

The Contra Costa Health Plan Provider Bulletin

Transportation Benefits

Contra Costa Health Plan covers various levels of transportation for our Medi-Cal and Commercial members who meet criteria. Definitions of different transportation coverage are below. Please note previously established coverages:

I. Emergency Medical Transportation (EMT)

Emergency medical transportation is provided when necessary to obtain program covered benefits when the beneficiary's medical/physical condition is acute and severe, necessitating immediate medical diagnosis and treatment as to prevent death or disability.

II. Nonemergency Medical Transportation (NEMT)

*Nonemergency medical transportation is provided when necessary to obtain program covered medical services and when the beneficiary's medical and physical condition is such that transport by ordinary means of private or public conveyance is medically contraindicated. **This type of medical transportation is subject to prior authorization.** Each authorization request for such transportation must be accompanied by either a prescription or order signed by a physician, dentist, or podiatrist, which describes the medical reasons necessitating the use of nonemergency medical transportation.*

CCHP is now covering **Non-Medical Transportation (NMT)** for some Medi-Cal members who meet the criteria for this service. This is not to be confused with the long established benefits of Emergent Medical Transportation (EMT) or Non-Emergent Medical Transportation (NEMT) seen above.

Non-Medical Transportation (NMT) is designated for those who have are in need of financial assistance obtaining transportation to and from Health Plan covered appointments and meet the following criteria*:

- A. Receiving Early and Periodic Screening, Diagnostic and Treatment Services (EPSDT)
- B. In active dialysis treatment
- C. In active cancer treatment
- D. Actively participating in complex case management services at CCHP
- E. Needing to attend pre/post-natal follow up visits.

NMT can be considered a social benefit, as compared to the medical benefit of NEMT/EMT. Due to being a social benefit and non-medically necessary, **the member** must call CCHP to arrange transportation assistance by calling 1-855-222-1218. Providers and their staff may also call this line for information regarding the program but cannot arrange NMT transportation for a member.

For the appropriate forms to obtain authorization for medically necessary non-emergency medical transportation (NEMT) please see the provider manual available on our website:

<http://cchealth.org/healthplan/pdf/provider/Appendix-M-PA-Form.pdf>

For questions regarding the NEMT authorization process please contact CCHP Authorization Department directly: **phone: 1-877-800-7423 option 3.**



State Reporting

Requirements for Provider Preventable Conditions (PPC)

By Federal law, a provider must report the occurrence of any Provider Preventable Condition (PPC) that did not exist in any Medi-Cal patient prior to the provider initiating treatment. A provider must report the occurrence regardless of whether or not the provider seeks Medi-Cal reimbursement for services to treat the PPC. Reporting a PPC for a Medi-Cal beneficiary does not preclude the reporting of adverse events, pursuant to *Health and Safety Code* (H&S Code), Section 1279.1, to the California Department of Public Health (CDPH).

A provider reports a PPC by completing and submitting the *Medi-Cal Provider-Preventable Conditions (PPC) Reporting Form* (DHCS 7107). Providers must submit the form within five days of discovering the event and confirming that the patient is a Medi-Cal beneficiary.

If the beneficiary is enrolled in the fee-for-service (FFS) Medi-Cal program, the form must be sent to the DHCS Audits and Investigations Division. If the beneficiary is enrolled in a Medi-Cal Managed Care Plan (MCP), the provider must report the PPC to the beneficiary's managed care plan **and** to DHCS.

As specified by federal regulations, PPCs are Health Care-Acquired Conditions (HCACs) in inpatient hospital settings and Other Provider-Preventable Conditions (OPPCs) in all health care settings. The PPCs are defined on the reporting form.

To report a PPC related to a member of Contra Costa Health Plan, please complete and fax the *Medi-Cal Provider-Preventable Conditions (PPC) Reporting Form* (DHCS 7107) to the Quality Department at (925) 313-6870 and to DHCS at (916) 440-5060.

2017



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News on Tobacco Prevention and Cessation Services for Medi-Cal Members

Smoking prevention or cessation interventions provided by Primary Care Providers (PCPs) or OB/GYNs are required by the California Department of Health Care Services (DHCS).

The current recommendations are:

Primary Care Providers should continue to complete the Staying Healthy Assessment (SHA) questionnaire for all new members within 120 days of enrollment and annually for all existing Medi-Cal members. The SHA includes a question about smoking status.

CCHP reimburses providers \$12.12 for completing the SHA. **Bill using CPT code 99212 SH.**

Ask tobacco users about their current tobacco use and document in their medical record at every visit. Ask all pregnant members if they use tobacco or are exposed to tobacco smoke. Offer all pregnant members who use tobacco at least one face-to-face tobacco cessation counseling session per quit attempt.

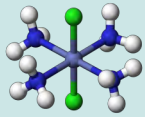
CCHP covers eight smoking cessation counseling sessions of at least ten minutes per session for all members who use tobacco. Please bill using **CPT codes 99406 (ten minutes) or 99407 (greater than ten minutes)**. All pregnant members who use tobacco should receive counseling services as well.

Medications

Contra Costa Health Plan no longer requires a prior authorization for the following tobacco cessation medications for non-pregnant adults or any age: Bupropion, Varenicline, Nicotine gum, Nicotine patch and Nicotine lozenge. **The only products that require authorization are the Nicotine inhaler and the Nicotine nasal spray.**

SMOKING CESSATION MEDICATIONS		
Bupropion Sustained Release	WELLBUTRIN SR	150mg BID
Nicotine (Transdermal)	NICODERM CQ (TRANSDERMAL)	QL: 28 patches/28 days each fill Maximum six months treatment per year
Varenicline	CHANTIX	Maximum six months treatment per year
Nicotine Gum	NICORETTE	QL: 340 pieces every 30 days Maximum six months treatment per year
Nicotine Inhaler	NICOTROL INHALER	PA: Tried and failed or contraindicated to patch, gum, and lozenge
Nicotine Lozenges	NICORETTE	QL: 324 pieces every 30 days Maximum six months treatment per year
Nicotine Nasal Spray	NICOTROL NASAL SPRAY	PA: Tried and failed or contraindicated to patch, gum, and lozenge

- Free telephone counseling is available at California Smoker's Helpline **1-800-NO-BUTTS** (English), **1-800-456-6386** (Spanish), **1-800-838-8917** (Chinese). For other languages go to www.nobutts.org. We encourage providers to keep track of members referred to the helpline.
- CCHP encourages providers to use the United States Public Health Service (USPHS) recommendations "Clinical Practice Guideline, Treating tobacco Use and Dependence: 2008 Update."
- Provider Training resources are available on our website at: [cchealth.org/healthplan/provider training](http://cchealth.org/healthplan/provider%20training)



Contra Costa Health Plan Pharmacy and Therapeutics Committee **The CCHP P&T committee met on 1/6/17. Updates from the meeting are outlined below:**

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

- Phenergan with codeine syrup and Phenergan VC with codeine syrup quantity limits have been updated. Codeine-containing cough medications will now be **limited to 240mL per fill, AND a maximum of 1 fill per 30 days.**

****Changes to the PDL will be effective in February 2017****

Reminder regarding Current CCHP limits on Colcrys (colchicine):

- Colchicine is a covered benefit for acute gout exacerbation (without authorization). Members are able to receive **#15 tablets every 60 days.**
- If your patient requires chronic colchicine therapy (defined as a need for >15 tablets every 60 days), prior authorization will be required. Current CCHP criteria for approval of chronic colchicine therapy is below:
 1. Documented trial and failure or intolerance to at least one (1) formulary urate-lowering therapy such as allopurinol or probenecid. **OR**
 2. Concurrent use of a urate-lowering agent.

****The utilization criteria above are a result of changes made in the 2012 American College of Rheumatology Guidelines for Management of Gout (part 2). The ACR task force states "that pharmacologic ULT (urate lowering therapy) could be started during an acute gout attack, providing that effective anti-inflammatory management has been instituted."**

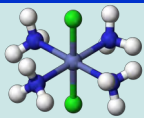
Reminder regarding CCHP Sample Policy:

- The practice of dispensing samples that have not been reviewed by the plan's Pharmacy and Therapeutics (P&T) Committee undermines the purpose of having a Preferred Drug List.
- Dispensing samples of drugs that have not been reviewed by the P&T Committee or are not preferred drugs listed on the PDL creates an expectation for the member that CCHP will cover the provided medication without having the medication reviewed.

Providing samples of non-preferred medications is strictly prohibited by CCHP policy.

AND

For purposes of prior authorization (PA) processing, providing samples does not constitute continuation of therapy – the continuation rules do not apply in these cases.



Pharmacy and Therapeutics Committee News



Reminder: Blood pressure monitors are now covered as a pharmacy benefit for Medi-Cal members:

- Blood pressure monitors are now covered as a pharmacy benefit for CCHP Medi-Cal members (NOT Commercial plan members).
- Available as a pharmacy benefit **without prior authorization** (no need to send a DME order simply send the electronic order to any network pharmacy just as you would send an e-Rx order).
- Preferred BP monitors are currently the Omron 3 series, and the Omron 5 series.
- Kits currently come with the “wide range cuff”, which fits arms from 9”- 17”. There is NOT currently a peds cuff available.
- Order sets have been created in EPIC: listed under “**BP monitor covered by CCHP**”.
- Limited to 1 monitor per Medi-Cal member every 5 years.



3 Series NDC: 73796-0271-04

5 Series NDC: 73796-0274-24

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.

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 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

Provider Topics

Pediatric Dental Referral Requirements for Primary Care Providers



California state requirements have changed regarding when a primary care provider (PCP) must refer a child to a dentist. In the past, the requirement was to refer at age three, unless a problem was suspected or detected. However, the latest legislation (California Health and Safety Code Section 124040) requires a referral for all children

at age one year. The dental assessment and referral are integral parts of the CHDP/well-child health exam. Most children will not see a dentist at an early age without the referral from primary care providers. Many families do not recognize the importance of primary teeth or the consequences of losing these teeth before expected exfoliation times. PCP's play a significant role in informing families of the importance of both caring for primary teeth and visiting a dentist regularly. Establishing a dental home at an early age is an essential part of overall health. Without good oral health there can be no total health. The American Academy of Pediatrics (AAP) published its first policy related to a dental home in 2003. At that time it was stated that a dental home should be established by age one. Since then, AAP and oral health experts have published additional policies on children's oral health which confirm the age one dental home policy. For information on how to make an appropriate dental referral and classify the urgency of need, please see the PM 160 Dental Guide and Dental Referral Classifications found at:

<http://www.dhcs.ca.gov/formsandpubs/publications/Documents/CMS/pm160dentalguide.pdf>

Eligibility Verification



The 24/7 telephonic automated voice response system for verifying eligibility for members has been upgraded. The system will request that the provider enter their NPI number before gaining access to the system. If the providers do not enter a valid 9 digit number, they will not be able to use the automated system. To verify eligibility call 1-877-800-7423 option 1. Eligibility can also be verified electronically through the Provider Web Portal. To apply for access to the Provider Portal refer to The Bulletin Board (page 11).



Provider Topics

Referrals and Authorizations

A CPN PCP referral made to a CCHP-contracted specialty provider covers an initial consultation and two follow-up visits. The PCP Referral Form (HP200-7) comes directly to the specialist from the Community Provider Network (CPN) PCP and should be accompanied by pertinent clinical notes. The PCP Referral Form is valid for one year for a consult and two (2) follow-up visits. However, **a consult and any procedure** listed on the PCP referral form that the initial consult **“may include”** must be completed within 60 days of the initial referral date. Any such listed procedure can be performed **one time**. Any repeated procedure would need prior authorization and medical justification. Prior authorization forms can be found in the CCHP Provider Manual and on our website at www.cchealth.org

Please note that this is the current process, but that this process is presently under review. To remain updated, or for any referral or authorizations questions, please contact CCHP’s **Authorizations Unit at 1(877) 800-7423, Option 3**. You may also contact the Provider Relations Unit for questions or concerns by phone at **(925) 313-9500** or by e-mail at ProviderRelations@hsd.cccounty.us

Claims Update

Every January the reimbursement rates for Medi-Cal and Medicare CPT Codes are updated by both federal and state agencies. When these updates occur, it takes CCHP approximately **3 weeks** to update our system to ensure that our providers are paid correctly. Please note that you may notice a delay in your payments during the month of January. We apologize for any inconvenience this may cause.



Welcome Contracted Provider Network (CPN) Providers

Primary Care Providers

David Gilliam, MD	Family Medicine	Brighter Beginnings Family Health, Richmond & Antioch
Jayaram Hariharan, MD	Family Medicine	John Muir Physicians Network, Walnut Creek
Chika Akera, MD	Family Medicine	La Clinica de La Raza, Concord
Robert Jazwin, PA	Family Medicine	La Clinica de La Raza, Oakley
Elvira Machkovsky, NP	Family Medicine	La Clinica de La Raza, Concord
Kalynn Yastro, NP	Family Medicine	La Clinica de La Raza, Oakley
Irene Ritterman, NP	Family Medicine	LifeLong Medical Care, Oakland
Tracy White, MD	Family Medicine	LifeLong Medical Care, Berkeley
Serena Wu, MD	Family Medicine	LifeLong Medical Care, Oakland
Sarah Bottomley, NP	Internal Medicine	LifeLong Medical Care, San Pablo
Margaret Ford, MD	Internal Medicine	LifeLong Medical Care, Oakland
Kimberly Reynosa, MD	Internal Medicine	La Clinica de La Raza, Pittsburg
Sam Chatterton-Kirchmeier, MD	Pediatrician	LifeLong Medical Care, Richmond

Specialty Care Providers

Roy Orden, MD	Allergy & Immunology	Allergy & Asthma Medical Group, Walnut Creek
Santosh Oommen, MD	Cardiovascular	Cardiovascular Consultants Medical Group, Walnut Creek
Eric Muller, MD	Clinical Genetics	Lucile Salter Packard Children's Hospital, Pleasanton
Sahar Berjis, RD	Dietitian	BASS - Inner Health & Wellness, Walnut Creek
Kelli Patin, RD	Dietitian	Lucile Salter Packard Children's Hospital, Walnut Creek
Douglas Spurr, MD	Emergency Medicine	LifeLong Medical Care, Berkeley
Christine Henneberg, MD	Family Planning	Planned Parenthood, Concord & Fairfield
Rebecca Lindsay, MD	Family Planning	Planned Parenthood, Concord
Sarah Mailn-Roodman, NP	Family Planning (Mid-Level)	Planned Parenthood, Vallejo
Nishant Shah, MD	Family Planning	Planned Parenthood, Concord
Yu-Ming Chang, MD	Gastroenterology	Walnut Creek
Rishi Sharma, MD	Gastroenterology	BASS - John Muir Medical Center, Walnut Creek
Akshiv Malhotra, MD	Hematology/Oncology	Epic Care - East Bay Medical, Emeryville & Pinole
Gauri Sharma, DO	Hematology/Oncology	Contra Costa Oncology, Concord & Walnut Creek
Jennifer Cheng, DO	Infectious Disease	BASS -Infectious Disease Doctors Medical, Walnut Creek
Emily Rymland, NP	Infectious Disease (Mid-Level)	East Bay AIDS Center, Oakland
Vanneet Kalra, MD	Neonatal - Perinatal Medicine	CMFG - East Bay Newborn Specialists, Inc., Oakland
Tracy Phillips, MD	Obstetrics & Gynecology	LifeLong Medical Care, Berkeley
Kristine Carter, NP	Obstetrics & Gynecology	LifeLong Medical Care, San Pablo
Mario Baril, OT	Occupational Therapy	Muir Orthopaedic Specialists, Walnut Creek
Amy Bennett, OT	Occupational Therapy	Muir Orthopaedic Specialists, Brentwood
Linda Wensley, OT	Occupational Therapy	Muir Orthopaedic Specialists, Brentwood & Walnut Creek
Kathryn Boe, OD	Optometry	Walnut Creek Optometry, Walnut Creek
Farah Noory, OD	Optometry	Mission Hills Eye Center, Concord & Pittsburg
Brenda Sutton, OD	Optometry	Solo Practice, Walnut Creek
David Bell, MD	Orthopaedic Surgery	BASS - Bell Sports Medicine, Pleasanton

Welcome Contracted Provider Network (CPN) Providers

Specialty Care Providers

Christina Corey, MD	Otolaryngology	BASS - East Bay Head and Neck, Berkeley
Karen Fong, MD	Otolaryngology	BASS - California Sinus Center, Walnut Creek & Pleasanton
Lloyd Ford, MD	Otolaryngology	BASS - Contra Costa ENT, Concord & Walnut Creek
Bruce Rice, MD	Otolaryngology	BASS - East Bay Head and Neck, Berkeley
Michael Purkey, MD	Otolaryngology	BASS - California Sinus Center, Walnut Creek
David Axelrod, MD	Pediatric Cardiology	Lucile Salter Packard Children's Hospital, Walnut Creek
Andrew Maxwell, MD	Pediatric Cardiology	Lucile Salter Packard Children's Hospital, Walnut Creek
Suruchi Bhatia, MD	Pediatric Endocrinology	Lucile Salter Packard Children's Hospital, Walnut Creek & S.F.
Alice Pilram, NP	Pediatric Endocrinology	Lucile Salter Packard Children's Hospital, Emeryville & S.F.
Judy Fuentebella, MD	Pediatric Gastroenterology	Lucile Salter Packard Children's Hospital, Walnut Creek & S.F.
Kelly Haas, MD	Pediatric Gastroenterology	Lucile Salter Packard Children's Hospital, Walnut Creek
Richard Gee, PT	Physical Therapy	Lucile Salter Packard Children's Hospital, Pleasanton
Carlo Wood, PT	Physical Therapy	Lucile Salter Packard Children's Hospital, Pleasanton
Terri Halstenrud, PT	Physical Therapy	Muir Orthopaedic Specialists, Walnut Creek
Adriana Hernandez, PT	Physical Therapy	Muir Orthopaedic Specialists, Walnut Creek
David Hernandez, PT	Physical Therapy	Muir Orthopaedic Specialists, Walnut Creek
Laura Jimenez, PT	Physical Therapy	Muir Orthopaedic Specialists, Brentwood & Walnut Creek
Laura Kelly, PT	Physical Therapy	Muir Orthopaedic Specialists, Walnut Creek
Leslie Merken, PT	Physical Therapy	Muir Orthopaedic Specialists, Walnut Creek
Andrew Mobley, DPT	Physical Therapy	Muir Orthopaedic Specialists, San Ramon
Azadeh Oien, DPT	Physical Therapy	Muir Orthopaedic Specialists, San Ramon
Mario Pisani, PT	Physical Therapy	Muir Orthopaedic Specialists, Walnut Creek
Joyce Richardson, PT	Physical Therapy	Muir Orthopaedic Specialists, Walnut Creek
Legson Sayo, PT	Physical Therapy	Muir Orthopaedic Specialists, Brentwood
Joann Seaver, PT	Physical Therapy	Muir Orthopaedic Specialists, Walnut Creek
Jay-Paul Thornburg, PT	Physical Therapy	Muir Orthopaedic Specialists, Brentwood
William Vance, PT	Physical Therapy	Muir Orthopaedic Specialists, Brentwood
Kristine Vargas, PT	Physical Therapy	Muir Orthopaedic Specialists, Walnut Creek
Kathryn Wang, PT	Physical Therapy	Muir Orthopaedic Specialists, Walnut Creek
Robinson Wills, PT	Physical Therapy	Muir Orthopaedic Specialists, Walnut Creek
Stacy Wong, PT	Physical Therapy	Muir Orthopaedic Specialists, San Ramon
Nathan Cohen, MD	Psychiatry	Comprehensive Psychiatric Services, Fairfield
Ranvinder Rai, MD	Psychiatry	Comprehensive Psychiatric Services, Fremont
Ramin Khashayar, MD	Pulmonary	BASS - Phoenix Advanced Medical, Walnut Creek
Mostafa Shalaby, MD	Pulmonary	Springhill Medical Group, Pittsburg
Sara Reinganum, MD	Surgery	Epic Care - East Bay Medical, San Leandro
Jonathan Little, PA	Surgery (Mid-Level)	Walnut Creek Surgical Associates, Concord & Walnut Creek
Carrie Chan, NP	Surgery Orthopaedic	Lucile Salter Packard Children's Hospital, Walnut Creek
Caitlin Francis, NP	Surgery Orthopaedic	Lucile Salter Packard Children's Hospital, Walnut Creek & S.F.
Kimberly Hornung, PA	Surgery Orthopaedic	Lucile Salter Packard Children's Hospital, Walnut Creek
Stephanie Pun, MD	Surgery Orthopaedic	Lucile Salter Packard Children's Hospital, Walnut Creek & S.F.
Lauren Roos, NP	Surgery Orthopaedic	Lucile Salter Packard Children's Hospital, Pleasanton

Welcome Contracted Provider Network (CPN) Providers

Behavior Analysis

Brian Jenkins	BCBA	Animate Consulting, Emeryville
Stefanie Neuberger	BCBA	Animate Consulting, Emeryville
Cheryl Geniesse	BCBA	Autism Spectrum Therapies, Pleasanton
Sarah Low	BCBA	Autism Spectrum Therapies, Pleasanton
Erica Whisney	BCBA	Autism Treatment Solutions, Stockton
Monica Yeo	BCBA	Autism Treatment Solutions, Stockton
Jin Yoon	BCBA	Autism Treatment Solutions, Stockton
Kristen Petrick	BCBA	Centria Healthcare Autism Services, Walnut Creek
Pratibha Sharma	RBT	East Bay ABA, San Ramon
LeAnn Hall	BCBA	Encompass Consulting, Hercules & Orinda
Rebecca Byrnes	BCBA	Gateway Learning Group, Hayward
Vanessa Castillo	LCSW	La Clinica de La Raza, Pittsburg
Cierra Keeney	RBT	Positive Pathways, San Francisco
Julie Ann Pantaleon	MA	Positive Pathways, LLC, San Francisco
Victoria Taylor	BCBA	Solo Practice, Walnut Creek
Hannah Marshall	BCBA	Trumpet Behavior Health, Pleasanton
Patricia Quan	BCBA	Trumpet Behavior Health, Antioch & Pleasanton

Mental Health

Michael Wood	PhD	Axis Community Health, Pleasanton & Livermore
Elizabeth Nickels	PsyD	Brighter Beginnings Family Health, Richmond & Antioch
Analia Lopez	LCSW	La Clinica de La Raza, Pittsburg
Dorcas Taribo	MFT	River Counseling Center, Antioch
Rosilda James	PsyD	Solo Practice, Brentwood & Walnut Creek
Brian Needleman	MFT	Solo Practice, Concord
Rebecca Toner	MFT	Solo Practice, Brentwood

Organizations

Centria Healthcare, LLC	Behavioral Health Treatment	Walnut Creek
Family Planning Specialists Medical Group, Inc.	Family Planning Services	Oakland
CareOne Home Health Bay Area, Inc.	Home Health	Pleasanton
Kentfield Hospital San Francisco	Long Term Acute Care	San Francisco
Kindred Transitional Care & Rehabilitation	Skilled Nursing Facility	Walnut Creek

Welcome Contra Costa Regional Medical Center (CCRMC) Providers

Meera Sreenivasan, MD

Internal Medicine

Concord Health Center



The Bulletin Board

Attention: Primary Care Providers
Community Provider Network Meetings

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

West County April 18, 2017

West County Health Center
13601 San Pablo Ave. Conference Room A
San Pablo, CA 94806

Central/East County April 25, 2017

Muir Parkway Office Center
1350 Arnold Drive Conference Room 103
Martinez, CA 94553

Visit our web site for resources for uninsured individuals at
www.cchealth.org/insurance



This free web-based tool allows you to view your member's records from any computer, at any time. To access the portal, complete the Portal Access Agreement. For a copy of the agreement go to our website at www.cchealth.org

1. Click on Health Plan
2. Select for Providers
3. Select Forms & Resources
4. Click on the ccLink Logo
5. Click on the pdf file ccLink Provider Portal Access Agreement and Attachment A

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.



H O L I D A Y S

January 2, 2017 - New Year's Day

January 16, 2017 - Martin Luther King Jr. Day

February 20, 2017 - President's Day

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

www.cchealth.org

Find available on our web site:

CCHP Preferred Drug List (PDL)
CCHP Provider Directory
CCHP Provider Manual
Prior Authorization Forms

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.





**595 Center Ave. Suite 100
Martinez, CA 94553**

**Phone: (925) 313-9500 Fax: (925) 646-9907
E-mail: ProviderRelations@hsd.cccounty.us
Website: www.cchealth.org**

Provider Relations Contracts & Credentialing 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 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