

The Contra Costa Health Plan Provider Bulletin

CCHP to Start Enrolling Undocumented Children in Managed Medi-Cal

By Patricia Tanquary, CEO

Beginning July 1 2016, Contra Costa Health Plan (CCHP) will begin offering coverage to undocumented immigrants under age 19 in the county. The move comes following the passage of a new state law allowing undocumented low-income children in California to be fully covered under Medi-Cal if they meet Medi-Cal financial criteria.

Officials estimate 170,000 children in California will become eligible for Medi-Cal under the new rules. In Contra Costa, nearly 2,700 children will be eligible via the California Department of Health Care Services, most of whom will choose to be covered by CCHP. Meanwhile, another 3,600 undocumented children in Contra Costa currently in Kaiser's child health program are expected to enroll in Medi-Cal between June and August. CCHP will reassign those patients back to Kaiser to maintain continuity of care.

CCHP is also coordinating enrollment with La Clinica and Lifelong to assign these new members back to the clinics where they have been receiving care.

Previously, the state offered only restricted Medi-Cal coverage to undocumented children, which gave them access to emergency medical services. Now those children will receive comprehensive coverage, including primary medical care, vision, dental, and low-moderate mental health.

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CCHP To Cover Transportation Costs To Appointments for Some Medi-Cal Members

Contra Costa Health Plan (CCHP) members with Medi-Cal may now have some transportation costs covered for getting to and from medical appointments. This new benefit, that went into effect April 1, 2016, allows CCHP to authorize services for Medi-Cal members that qualify to take a taxi, bus, para-transit or special van to get to medical appointments, tests or procedures.

In order for children and people under 21 to qualify, the services must be covered under the Early and Periodic Screening, Diagnosis and Treatment (EPSDT) program. Additionally, members are eligible if they are active dialysis patients, cancer patients receiving chemotherapy or radiation therapy, prenatal patients and those under CCHP case management can be eligible. The member must also demonstrate a need for this service.

The Health Plan asks that members arrange for rides five days before their appointments—or call CCHP as soon as possible if it's an urgent appointment. Patients need to call 855-222-1218 for CCHP authorization. The new benefit is separate from transport services from an ambulance, litter van or wheelchair van.

CCHP Chief Executive Officer, Patricia Tanquary, said the new benefit will help patients get the care they need in a timely way. Many patients miss appointments because they can't afford transportation.

If you have any questions, call Case Management at 1-855-222-1218.



California Children's Services and Regional Center of the East Bay

California Children's Services (CCS) offers medical coverage to children for catastrophic or chronic illness on a financial sliding scale. When a CCHP Medi-Cal child has a CCS condition, the medical services related to the CCS condition are covered by CCS. However, CCHP will continue to cover eligible medical services that are not related to the CCS condition. Submitting a completed Prior Authorization Form (PA001) to CCHP when requesting services assures that the request will be evaluated by the Utilization Review Team and referred to CCS for ongoing medical supervision if the condition is eligible. The physician's office can also send a direct referral by fax to CCS. In either instance, copies of medical documentation must accompany the referral.

California Children's Services (CCS)
Fax: (925) 313-6115

Children with developmental delays or disabilities under three (3) years of age may be eligible to receive services through the **Regional Center of the East Bay (RCEB)**. These services are available without financial qualifications. The provider office can refer their member directly to the center:

Regional Center of the East Bay
Phone: (510) 618-6195
website: www.rceb.org

For more information, please see CCHP's Provider Manual at www.cchealth.org/healthplan/ For Providers, Provider Manual. If you have further questions, please do not hesitate to call our Provider Liaisons: **Christine Gordon at (925) 313-9503 or Jenny Galindo at (925) 313-9513.**

For Specialists—Faxing Consult Records

For all our specialists, please remember that it is essential that your consult findings are shared with the member's Primary Care Provider (PCP) in a timely manner. For Contra Costa Regional Medical Center (CCRMC) members, their PCP is located at one of the county Health Centers. ALL CCRMC member specialty reports, clinical notes, discharge summaries, etc. can be faxed to one central fax number:

Fax: (925) 370-5239

These reports will be scanned into the member's permanent record and reviewed by the PCP. For members with a PCP in the Community Provider Network, please continue to send records directly to the individual provider. If you have questions, please contact:

Provider Relations at (925) 313-9500

or

Provider.Relations@hsd.cccounty.us.



ccLink Provider Portal's New Feature - Update to Claim Review Activity

You can now view the claim status description in the claim review activity. This would include the claim denial reason and description for claims with a denied status.

New Certificates for ccLink Provider Portal Users

Please be informed that security certificates for ccLink provider portal users will be updated throughout July and August 2016. New certificates and installation instructions will come via email from Contra Costa Health Services. You will need to install the new certificates when you receive them. Until then, your current certificates are valid.

Provider Acceptance of Members/Provider Panel Changes

Providers are required to notify Provider Relations by phone 925-313-9500 or 1-877-800-7423 option 6, e-mail providerrelations@hsd.cccounty.us, or fax 925-646-9907, when there is a change in accepting members for services or change in panel status of open or closed. Provider Relations will update the panel status in our provider database to accurately reflect the provider status within five days of being notified of the change. When a provider whose panel is closed is contacted by a member or potential member, provider or office staff will direct caller to contact CCHP member services for assistance at 1-877-661-6230 option 2 in identifying a provider who is accepting members and to Department of Managed Health Care (DMHC) at 1-888-466-2219 or www.dmhc.ca.gov to report any inaccuracy with the plan's directories. (Section 1367.27 (j) (2) Health and Safety Code)



Contra Costa Health Plan Pharmacy and Therapeutics Committee News



The CCHP P&T committee meeting that was scheduled for 7/8/16 was rescheduled to 8/12/16.

Changes to the Preferred Drug List (PDL):

- No changes to report at this time. Any future updates approved at the 8/12/16 P&T meeting will be reported in the next provider bulletin (Fall 2016).

Flu shots as a pharmacy benefit:

In past years, CCHP has covered the flu shot as a pharmacy benefit from November 1st through March 31st. At the recommendation of the CCRMC immunizations task force, CCHP will be expanding the availability of the flu shot as a pharmacy benefit to October 1st through April 30th (available at Walgreens and Rite Aid stores within Contra Costa County). 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.

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 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.

Providers may request a copy of CCHP pharmacy management procedures or specific drug PA criteria by contacting the pharmacy unit directly at 1-877-800-7423 x 2, or via the email address listed below.

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

Contra Costa Health Plan's Disease Management Programs - Adult Diabetes & Pediatric Obesity



Contra Costa Health Plan has developed two disease management programs aimed at improving care for our members and providing additional support for their providers. The Programs, focused on adult diabetes and pediatric obesity, offer best practice guidelines, referrals, motivational interviewing, tracking, and education to both providers and patients/families faced with these conditions.

The programs will send patients quarterly information about their disease, and help them understand how to use both lifestyle and medical tools to address these problems. Providers will be given feedback about return visits, labs, and referrals relevant to their patient. Patients will also be offered special programs, such as classes, incentives, self-help and community resources. We welcome your feedback about the programs.

Referral Guidelines:

The following patients are eligible for the program:

- ♦ Adult Diabetes—All members with type I or II diabetes ages 18-75 are eligible
- ♦ Pediatric Obesity— Children must be ages 2-11, with a BMI% greater than or equal to 95

CCRMC PCP's should refer patients to the Disease Management programs via ccLink under Pediatric Obesity or Diabetes in medications/orders.

Community PCP's can access the Disease Management Program referral form on the website provider section under "forms and resources".

To learn more about the programs, contact Lourdes Jensen, RN, CDE at
(925) 313-6968 or e-mail Disease.Management@hsd.cccounty.us.



Contra Costa Health Plan's Incentive Programs



CCHP provides incentives for Medi-Cal members to do things that are good for their health!

Diabetes

A \$20 Target gift card is available to Medi-Cal members 18-75 years of age for maintaining recommended care of their diabetes. Members become eligible when they complete six diabetes-related examinations or tests. The exams/tests include a dilated eye exam, HbA1c, LDL-Cholesterol, Microalbumin, a foot exam, and blood pressure exam. Members are eligible for the incentive once every 12 months.

Pediatric Obesity

Our Go! Club offers a \$20 Target gift card to our Medi-Cal members 2-18 years of age that participate in CCHP-approved resources for healthy eating habits and/or exercise. Each child is eligible to receive one incentive per year. The incentive is provided to those children or families completing three sessions (within a 12 month period) in an approved class, with a dietitian, or with a health educator. One session must be with the PCP for weight counseling.

To learn more about the Diabetes & Pediatric Obesity incentives,
contact Lourdes Jensen, RN, CDE at (925) 313-6968 or e-mail Disease.Management@hsd.cccounty.us.

Prenatal/Postpartum

A gift card incentive is available for pregnant CCHP Medi-Cal members. Members can earn up to \$40 for participating. For having a prenatal visit during the first trimester, the member receives a \$20 Target gift card. In addition, the member receives a \$20 gift card once they complete a postpartum visit. The postpartum visit must be within 3-8 weeks after delivery.

To learn more about the incentive, contact Catherine Harrell at (925) 313-6427
or e-mail Catherine.Harrell@hsd.cccounty.us.

Quality Topics

Access Standards

The California Department of Managed Health Care (DMHC) has established standards for timely access to care. Each year CCHP measures the compliance of our providers and reports the information to DMHC. The standards are below.

Type of Service	Wait Time for Appointment
Routine/Follow-up	10 Business Days
Ancillary services, such as x-rays, lab tests, and physical therapy	15 Business Days
Routine Mental Health	10 Business Days
Specialist	15 Business Days
Urgent care for services that do not require prior authorization	48 Hours
Urgent care for services that do require prior authorization	96 Hours
First Prenatal Visit	10 Business Days
Emergency	Immediate

Note that providers can be flexible in making appointments if a longer wait will not harm the member's health. To comply with DMHC regulations, it must be noted in the member's record that a longer wait will not harm the member.

Updated Pediatric Preventive Guidelines

CCHP has updated our Pediatric Preventive Guidelines. We have incorporated changes made to the Bright Futures/American Academy of Pediatrics recommendations. All of our clinical guidelines can be found on our website at <http://cchealth.org/healthplan/clinical-guidelines.php>.

The changes include adding a developmental screening at 9 and 30 months and autism screening at 18 and 24 months. Also added is dental varnish application at 6 and 9 months, if teeth are present. Annual vision screening is now recommended to start at age 3. For adolescents, there is now a recommendation for annual depression screening and screening for alcohol and drug use.

Initial Health Assessment of New Medi-Cal Members

Contra Costa Health Plan (CCHP) wants to remind you that the California Department of Health Care Services (DHCS) requires you to complete an Initial Health Assessment on all **new** CCHP Medi-Cal patients within 120 days of eligibility. Effective date of eligibility can be found on your bi-weekly member panel list. The assessment must include:

- A physical and mental health history
- Identification of high risk behaviors
- Assessment of need for preventive screenings or services and health education
- Diagnosis and plan for treatment of any diseases

The assessment includes an age appropriate Staying Healthy Assessment (SHA). These forms are available in several languages on our website: <http://cchealth.org/healthplan/providers/>. More information on the use of the SHA is there as well. Remember, CCHP offers you additional reimbursement for fulfilling this requirement.

Bill code 99212 SH, and we will add \$12.12 to your visit payment.

If you have any questions, call Provider Liaison:

Christine Gordon, RN, BSN at (925) 313-9503 or Jenny Galindo, RN, PHN at (925) 313-9513.



Fraud, Waste & Abuse Program



The Patient Protection and Affordable Care Act (H.R. 3590) Section 6507 (Mandatory State Use of National Correct Coding Initiative (NCCI) required State Medicaid programs to incorporate "NCCI methodologies" in their claims processing systems. The purpose of the NCCI edits is to prevent improper payments when inappropriate code combinations or unlikely units of service are reported.

The Centers for Medicare and Medicaid Services (CMS) developed the National Correct Coding Initiative (NCCI) to promote national correct coding methodologies and to control improper coding leading to inappropriate payment in Medicare Part B claims.

Medicare carriers and Fee For Service Medi-Cal have already implemented NCCI payment methodology.

CCHP will apply NCCI edits for claims processed on or after April 1, 2016.

The CMS annually updates the **National Correct Coding Initiative Coding Policy Manual for Medicare Services** (Coding Policy Manual). The Coding Policy Manual should be utilized by providers as a general reference tool that explains the rationale for NCCI edits.

CMS NCCI Overview:

<https://www.cms.gov/Medicare/Coding/NationalCorrectCodInitEd/index.html?redirect=/NationalCorrectCodInitEd/NCCIEHOPPS/list.asp>

The CMS developed its coding policies based on the following:

- Coding policy defined in the American Medical Association's CPT manual,
- Coding based on national and local policies and edits,
- Coding guidelines developed by national societies,
- Through analysis of standard medical and surgical practices, and

By review of current coding practices.

NCCI edits consist of two types:

Procedure-to-procedure(Column1/Column2) edits that define pairs of Healthcare Common Procedure Coding System (HCPCS) / Current Procedural Terminology (CPT) codes that should not be reported together for a variety of reasons

Medically Unlikely Edits (MUE), which are units of service edits, that define for each HCPCS/CPT code identified, the allowable number of units of service; units of service in excess of this value are not feasible for the procedure under normal conditions (e.g., claims for excision of more than one gall bladder or more than one appendix).

You may be contacted regarding billing practices and application of these claims edits by the CCHP Claims Unit or Provider Relations for claims billed on or after April 1, 2016.

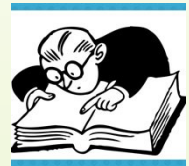
**For any questions regarding the Fraud, Waste and Abuse Program please call
The CCHP Claims Unit at: 1-877-800-7423 (option 5)**

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.contracostahealthplan.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 best degree possible.

Welcome Contracted Provider Network (CPN) Providers

PRIMARY CARE PROVIDERS

Peter Navolanic, MD	Family Medicine	Brighter Beginnings–Antioch & Richmond
Catherine Tanner, NP	Family Medicine	Brighter Beginnings–Richmond
Claudell Stephens, MD	Family Medicine	Healthy Living Clinic– Pinole
Ravjeet Kullar, MD	Family Medicine	John Muir Physician Network– Walnut Creek
Sheila Raumer, MD	Family Medicine	La Clinica De La Raza–Concord
Harpreet Kaur, NP	Family Medicine	La Clinica De La Raza–Concord
Parveen Khan, MD	Family Medicine	La Clinica De La Raza–Concord
Jennifer Westerman, NP	Family Medicine	La Clinica De La Raza–Pittsburg
Katie Barnes, NP	Family Medicine	LifeLong Medical Care–Oakland
Mimi Ogawa, MD	Family Medicine	LifeLong Medical Care– San Pablo
Brazell Carter, MD	Internal Medicine	LifeLong Medical Care– Richmond
Angelica Meza, PA	Internal Medicine	BASS Urgent Medical Care–Walnut Creek
Megan Veale, PA	Internal Medicine	BASS Urgent Medical Care–Walnut Creek
Kanwal Merchant, MD	Pediatrician	LifeLong Medical Care– Richmond

SPECIALITY CARE PROVIDERS

Javaid Khan, DO	Allergy & Immunology	Baz Allergy & Asthma Center—San Leandro
Lauro Roberto, MD	Allergy & Immunology	Baz Allergy & Asthma Center– Fremont
Brian Reis, DC	Chiropractic Medicine	LifeLong Medical Care—Berkeley
Jeffrey Bortz, MD	Dermatology	East Bay Skin Cancer Center – Walnut Creek
Renee Howard, MD	Dermatology	UCSF Benioff Children’s Hospital—Oakland
Joseph Rose, MD	OB/GYN	Women’s Health Partners of CA– Walnut Creek
Mary Williams, NP	Mid-Level OB/GYN	Women’s Health Partners of CA– Walnut Creek
Cynthia Tsui, MD	Nephrology	BASS Pacific Nephrology Medical—Concord
Victoria Jui-Yun Hsu, MD	Ophthalmology	Baychildren’s Physicians–San Ramon
Nina Tran, OD	Optometry	Martinez Optometry– Martinez
Yongson Kim, OD	Optometry	La Clinica De La Raza—Concord
Bernard Drury, MD	Otolaryngology	BASS– Oakland
Tsuan Tsuan Li, MD	Otolaryngology	BASS– Oakland
William Lewis, MD	Otolaryngology	BASS– Oakland
Lisa Arcilla, MD	Pediatric Cardiology	UCSF Benioff Children’s Hospital—Oakland
Kishor Avasarala, MD	Pediatric Cardiology	UCSF Benioff Children’s Hospital—Oakland
Alok Bose, MD	Pediatric Cardiology	UCSF Benioff Children’s Hospital—Oakland
Gregg Helton, MD	Pediatric Cardiology	UCSF Benioff Children’s Hospital—Oakland
Neeru Kaushik, MD	Pediatric Cardiology	UCSF Benioff Children’s Hospital—Oakland
Gregory Kurio, MD	Pediatric Cardiology	UCSF Benioff Children’s Hospital—Oakland
Kathleen Newkumet, MD	Pediatric Cardiology	UCSF Benioff Children’s Hospital—Oakland
Hitendra Patel, MD	Pediatric Cardiology	UCSF Benioff Children’s Hospital—Oakland
Howard Rosenfeld, MD	Pediatric Cardiology	UCSF Benioff Children’s Hospital—Oakland
Leslie Gee, MD	Pediatric Endocrinology	CFMG– Oakland & Walnut Creek
Geetik Sengupta, MD	Pediatric Endocrinology	CFMG– Oakland & Walnut Creek
June Tester, MD	Pediatric Endocrinology	CFMG– Oakland & Walnut Creek
Lydia Tinajero-Deck, MD	Pediatric Endocrinology	CFMG– Oakland & Walnut Creek
Dorine Day, MD	Perinatology	Baychildren’s Physicians—Oakland
Asal Fathian, MD	Perinatology	Baychildren’s Physicians—Oakland
Dimple Marwaha, DPM	Podiatry	BASS TriValley Medical– San Ramon & Lafayette
Jamal Zaka, MD	Pulmonary Disease	John Muir Medical–Walnut Creek
Madhu Shetti, MD	Radiation Oncology	Epic Care-Bay Area Breast Surgeons– Emeryville
Katie Hall, MA	Speech Pathology	Posy Inc.—Pleasant Hill
Haena Kim, MD	Surgery – Plastic & Reconstructive	Walnut Creek

Welcome Contracted Provider Network (CPN) Providers

SPECIALITY CARE PROVIDERS

Mehrdad Mansouri, MD	Urgent Care	JMPN– Brentwood & Walnut Creek
Brian Steber, MD	Urgent Care	JMPN– Brentwood & Walnut Creek
Teginder Dhanoa, MD	Urgent Care	JMPN– Brentwood & Walnut Creek
Gregory Williams, MD	Urgent Care	JMPN– Brentwood & Walnut Creek
Hannah De Los Santos, MD	Urgent Care	JMPN– Brentwood & Walnut Creek
Thomas Miller, MD	Urgent Care	JMPN– Brentwood & Walnut Creek
Sergei Schegolev, MD	Urgent Care	JMPN– Brentwood & Walnut Creek
Thuthuy Phamle, MD	Urgent Care	JMPN– Brentwood & Walnut Creek
Allan Drabinsky, MD	Urgent Care	STAT Med Urgent Care—Lafayette & Concord
Alan Gottlieb, MD	Urgent Care	STAT Med Urgent Care—Lafayette & Concord
Stuart Shikora, MD	Urgent Care	STAT Med Urgent Care—Lafayette & Concord
Aileen Jaber, MD	Urgent Care	STAT Med Urgent Care—Lafayette & Concord
Christopher Dutra, MD	Urgent Care	STAT Med Urgent Care—Lafayette & Concord
Jennifer Grayzar, MD	Urgent Care	STAT Med Urgent Care—Lafayette & Concord
Kendra Jacobson, PA	Urgent Care	STAT Med Urgent Care—Lafayette & Concord

BEHAVIOR ANALYSIS

Laura Kellogg	BCBA	Animate Consulting– Emeryville
Scott Rohrig	BCBA	Animate Consulting– Emeryville
Zairin Hussain	BCBA	Applied Behavior Consultants– Sacramento
Robbie Hanson	BCBA	Assoc. of Behavior Consultants—Vallejo & Brentwood
Karen Loeffler	MA	Assoc. of Behavior Consultants—Vallejo & Brentwood
Alicia Panza-Clark	BCBA	Assoc. of Behavior Consultants—Vallejo & Brentwood
Gina Rossow	MS	Assoc. of Behavior Consultants—Vallejo & Brentwood
Stacy Sagli	MS	Assoc. of Behavior Consultants—Vallejo & Brentwood
Layla Ghazzagh	LCSW	Assoc. of Behavior Consultants—Vallejo & Brentwood
Kristie Turner	BA	Assoc. of Behavior Consultants—Vallejo & Brentwood
Ross Woods	MA	Assoc. of Behavior Consultants—Vallejo & Brentwood
Lysa Snowden	BCBA	Autism Learning Partners—San Ramon & San Jose
Natasha Moon	BCBA	Autism Spectrum Therapies—Pleasanton
Sheryl De Vera	BCBA	Center for Autism & Related Disorders– Walnut Creek
Giannina Briceno	BA	Ed Support Services– Oakland
Kathryn Buchanan	BCBA	First Step for Kids–Walnut Creek
Emily Schuman	BCBA	Gateway Learning Center—Hayward
Britnee Abbott	BCBA	Positive Pathways, LLC– San Francisco

MENTAL HEALTH

Jacquelyn Holmes, MFT	Mental Health Therapist	Concord
Victoria Rutsch, MFT	Mental Health Therapist	Dublin
Sonia Gaur, MD	Psychiatry	Baychildren's Physician Mental Health– Oakland
Shanti Gooden, MD	Psychiatry	Baychildren's Physician Mental Health– Oakland
Rachna Saralkar, MD	Psychiatry	Comprehensive Psychiatric Services–Walnut Creek
Christopher Jensen, PsyD	Psychology	Axis Community Health–Livermore & Pleasanton

FACILITIES

AccentCare Home Health of CA, Inc.	Home Health	San Ramon
AHi Solutions, Inc.	Sleep Lab/DME	Oakland
Alhambra Convalescent Hospital	Skilled Nursing	Martinez
Bay Imaging Consultants Medical Group Inc.	Diagnostic Imaging	Walnut Creek
Casa Serena Eating Disorders	Eating Disorders	Concord

The Bulletin Board

Welcome New CCRMC Providers

Concord Health Center: Gabriel Anaya, MD, Sarah Pettibone, MD

Martinez Health Center: Jessica Lucey, MD, Alex Harsha, MD, Jonathan Patberg, MD,
Karen Weinbaum, MD

Pittsburg Health Center: Kevin Dolezal, MD, Emma Montelongo, MD, Catherine Nguyen, MD

West County Health Center: Melinda Kong, MD, Jennifer Estrada-Melgar, MD,
Victor Mleczo, MD, Angela Rodgers, MD



Community Provider Network Meetings

T I M E: 7:30 - 9:00 AM

J u l y

West County - Tuesday, July 19, 2016

Central/East - Tuesday, July 26, 2016

O c t o b e r

West County - Tuesday, October 18, 2016

Central/East - Tuesday, October 25, 2016

L O C A T I O N S:

West County - 13601 San Pablo Ave., Conference Room A, San Pablo, CA
Central/East County - 1350 Arnold Drive, Conference Room 103, Martinez, CA

Our **URAC** accredited **Advice Nurse Unit** is available for our members 24 hours a day, 7 days a week including holidays. Members can call The Advice Nurse Unit at 1 (877) 661-6230 Press 1.



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



Holidays Observed by CCHP
Labor Day
Monday September 5th, 2016

CCLink Provider Portal

- To access the cclink Provider Portal web tool complete the cclink Provider Portal Access Agreement. For a copy of the agreement go to our website located at www.cchealth.org
- 1. Click on Health Plan
- 2. Select for Providers
- 3. Select Forms & Resources located in a black box
- 4. Click on the cclink logo
- 5. Click on the pdf files named cclink Provider Portal Access Agreement and Attachment A.

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.contracostahealthplan.org

Contra Costa Health Plan Provider Relations/Contracts Staff Contact Information

Terri Lieder, MPA, CPCS	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
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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