

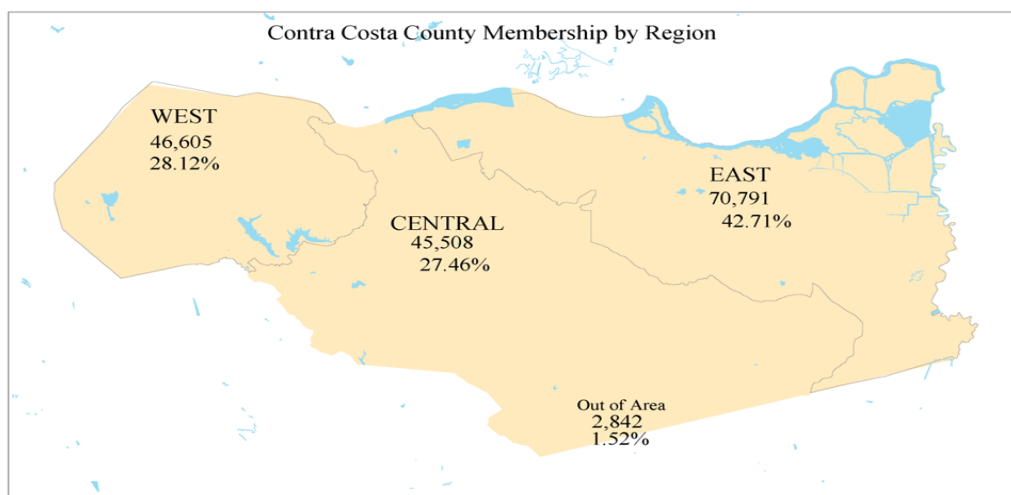
The Contra Costa Health Plan Provider Bulletin

WHAT DOES CCHP MEMBERSHIP LOOK LIKE IN 2016?

By Patricia Tanquary, CEO

The continued increase in membership residing in East County has been dramatic and is true for all members whether commercial or Medi-Cal. Today, 43% of all members live in East County; 28% live in West County; and, 27% live in Central County. This disparity is true for CCRMC and CPN. The recession and reduced costs of dwellings in East County will continue this trend.

This geographic distribution also exists for the 31,000 members we assign to **Kaiser** as well with their percentage of members living in East County at **43%**, but West County are slightly higher at **33%**, followed by **24%** living in Central County.



The difference between adults and children has also altered dramatically over the last five years such that 62% of our members (excluding those assigned to Kaiser) are adults and only 38% are children under 19 years. This ratio used to be reversed prior to SPDs and Medi-Cal expansion adults joining CCHP. Our CCHP members assigned to Kaiser still have more children (56%) than adults (44%) since so many Healthy Families children (7,000) were transitioned back to Kaiser two years ago. The primary language spoken for all members is still English, followed by Spanish.



Highlights in This Issue

What Does CCHP Membership Look Like in 2016?	1
Quality Management	2
Warning Against Misuse and Abuse of Opioids	2
Adult Immunizations Update	3
Pharmacy and Therapeutic News	4-5
Claims Updates	6-7
Welcome CPN Members	8-10
Interpreter Services for CCHP Members	10
The Bulletin Board	11
Contra Costa Health Plan Numbers	12

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, a Program Description is on 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, Quality Program Work Plan, 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.

Warning Against Misuse and Abuse of Opioids

This Health Advisory is being issued to bring attention to an alarming trend and national epidemic of misuse and abuse of prescription opioids and sedatives. As our communities and families face the devastation of loss associated with addiction and misuse of these prescription medications we call attention to the need for health care professionals to be aware of the scope of this epidemic and new guidelines for prescribing.



Nationally, each year, prescription narcotics result in more fatal overdoses than heroin and cocaine combined. Add to this that the second leading cause of fatal overdoses are prescription sedatives medicines like Xanax and Ativan, and we are compelled to recognize and address the unintended consequence that may result from the misuse of these medications. Parallel with this trend is a resurgence in overdoses related to heroin abuse.

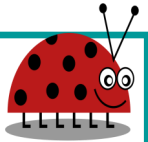
Data from the California Department of Public Health reveals that there were 53 accidental drug overdose deaths in 2003 in Contra Costa County. In 2008 there were 84 and in 2013 there were 113. Of profound concern is the trend that underlies these occurrences. What we are experiencing in our County is, tragically, mirrored across the Nation. Information from the Centers for Disease Control and Prevention reveals that the death rate from drug overdose has more than doubled since 2000 and on a national level has claimed the lives of nearly 500,000 individuals during this same time period. In 2014 there were 47,055 deaths from drug overdose, more than any previous year on record. Drug overdose has now replaced automobile accidents as the number one cause of accidental death among individuals age 25-64. <http://www.cdc.gov/mmwr/pdf/wk/mm6450.pdf>

According to the Centers for Disease Control and Prevention, prescription opioid sales in the United States increase by 300% between 1999 and 2010. CDC Vital Signs MMWR 2011:60(43); 1487-1492. Between 1999 and 2013 the number of deaths attributed to opioid pain relievers had increased by 400%, <http://www.cdc.gov/nchs/deaths.htm>

A Call to Action:

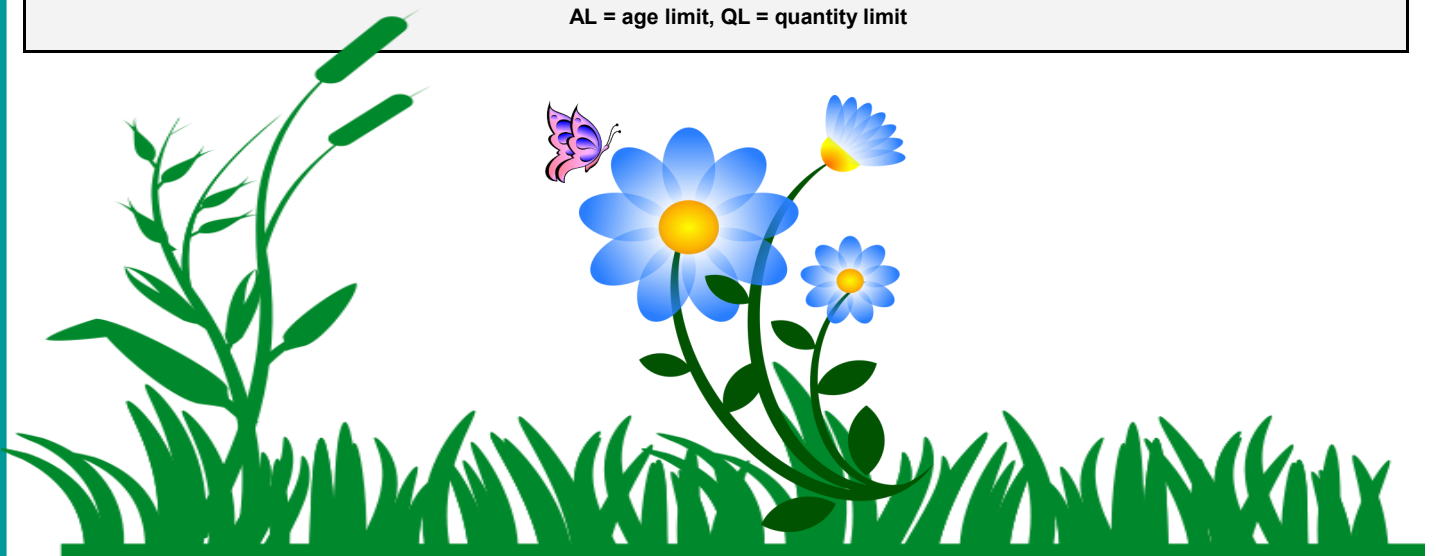
Counties, health systems and community partners across the greater bay area are galvanized in their efforts to address this epidemic. Closer to home, the Alameda-Contra Costa Medical Association together with local public health agencies, health insurers, community partners and health care provider organizations are calling for Emergency Departments, Urgent Care Centers and Primary Care clinicians to adopt a set of guidelines for prescribing opioids. These guidelines are intended to help balance the need for the treatment of pain with the very real risk of drug dependency, abuse and addiction. Electronic copies of the guidelines and other helpful information can be downloaded from www.EastBaySafeRX.org. • Contra Costa Behavioral Health Services • Contra Costa Emergency Medical Services • Contra Costa Environmental Health • Contra Costa Hazardous Materials • Contra Costa Health Plan • Contra Costa Public Health • Contra Costa Regional Medical Center and Health Centers.

Adult Immunizations Update



As a contracted provider for CCHP, the plan fully expects that you will provide vaccination services to our adult members. With that said, the plan realizes that there may be times when a certain vaccine is unavailable for administration in the office. For this reason, CCHP has expanded vaccination services available at Walgreens and Rite Aid stores throughout the county. Effective May 1st, 2016 the following vaccines will be available to all CCHP members age 19 and over as a pharmacy benefit:

Immunizations (Vaccines)		
Use of all vaccines must be based on the guidelines published by the Centers for Disease Control and Prevention (CDC)		
Haemophilus B Vaccine	ACTHIB	AL: >18 years old QL: 3 fills per lifetime
Hepatitis A Vaccine	HAVRIX	AL: >18 years old QL: 2 fills per lifetime
Hepatitis B Vaccine	ENGRIX B	AL: >18 years old QL: 3 fills per lifetime
Hepatitis A+B Vaccine	TWINRIX	AL: >18 years old QL: 3 fills per lifetime
Human Papilloma Virus Vaccine	CERVARIX, GARDASIL, GARDASIL 9	AL: 19-26 years old QL: 3 fills per lifetime
Influenza Vaccine	FLUZONE, FLUZONE QUAD, FLUMIST, FLUVIRIN, FLUCELVAX, AFLURIA, FLULAVAL	AL: >18 years old (>65 years old for high dose flu) QL: 1 fill per 270 days
Measles/Mumps/Rubella Vaccine	MMR	AL: >18 years old QL: 2 fills per lifetime
Meningococcal Vaccine	BEXSERO, MENVEVO, MENOMUNE, MENACTRA, TRUMENBA	AL: >18 years old QL: Bexsero, Menactra, and Menvevo (2 fills per lifetime), Menomune (1 fill per lifetime), Trumenba (3 fills per lifetime)
Pneumococcal Vaccine	PREVNAR 13, PNEUMOVAX 23	AL: >50 years old QL: Prevnar 13 (1 fill per lifetime), Pneumovax 23 (2 fills per lifetime)
Rabies Vaccine	IMOVAX, RABAVERT	AL: >18 years old
Tetanus/Diphtheria Vaccine	TENIVAC	AL: >18 years old
Tetanus/Diphtheria/Pertussis Vaccine	ADACEL, BOOSTRIX	AL: >18 years old
Varicella Vaccine	VARIVAX	AL: >18 years old QL: 2 fills per lifetime
Zoster-vaccine, live attenuated	ZOSTAVAX	AL: must be at least 60 years old QL: 1 fill per lifetime
AL = age limit, QL = quantity limit		





Provider Issue Briefing

CONTRA COSTA
HEALTH PLAN
595 Center Avenue
Suite 100
Martinez, CA 94553
925.313.6000

Contra Costa Health Plan Pharmacy and Therapeutics Committee

The CCHP P&T committee last met on 4/8/2016 – highlights of the meeting are below:

Changes to the Preferred Drug List (PDL):

- Removal of prior authorization (PA) requirements for duloxetine – prescriptions for duloxetine may now be filled without prior authorization, and are limited to #60 capsules per 30 days (includes all strengths: 20mg, 30mg, and 60mg).
- Invokana (and Invokamet) have been added to the PDL – step therapy with metformin is required (if step therapy is met, claim will pay without PA. If step therapy is not met, then a PA will be required).
- A clarification on diabetes test strips:
 - ◊ Members using insulin are limited to #150 strips per 30 days.
 - ◊ Members with gestational diabetes are also limited to #150 strips per 30 days.
 - ◊ Members who are not using insulin and are not pregnant are limited to #100 strips per 90 days.

Effective 6/1/2016:

TrueTest glucose test strips and TrueResult glucose meters will no longer be manufactured. CCHP will be coordinating a change to the new product TrueMetrix. Letters will be sent to members and pharmacies in Mid-April. CCHP will also work with the Epic team to update the order sets. Please have members call the CCHP pharmacy unit with questions at (925) 957-7260 x 2

- Naloxone is still carved out for MediCal members. For commercial plan members on chronic opiate therapy, naloxone is a covered product. Walgreens has agreed to supply (free of charge) a nasal atomizer to any CCHP commercial plan member who presents a prescription for a naloxone pre-filled syringe. CCHP is working with the Epic team to assure that the order sets are in place for the proper formulation of naloxone.

Changes to the PDL will be effective May 2016





Provider Issue Briefing

CONTRA COSTA
HEALTH PLAN
595 Center Avenue
Suite 100
Martinez, CA 94553
925.313.6000

Prior Authorization Requests:

On average, CCHP receives >1000 prior authorization requests per month. 40% of the prior authorization requests that are received by the plan are unnecessary (the patient isn't covered under CCHP, the drug is already covered on the PDL, there is already an authorization in place, etc.).

Unnecessary prior authorization requests needlessly bog down the healthcare system and waste the time of medical office and pharmacy staff. CCHP is asking that providers review the PDL and/or use one of the numerous tools available to view the CCHP Preferred Drug List (as outlined below). Providers may also call the CCHP pharmacy unit directly with any formulary-related questions. Working together we can increase the effectiveness and timeliness of the PA program.

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

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:

- An interactive searchable formulary is available within Epic (contact the Epic team with any questions related to functionality).
- 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**
- CCHP providers may add the CCHP formulary to their mobile devices using the following steps:
 - ♦ Go to www.epocrates.com.
 - ♦ 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.

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

Evaluation & Management Consult Coding for Claims

New Patient

A new patient is defined as one who has not received any professional services from a physician or physician group practice (same physician specialty) within the previous 3 years, e.g., evaluation and management (E/M) services, surgical procedures or other face-to-face services.

- ♦ Physicians in the same group practice of the same specialty are to bill and be paid as though they were a single physician.
- ♦ Physicians who are of a different specialty may bill and be paid without regard to their membership in a group.

Established Patient

An established patient is one who has received professional services from a physician or a physician in the same group practice of the same specialty within the previous 3 years.

- ♦ If a physician is on call or covering for another physician, a patient's encounter will be handled the same as if the unavailable physician were there.

CONSULT CODE CROSSWALK

*** Please note this crosswalk is only for providers contracted at the Medicare rate only ***

Medi-Cal Consult Code	Patient type	Medicare Consult Code
99241	New	99201
	Established	99211
99242	New	99202
	Established	99212
99243	New	99203
	Established	99213
99244	New	99204
	Established	99214
99245	New	99205
	Established	99215



Contra Costa Health Plan Claims Department

(925) 957-5185



CHDP

Billing Instructions

Claims
Updates

For dates of service 8/1/2015 and later, CCHP has discontinued use of the PM-160 form for CHDP services and now should be receiving **all billing for CHDP services on a CMS 1500 billing form.**

For CHDP services we expect to see a "well visit" diagnosis billed.

For dates of service prior to 10/1/2015: **V20.2 (ICD-9)**

For dates of service 10/1/2015 and later: **Z00.129 (ICD-10)**

(If other diagnosis are billed the claim may be pended for review.)

All VFC vaccines given must be billed with a "SL" modifier.

(Vaccines billed with a "SL" modifier are paid at \$0, and should have a billed amount of \$.01)

The vaccine administration fee will be paid on code 90471 only, with correct quantity.

(Payment will be at the CHDP rate x units billed, regardless of billed amount and quantity billed should be 1 for EACH ADMINISTERED VACCINE - not based on vaccine components.)

If additional justifiable office visits or other non-CHDP services are billed on the same day, they should be on a separate CMS 1500 form with a modifier "25" applied on the office visit code and have a separate diagnosis if applicable. Also, CCHP is requesting that providers add "CHDP" in box 19 on the CMS 1500 form for all CHDP services billed. When manually billing, often times multiple CMS 1500 forms must be used to accommodate all CHDP services billed. When billing on multiple forms please send together and at the same time.

Page 1 of 2

19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)										20. OUTSIDE LAB? \$ CHARGES													
CHDP										<input type="checkbox"/> YES <input type="checkbox"/> NO													
21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY Relate A-L to service line below (24E) ICD Ind. 10										22. RESUBMISSION CODE ORIGINAL REF. NO.													
A. Z00.129 B. C. D. E. F. G. H. I. J. K. L.										23. PRIOR AUTHORIZATION NUMBER													
24. A. DATE(S) OF SERVICE				B. PLACE OF SERVICE		C. EMG		D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) CPT/HCPCS MODIFIER				E. DIAGNOSIS POINTER		F. \$ CHARGES		G. DAYS OR UNITS		H. EPST Family Plan		I. ID. QUAL.		J. RENDERING PROVIDER ID. #	
MM	DD	YY	MM	DD	YY																		
01	15	16	01	15	16	11			99391				A	37	65	1			NPI				
01	15	16	01	15	16	11			90471				A	28	35	3			NPI				
01	15	16	01	15	16	11			90715	SL			A	0	01	1			NPI				
01	15	16	01	15	16	11			90649	SL			A	0	01	1			NPI				
01	15	16	01	15	16	11			90658	SL			A	0	01	1			NPI				
01	15	16	01	15	16	11			81002				A	3	01	1			NPI				

Page 2 of 2

19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)										20. OUTSIDE LAB? \$ CHARGES													
CHDP										<input type="checkbox"/> YES <input type="checkbox"/> NO													
21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY Relate A-L to service line below (24E) ICD Ind. 10										22. RESUBMISSION CODE ORIGINAL REF. NO.													
A. Z00.129 B. C. D. E. F. G. H. I. J. K. L.										23. PRIOR AUTHORIZATION NUMBER													
24. A. DATE(S) OF SERVICE				B. PLACE OF SERVICE		C. EMG		D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) CPT/HCPCS MODIFIER				E. DIAGNOSIS POINTER		F. \$ CHARGES		G. DAYS OR UNITS		H. EPST Family Plan		I. ID. QUAL.		J. RENDERING PROVIDER ID. #	
MM	DD	YY	MM	DD	YY																		
01	15	16	01	15	16	11			86580				A	8	31	1			NPI				
01	15	16	01	15	16	11			85014				A	3	16	1			NPI				
01	15	16	01	15	16	11			92552				A	12	01	1			NPI				
01	15	16	01	15	16	11			99173				A	5	29	1			NPI				
																			NPI				
																			NPI				

Welcome Contracted Provider Network (CPN) Providers

PRIMARY CARE PROVIDERS

Maureen Mbadike-Obiora	MD	BASS—Concord
Jatinder Marwaha	MD	BASS—TriValley Med Center—Lafayette & Walnut Creek
Victorina Hoffmann	MD	BASS—TriValley Med Center—Lafayette & Walnut Creek
Daisy Briseno	NP	Brighter Beginnings—Antioch
Kaitlin Warren	NP	Diablo Valley Pediatrics—Antioch & Concord
Kishore Nath	MD	John Muir Physician Network—Walnut Creek
Katie Morales	NP	La Clinica De La Raza—Concord
Josephine Githua	NP	La Clinica De La Raza—Oakley
Mariya Ryazantseva	NP	La Clinica De La Raza—Oakley
Barbara Botelho	MD	La Clinica De La Raza—Pittsburg
Felicita Ma	PA	La Clinica De La Raza—Pittsburg
Nathan Blau	MD	La Clinica De La Raza—Pittsburg

SPECIALITY CARE PROVIDERS

Ruth Schrager, RD	Dietitian	Alameda Nutrition
Agnieszka Danielewicz, PA	Mid Level Allergy & Immunology	Allergy & Asthma Medical Group of Diablo Valley
Katherine Gilbert, MD	Allergy & Immunology	Allergy & Asthma Medical Group of Diablo Valley
Stacey Pickering, NP	Mid—Level Urology	BASS—Walnut Creek
Bhavna Malik, MD	Infectious Disease	BASS Infectious Disease —Walnut Creek
Devin Callister, MD	Infectious Disease	BASS Infectious Disease —Walnut Creek
Harry MacDannald, MD	Pulmonary Disease	BASS Respiratory Medical Group—Walnut Creek
Ka Ling Cheung, MD	Pulmonary Disease	BASS Respiratory Medical Group—Walnut Creek
Michael Cohen, MD	Pulmonary Disease	BASS Respiratory Medical Group—Walnut Creek
Kristina Kramer, MD	Pulmonary Disease	BASS Respiratory Medical Group—Walnut Creek
Rajni Sethi, MD	Radiation Oncology	Bay Area Therapeutic Radiology & Oncology
Michelle Moore, NP	Mid-Level OB/GYN	Daniel Zimmerman, MD—Antioch
Jyoti Bhat, MD	Endocrinology	Diabetes & Endocrinology Specialist—Concord
Michele Tang, MD	HIV/AIDS	East Bay AIDS Center—Oakland
Sumana Jothi, MD	Otolaryngology	East Bay Cardiovascular & Thoracic Assoc.—Danville
Colleen Kenney, DPM	Podiatric Wound Care	East Bay Podiatry—Concord
Wayland Lim, MD	Cardiology	John Muir Physician Network—Concord
Jane Summer, NP	OB/GYN	Lifelong Medical Care—Richmond
Resham Chahal, MD	Ophthalmology	Mission Hills Eye Center—Concord, Pittsburg & San Ramon
Cynthia Blaylock, OD	Ophthalmology	Monument Optometry—Concord
Brooke Aber, PA	Mid-Level Orthopedic Surgery Asst.	Muir Orthopedic Specialist—Walnut Creek
Gayle Fenner, PA	Mid-Level Orthopedic Surgery Asst.	Muir Orthopedic Specialist—Walnut Creek
Jonathan Coniglio, PA	Mid-Level Orthopedic Surgery Asst.	Muir Orthopedic Specialist—Walnut Creek
Zachary Symmes, PA	Surgery Assistant	Muir Orthopedic Specialist—Walnut Creek
Harold Wilkie, MD	Internal Medicine	STAT Med Urgent Care—Lafayette & Concord
Michael Berry, MD	Urgent Care	STAT Med Urgent Care—Lafayette & Concord
Richard Blohm, MD	Internal Medicine	STAT Med Urgent Care—Lafayette & Concord
Yana Wirengard, MD	Surgery	Walnut Creek Surgical Assoc.—Concord
Peter Mazolewski, MD	Surgery	Walnut Creek Surgical Assoc.—Walnut Creek
Janine Senior, MD	OB/GYN	Women's Health Partner's of CA—Walnut Creek
Madhavi Vemulapalli, MD	OB/GYN	Women's Health Partner's of CA—Walnut Creek
Linda Passey, LCSW	Pre-Gastric Bypass Surgery Evaluation	Pleasant Hill
John Welborn, MD	Surgery—Orthopedic	San Pablo

Welcome Contracted Provider Network (CPN) Providers

BEHAVIOR ANALYSIS

Erik Grasso	BCBA	ABC Analytical Behavior Consultants—Oakland
Shannon Wallace	BCBA	AEFCT—Emeryville
Vuong Le	BCBA	AEFCT—Emeryville
Austin Lambe	BCBA	Animate Consulting, LLC—Oakland
Catherine Fleck	MFT	Assoc. of Behavior Consultants—Vallejo & Brentwood
Kathrynn Parnow	BCBA	Assoc. of Behavior Consultants—Vallejo & Brentwood
Whitney Shea	BCBA	Assoc. of Behavior Consultants—Vallejo & Brentwood
Alejandra Padilla	BCBA	Autism Spectrum Therapies—Pleasanton
Angela Montes	BCBA	Autism Spectrum Therapies—Fairfield
Bradley Cadek	BCBA	Autism Spectrum Therapies—Fairfield
Christine Seubert	BCBA	Autism Spectrum Therapies—Pleasanton
Cynthia Yotsuya	BCBA	Autism Spectrum Therapies—Pleasanton
Jocelyn Thompson	BCBA	Autism Spectrum Therapies—Pleasanton
Lauren Cole	BCBA	Autism Spectrum Therapies—Fairfield
Roxanne Warren	BCBA	Autism Spectrum Therapies—Pleasanton
Zohaib Rana	BCBA	Autism Spectrum Therapies—Pleasanton
Janet Sinhbandith	BCBA	Autism Treatment Solutions—Tracy
Sallye Bergland	BCBA	Behavior Analysts, Inc.—Walnut Creek
Rebeca Lozano	BCBA	Behavioral Health Works—Pleasanton
Ameena Sweeting	BCBA	Center for Autism & Related Disorders—Walnut Creek
Brittany Plony	MS	First Step for Kids—Walnut Creek
Brynn Gordon	BCBA	First Step for Kids—Walnut Creek
Jennifer Perez	M.ED.	First Step for Kids—Walnut Creek
Lexy Rhodes	BCBA	First Step for Kids—Walnut Creek
Kelly Maeyama	BCBA	First Step for Kids—Walnut Creek
Gina Cross	BCBA	Gateway Learning Center—Hayward
Sandhya Suresh	BCBA	NY Learning Center—San Pablo
Erica Niemi	BCBA	Pacific Child & Family Assoc.—San Ramon & San Jose
Ashley Langeliers	BCBA-D, PhD	Positive Pathways, LLC—San Francisco
Debra Kircher	BCBA	Trumpet Behavioral Health—Pleasanton
Elizabeth Peace	BCBA	Trumpet Behavioral Health—Pleasanton
Margaret Delaney	BCBA	Trumpet Behavioral Health—Pleasanton
Melanie Kilcorse	BCBA	Trumpet Behavioral Health—Pleasanton
Ryan Kopf	BCBA	Trumpet Behavioral Health—Pleasanton
Samantha Beatts	BCBA	Trumpet Behavioral Health—Pleasanton
Shu-Wing Fu	BCBA	Trumpet Behavioral Health—Pleasanton

MENTAL HEALTH

Jennifer Marsh	LCSW	Axis Community Health—Pleasanton
Priscilla Mathews	LCSW	Axis Community Health—Pleasanton
Rohina Fazil	LCSW	Axis Community Health—Pleasanton
Barbara Lankamp-Kochis	MFT	Martinez
Heidi Boatright	MFT	Pinnacle Mental Wellness Group—Pittsburg

FACILITIES

Bay Area Surgical Specialist	Ambulatory Surgery Center	Walnut Creek
John Muir Magnetic Imaging	Diagnostic Imaging MRI & CT Scans	Walnut Creek
Contra Costa Imaging	Diagnostic Imaging MRI & CT Scans	Concord

(continued on page 10)

Welcome Contracted Provider Network (CPN) Providers

F A C I L I T I E S

Oxygen Plus	DME—Respiratory Equipment & Services	Pleasanton
AtHome Healthcare Team, LLC	Home Health	American Canyon
St. Jude Home Health Agency	Home Health	Pleasanton
Coram Healthcare of No. CA.	Home Infusion	Hayward
Continuum Care Hospice, LLC	Hospice	Oakland
LabCorp	Laboratory	Multiple Locations
Collier Rehabilitation Systems & Collier O & P	Prosthetic Appliances	Pleasant Hill
Bay Area Healthcare Center	Skilled Nursing Facility	Oakland
Elmwood Care Center	Skilled Nursing Facility	Berkeley
Kyakameena Care Center	Skilled Nursing Facility	Berkeley

Interpreter Services for CCHP Members

Contra Costa Health Plan CPN (Community Providers)

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

WHEN YOU NEED AN INTERPRETER, YOU HAVE ACCESS FAST OVER THE PHONE:

DIAL: 1-866-874-3972 (except American Sign Language)

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

-Provider 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.

We provide flyers for your reception area 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/healthplan/pdf/point_to_your_language.pdf

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

This information is also available on our web site **www.contracostahealthplan.org**

Go to the section "For Providers" and then select "Interpreter Services".

The Bulletin Board

Come join us for our Community Provider Network Meetings.

APRIL 2016



JULY 2016

West County Tuesday, April 19, 2016
Central/East Tuesday, April 26, 2016

West County Tuesday, July 19, 2016
Central/East Tuesday, July 26, 2016

TIME: 7:30 - 9:00 AM

LOCATIONS:

WEST COUNTY - 13601 San Pablo Ave., Conference Room A, San Pablo, CA 94806

CENTRAL/EAST - 1350 Arnold Drive, Conference Room #103, Martinez, CA 94553



Holidays Observed by CCHP
Memorial Day, May 30, 2016
4th of July, 2016



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.



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 interpreter services or needing help with arranging face to face ASL (American Sign Language) interpretation services call 1 (877) 800-7423 Press 4.





595 Center Avenue, Suite 100, Martinez, CA 94553
Phone: (925) 313-9500 Fax (925) 646-9907
E-mail: 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

Christine Gordon, RN Provider Liaison/FSR Nurse (925) 313-9503 Christine.Gordon@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

