Time: **11/16/2016, 12:00-1:00pm**

Location: **CCRMC, Building 1**

CME Available!

Providers may request a copy of CCHP pharmacy management procedures or specific drug PA criteria by contacting the pharmacy unit directly at 925-957-7260 x2, or via the email listed below:

P&T updates can be viewed online at <http://cchealth.org/healthplan/provider-pharmacy-therapeutics.php>

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

Naloxone Update:

- Reminder: naloxone is a carve-out medication and must be billed to fee-for-service (FFS) Medi-Cal.
- As of 10/1/2016, nasal naloxone 4mg/0.1mL is available on FFS Medi-Cal without a TAR:

Sample Rx for a FFS or CCHP Medi-Cal Member:

FOR _____ DATE _____
ADDRESS _____
REFILL _____ TIMES

Rx

**Nasal naloxone 4mg/0.1mL
#2 doses**

**Spray full contents of 1 nasal
inhaler into the nostril. May
repeat in 2-3 minutes if little or
no response**

DISPENSE AS WRITTEN PRODUCT SELECTION PERMITTED

DEA NO. _____ ADDRESS _____

Reorder Item #6100 Total Pharmacy Supply, Inc. 1-800-878-2822



- Naloxone 2mg/2mL pre-filled syringe is ON FORMULARY (without PA) for CCHP COM & most part D members.

Sample Rx for a CCHP Commercial or Medicare Part D member:

FOR _____ DATE _____
ADDRESS _____
REFILL _____ TIMES

Rx

**Naloxone 2mg/2mL Pre-filled Syringe
#2 syringes**

**Use nasal atomizer to spray
1mL (1/2 of syringe) into each
nostril. Repeat in 2-3 minutes
if little or no response.**

DISPENSE AS WRITTEN PRODUCT SELECTION PERMITTED

DEA NO. _____ ADDRESS _____

Reorder Item #6100 Total Pharmacy Supply, Inc. 1-800-878-2822



**** Nasal atomizer is available free of charge at Walgreens****

Reminder: How to properly dispose of unwanted medication

- **Unwanted medication may be dropped off at the following law enforcement offices:**

Pleasant Hill Police Department

330 Civic Drive, Pleasant Hill
925-288-4600

Orinda City Hall/Police Department

22 Orinda Way, Orinda
925-254-6820

San Ramon Police Department

2401 Crow Canyon Road, San Ramon
925-973-2700

Clayton Police Department, City Hall

6000 Heritage Trail, Clayton
925-673-7300

West County HHW Collection Facility

101 Pittsburgh Ave., Richmond
888-412-9277

Martinez Field Operations Building

1980 Muir Road, Martinez
925-284-5010

Martinez Police Department

525 Henrietta St., Martinez
925-372-3400

Walnut Creek Police Department

1666 N. Main St., Walnut Creek
925-943-5844

Concord Police Department

1350 Galindo St., Concord
925-671-3200

Moraga Police Department

329 Rheem Blvd., Moraga
925-284-5010

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Waste management:

If unable to take to a drop-off location, local waste management services may allow medications to be disposed in the trash (contact your local garbage service for specific instructions). Generally medication must be in a sealed container, and mixed with an undesirable substance such as dirt or coffee grounds to deter diversion.

NEW! Drug disposal kiosks:



Walgreens has recently installed over 300 drug disposal kiosks across the country. There are quite a few locations in the bay area, including the 24hr store located at 2900 N. Main St. in Walnut Creek (see full list of northern CA locations below).

Kiosk locations are open to the public, and allow for the disposal of most medications, including controlled substances (the only limitations are that sharps, aerosols, lotions, illicit drugs, liquids, and thermometers may NOT be placed in the kiosk).

Store #	Address	City	PHONE #
4026	2900 N MAIN ST	WALNUT CREEK	(925) 933-0307
3770	11565 SAN PABLO AVE	EL CERRITO	(510) 730-7000
3171	1050 REDWOOD STREET	VALLEJO	(707) 557-6948
2426	15500 WASHINGTON AVE	SAN LEANDRO	(510) 483-3917
9248	2300 OTIS DRIVE	ALAMEDA	(510) 523-7043
3624	275 SACRAMENTO ST	SAN FRANCISCO	(415) 362-5227
6625	2141 CHESTNUT STREET	SAN FRANCISCO	(415) 567-9320
1403	3201 DIVISADERO	SAN FRANCISCO	(415) 931-6417
3711	1189 POTRERO AVE	SAN FRANCISCO	(415) 647-1397
896	3601 CALIFORNIA ST	SAN FRANCISCO	(415) 668-5202
11327	498 CASTRO ST	SAN FRANCISCO	(415) 861-3136
235	5280 GEARY BLVD	SAN FRANCISCO	(415) 668-2041
12257	260 EL CAMINO REAL	BURLINGAME	(650) 342-2977
689	121 E EL CAMINO REAL	MOUNTAIN VIEW	(650) 961-7555
842	350 N CAPITOL AVE	SAN JOSE	(408) 259-9200
6722	4610 SONOMA HWY	SANTA ROSA	(707) 538-9275
2961	75 NORTH HAM LANE	LODI	(209) 369-8575
5499	7299 LAGUNA BLVD	ELK GROVE	(916) 691-4412
5152	6144 DEWEY DRIVE	CITRUS HEIGHTS	(916) 723-4118

There are numerous ways to view the CCHP Preferred Drug List:

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

- An interactive searchable formulary is available within Epic (contact the Epic team with any questions related to functionality).
- A printable copy of the CCHP PDL can be found here: <http://cchealth.org/healthplan/pdf/pdl.pdf>
- A searchable copy of the CCHP PDL can be found here:
<http://formularynavigator.com/Search.aspx?siteID=MMRREQ3QBC>



EPOCRATES – free mobile & online formulary resource

CCHP providers may add the CCHP formulary to their mobile devices using the following steps:

- Go to www.epocrates.com and click on "My Account" in the top right.
- Sign in with your Epocrates username and password, if needed.
- Click on "Edit Formularies."
- Follow the on screen instructions to select and download formularies or to remove formularies (plan name in Epocrates is Contra Costa Health Plan).
- 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.

SBIRT – SCREENING, BRIEF INTERVENTION, REFERRAL TO TREATMENT

Screening, Brief Intervention, Referral to Treatment (SBIRT) has been a requirement for adult Medi-Cal members since January 1, 2014. Based on the USPSTF (United States Preventive Services Task Force), Primary Care Providers (PCPs) must provide screening and brief interventions when a member ages 18 and above misuses alcohol.

PCPs should 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.cchealth.org , For Providers, Forms and Resources. If indicated, a **screening** should be done at least one time, and up to once a year. 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.

Provider Requirements:

In order to provide this service, at least one supervising licensed provider (Licensed Physician, Physician Assistant, Nurse Practitioner or Psychologist) per clinic or practice must take **four hours of SBIRT training**. The training can be found at the following Department of Health Care Services (DHCS) website: www.dhcs.ca.gov/services/medi-cal/Pages/SBIRT_Trainings.aspx The supervising licensed provider must attest that they have obtained the required training on SBIRT. This training is a one-time requirement. The Attestation Statement available on our website www.cchealth.org, is to be submitted after **four hours** of training have been completed.

If you have any questions, please contact Provider Relations at 925-313-9500 or e-mail: ProviderRelations@hsd.cccounty.us



Welcome Contracted Provider Network (CPN) Providers

PRIMARY CARE PROVIDERS

Florentina Duke, NP	Family Medicine	BASS - Full Care Medical Group, Antioch
Sophie Eath, NP	Family Medicine	BASS - Full Care Medical Group, Antioch
Leanne Marcotrigiano, MD	Family Medicine	LifeLong Medical Care, Berkeley
Megan Tyler, NP	Family Medicine	Brighter Beginnings, Antioch & Richmond
Maryam Amini, MD	Internal Medicine	BASS - Phoenix Advanced Medical, Walnut Creek
John Gallo, MD	Internal Medicine	Springhill Medical Group, Pittsburg
John Murphy, MD	Internal Medicine	La Clinica de La Raza, Concord, Oakley, Pittsburg

SPECIALITY CARE PROVIDERS

Nathalie Medeiros, MD	Adolescent Medicine	Children's First Medical Group, Oakland
Aman Saw, MD	Cardiology	John Muir Cardiovascular Services, Pleasanton
Baijnath Saw, MD	Cardiology	John Muir Cardiovascular Services, Pleasanton
Christopher Swan, MD	Cardiology	John Muir Physicians Network, Concord
Dawn Sung, MD	Child and Adolescent Psychiatry	Children's First Medical Group, Oakland
Shobha Narasimhan, DDS	Dentist	Buchanan Dental, Antioch
Eric Chen, MD	Diagnostic Radiology	Epic Care East Bay Medical, Emeryville
Alexandra Sherman, NP	Gynecological Oncology	East Bay Gynecological Oncology, Walnut Creek
Margaret Renik, MD	Neonatology	Children's First Medical Group, Oakland
Enoch Nam, MD	Ophthalmology	Northern CA Cornea, Oakland & Walnut Creek
Chien Tai, OD	Optometry	La Clinica de La Raza, Concord
Amir Jamali, MD	Orthopaedic Sports Medicine	BASS - John Muir Medical Center, Walnut Creek
Kim Euna, NP	Orthopaedic Surgery Assistant	Muir Orthopaedic Specialists, Walnut Creek
Alisa Arunamata, MD	Pediatric Cardiology	Lucile Packard Children's Hospital Medical Group
Sowmya Balasubramanian, MD	Pediatric Cardiology	Lucile Packard Children's Hospital Medical Group
Sarina Behera, MD	Pediatric Cardiology	Lucile Packard Children's Hospital Medical Group
Stafford Grady, MD	Pediatric Cardiology	Lucile Packard Children's Hospital Medical Group
Shiraz Maskatia, MD	Pediatric Cardiology	Lucile Packard Children's Hospital Medical Group
Rajesh Pun, MD	Pediatric Cardiology	Lucile Packard Children's Hospital Medical Group
Theresa Tacy, MD	Pediatric Cardiology	Lucile Packard Children's Hospital Medical Group
Arathi Lakhole, MD	Pediatric Gastroenterology	Children's First Medical Group, Oakland
John Luce, DO	Pediatric Rehabilitation	Children's First Medical Group, Oakland
Autumn Broady, MD	Perinatology	Children's First Medical Group, Oakland
Adam Bartlett, MD	Physical Medicine & Rehab	Children's First Medical Group, Oakland
Maxwell Merkow, MD	Surgery Neurosurgical	Bay Area Neurosciences, Walnut Creek
Ashley Ballard, DO	Urgent Care	John Muir Physicians Network, Walnut Creek
Brent Porteous, DO	Urgent Care	John Muir Physicians Network, Walnut Creek
Edward Yeich, NP	Urgent Care	STAT Med Urgent Care, Lafayette & Concord
Jesse Le, MD	Urology	Pacific Urology, Concord & Walnut Creek

Welcome Contracted Provider Network (CPN) Providers

BEHAVIOR ANALYSIS

Dominique Dao	BCBA	Applied Behavior Consultants, Inc., Walnut Creek
Maria Allyson Manuel	BCBA	Applied Behavior Consultants, Inc., Walnut Creek
Mariam King	PsyD	Autism Center of Northern California, San Francisco
BaoTRAN Nguyen	RBT	Behavior Analysts Inc., Walnut Creek
Adriane Stoia	RBT	Behavior Analysts, Inc., Walnut Creek
Grecya Vidal Zavala	RBT	Behavior Analysts, Inc., Walnut Creek
Gabrielle Villaseñor	RBT	Behavior Analysts, Inc., Walnut Creek
Sarah Winkler	BCBA	Behavior Analysts, Inc., Walnut Creek
Anna Schabell	BCBA	Center for Autism and Related Disorders Inc., Walnut Creek
Nicholas Reetz	BCBA	Ed Support Services, Oakland
Liliana Moncada	LCSW	Endurance - A Sports & Psychology Center, Inc., Berkeley
Charvet LaChappell	BCBA	Gateway Learning Group, Hayward
Stephen Karney	BCBA	Trumpet Behavioral Health, Antioch & Pleasanton
Liza Courbot-Marquie	BCBA	Trumpet Behavioral Health, Antioch & Pleasanton

MENTAL HEALTH

Sonia Beers	MFT	Endurance - A Sports & Psychology Center, Inc., Berkeley & El Cerrito
Genoa Hamiel	MFT	Endurance - A Sports & Psychology Center, Inc., Berkeley & El Cerrito
Tracy Smith	PsyD	Endurance - A Sports & Psychology Center, Inc., Berkeley & El Cerrito
Valerie Veza	LCSW	Endurance - A Sports & Psychology Center, Inc., Berkeley & El Cerrito
Rosilda James	PsyD	Solo, Brentwood
Carla Sommers	MFT	Solo, Concord

ORGANIZATIONS

AseraCare Hospice	Hospice Services	Stockton
California Eye Clinic	Surgery Center	Antioch
Embrace Orthotics, LLC	DME Custom Orthotics	Oakland
Kentfield Rehab & Specialty Hospital	Long Term Acute Care	Kentfield
Noble Hospice Care, Inc.	Hospice Services	Fremont
Vibra Hospital of Sacramento, LLC	Long Term Acute Care	Folsom

Welcome Contra Costa Regional Medical Center (CCRMC) Providers

Talia Firestein, MD	Family Medicine	Antioch Health Center
Gigi Su, MD	Family Medicine	Brentwood Health Center
Janet Yang, MD	Internal Medicine	Brentwood Health Center

New Benefit

Blood pressure monitors are now covered as a pharmacy benefit for CCHP Medi-Cal members!

- No need to send prescriptions to a DME vendor – simply send to any network pharmacy to be filled with other prescriptions!
- Limited to 1 monitor per member every 5 years.
- For **RMC** providers, order-sets will be placed in Epic (listed under “BP monitor covered by CCHP – Omron 3 or 5”).
- For **CPN** providers, simply send a prescription to any network pharmacy for the Omron 3 or 5 series BP monitor.

Omron 3 SERIES BP Monitor:

- Stores up to 14 blood pressure readings.
- Portable for easy travel or use throughout the home.
- Arm cuff auto inflates.
- Battery operated (uses 4 AA batteries, not included).
- English and Spanish instruction included.
- Not wireless or Bluetooth enabled.



Omron 5 SERIES BP Monitor:

- Monitors blood pressure readings for 2 family users.
- Stores up to 60 blood pressure readings (30 for each user).
- Portable for easy travel or use throughout the home.
- Arm cuff auto inflates.
- Battery operated (uses 4 AA batteries, not included).
- English and Spanish instruction included.
- Not wireless or Bluetooth enabled.





The Bulletin Board



HOLIDAYS Fall 2016 Holidays Observed by CCHP

November 11 - Veteran's Day
November 24 - Thanksgiving Day
November 25 - Day After Thanksgiving
December 26 - Christmas



Providers needing help with interpreter services or needing help with arranging face to face American Sign Language interpretation services may call 1 (877) 800-7423 option 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.



Find resources for uninsured individuals at

www.cchealth.org/insurance





595 Center Avenue, Suite 100, Martinez, CA 94553

Phone: (925) 313-9500 Fax: (925) 646-9907

E-mail: ProviderRelations@hsd.cccounty.us

Website: www.cchealth.org

Contra Costa Health Plan Provider Relations/Contracts Staff Contact Information



Terri Lieder, MPA, CPCS, CPMSM	Director of Provider Relations	(925) 313-9501	Terri.Lieder@hsd.cccounty.us
Jenny Galindo, RN, PHN	Provider Liaison/FSR Nurse	(925) 313-9513	Jenny.Galindo@hsd.cccounty.us
Christine Gordon, RN, BSN	Provider Liaison/FSR Nurse	(925) 313-9503	Christine.Gordon@hsd.cccounty.us
Minawar Tuman, RN, MSN, PHN	Provider Liaison/FSR Nurse	(925) 313-9534	Minawar.Tuman@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
- Press 5 – Claims Department
- Press 6 – Provider Relations Department
- Press 7 – Member Services Department