

## The Contra Costa Health Plan Provider Bulletin

### Benefits of Dental Varnish

Dental caries is the most common chronic condition in children and can cause a variety of serious difficulties including pain, poor nutrition, and diminished self-esteem. The children at the greatest risk tend to be from low-income families. Studies show that the rate of dental caries drops by **50%** over two years with **one annual application** of fluoride varnish to primary teeth and by **75%** with **two annual applications**. Reductions in both dental caries and the white spots on teeth that can develop into caries have been observed with children who have received at least an annual dose. The varnish can be applied by a physician, nurse, or any trained personnel and requires approximately 1 to 3 minutes to apply.

The Dental Varnish application process is relatively simple and can be accomplished by your office staff following an orientation process. The varnish product is inexpensive and there is a reimbursement payment of \$18.00 for each application for children under 6 years of age. If necessary, the varnish may be applied up to three times annually and can be billed using the CMS 1500 form with the D1206 code.

CCHP offers training for our Primary Care Providers and/or office staff. Provider Relations Community Liaisons, Christine Gordon, RN and Minawar Tuman, RN, are available to demonstrate the dental varnish application process and look forward to assisting you in enhancing the dental health of your young patients. Please call (925) 313-9527 if you would like to schedule a date and time for this.



#### Highlights Inside This Issue

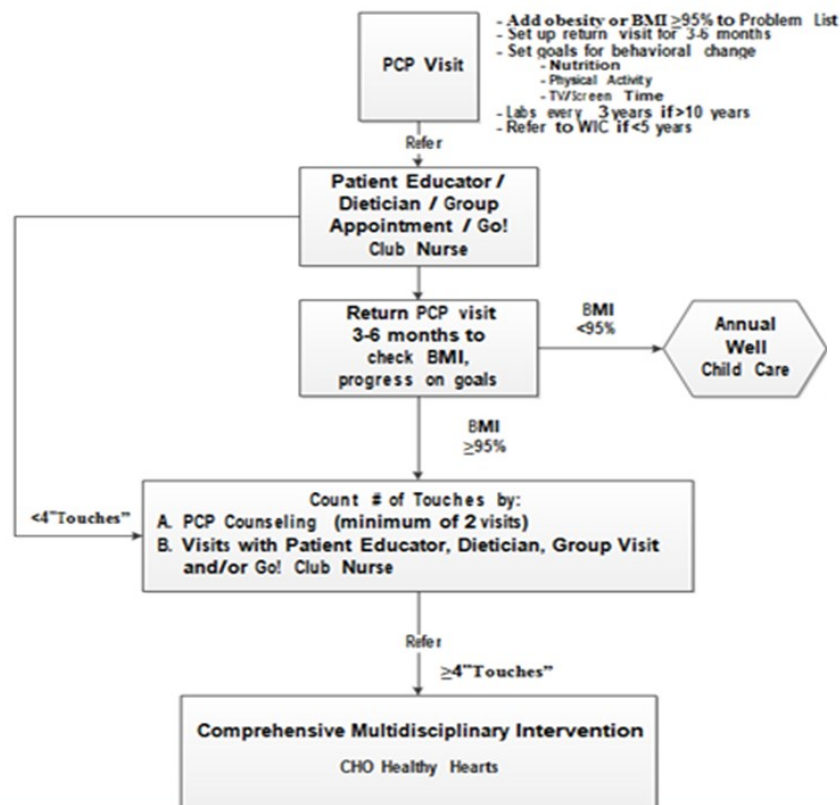
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## Information for CPN PCPs about UCSF/CHO Healthy Eating Active Living (HEAL) Program Referrals for Pediatric Obesity

There has been confusion in the past about referring CCHP pediatric members ages 2—18 years with BMI >95%ile to UCSF/Children's Hospital Oakland or Walnut Creek for services.

Referrals for childhood obesity have specific guidelines that must be followed before they can be authorized to the UCSF/CHO Healthy Eating Active Living (HEAL) Program, starting with specific documentation requirements during the PCP visits and visits to dietitians or other educators.

### Pediatric Obesity Guidelines Ages 2-18 Years BMI $\geq$ 95%ile



HEAL is a multidisciplinary program of care and counseling over the course of three to six months for children ages 2—18 years. The team includes physicians, a dietician, an exercise specialist, a psychologist, and support staff who work together to provide individualized family support for obesity and obesity-related conditions. They partner with community resources, and take part in active research. For more information about the program, see the website at:

<http://www.childrenshospitaloakland.org/main/departments-services/healthy-hearts-program-30.aspx>

**Please note: Member must have authorization from CCHP to take part in the HEAL program.**

## Blood Pressure Monitors: A Covered Benefit for CCHP Medi-Cal Members

Blood pressure monitors are now a covered pharmacy benefit and are provided at **no charge** to CCHP Medi-Cal members only. Coverage is **limited to 1 (one) monitor per member every 5 years**.

### To order a blood pressure monitor:

- The provider sends a prescription for the “Omron 3” or “Omron 5” Series BP Monitor to any network pharmacy, such as Walgreens or Rite Aid. **No DME order is necessary**.
- The NDC for the “Omron 3 Series BP Monitor” is **73796027104** and the NDC for the “Omron 5 Series BP Monitor” is **73796027424**. It may be helpful to include this when prescribing. **Please note**: Some pharmacies may carry just one of the “Omron” models.

### The 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.



### The 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, included).
- English and Spanish instruction included.
- Not wireless or Bluetooth enabled.



## **Tuberculosis (TB) Screening Update: Adult and Pediatric Patients**

The California Department of Public Health (CDPH) and the California Tuberculosis Controllers Association (CTCA) have issued new recommendations for TB screening, testing, and treatment.

The CDPH and CTCA have published new TB Risk Assessment forms with screening components that can help to identify TB risk factors for both adult and pediatric patients:

### **TB Risk Assessment Factors (Adult)**

1. Foreign-born persons from a country with an elevated TB rate.\*
2. Immunosuppression, current or planned.
3. Close contact with someone with infectious TB disease at any time.

*\*Includes any country other than the United States, Canada, Australia, New Zealand, or a country in western or northern Europe.*

### **TB Risk Assessment Factors (Pediatric)**

1. Foreign-born person from a country with an elevated TB rate.\*
2. Immunosuppression, current or planned.
3. Close contact with someone with infectious TB disease at any time.
4. Foreign travel or residence of  $\geq 1$  month consecutively in a country with an elevated TB rate.\*

## **Considerations for Screening, Testing, and Treatment**

- Identifying patients at risk for TB and then testing and treating can prevent the development of active TB and its related complications. It also prevents transmission of TB in the community. USPSTF recommends assessing adults for TB risk factors, testing if indicated, and treatment of LTBI. Most TB cases in the U.S. are preventable. Most are generated from LTBI.
- An interferon gamma release assay (IGRA) such as the Quantiferon (QFT) or T-spot TB is a blood test for latent TB that can be used instead of the tuberculin skin test (TST). Current recommendations state that IGRAs and the TST are interchangeable when used to diagnose LTBI, though IGRAs are preferred in patients with BCG vaccine but should be used with caution in children under 2 years old. The use of IGRA and short course regimens improves effectiveness.
- A negative TST or IGRA does not rule out active TB. Only 75-80% of patients with active TB will have a positive TST or IGRA. Patients with TB symptoms should be evaluated for active disease with a physical exam, imaging, and AFB culture of the affected site.

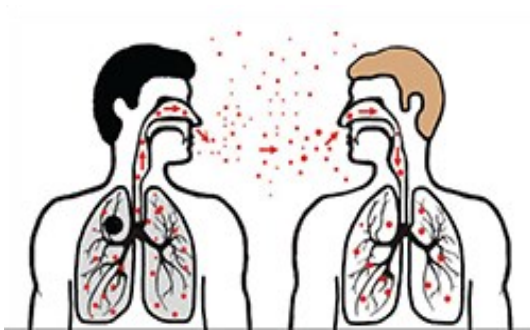
## Symptoms that Warrant Evaluation for Active TB Disease

Patients with any of the following symptoms that are otherwise unexplained should be evaluated for active TB disease:

- Cough for more than 2-3 weeks
- Weight loss
- Fevers
- Hemoptysis
- Night sweats

### Making TB Prevention Routine

- Use standardized risk assessment and include foreign birth in intake/history.
- Use IGRA for foreign-born.
- Establish a process that includes follow-up tests before beginning LTBI treatment: easy access to chest x-ray, sputum AFB, and culture.
- Track LTBI treatment completion for patients with positive test results.
- Ensure access to expert TB resources for patients with complications/comorbidities.



**For questions about TB, please  
contact the Communicable  
Disease Program at Contra Costa  
Public Health at  
**(925) 313-6740****

### **Resource Links**

#### **Adult Risk Assessment Tool & User Guide:**

<http://www.cdph.ca.gov/programs/tb/Documents/TBCB-CA-TB-Risk-Assessment-and-Fact-Sheet.pdf>

#### **Pediatric Risk Assessment Tool & User Guide:**

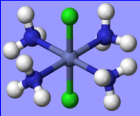
<http://www.cdph.ca.gov/programs/tb/Documents/TBCB-CA-Pediatric-TB-Risk-Assessment.pdf>

#### **CDPH:**

<http://www.cdph.ca.gov/programs/tb/Pages/default.aspx>

#### **CDC:**

<https://www.cdc.gov/tb/topic/basics/default.htm>



## Pharmacy and Therapeutics Committee News

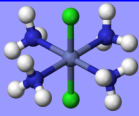
### Contra Costa Health Plan Pharmacy and Therapeutics Committee (P&T)

The CCHP P&T committee met on 3/31/2017. Updates from the meetings are outlined below:

**\*\*Changes to the PDL will be effective by May 1<sup>st</sup> 2017\*\***

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

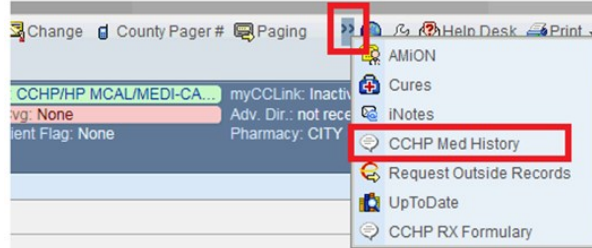
- **Xarelto (rivaroxaban) and Eliquis (apixaban) added to the formulary:**
  - Factor Xa inhibitors will no longer require step-therapy with warfarin (NO PA REQUIRED).
  - Both drugs will be covered for ALL MEMBERS and ALL INDICATIONS.
  - Quantity limits:
    - Xarelto limited to #30 per 30 days (after initial dosage titration, if necessary).
    - Eliquis limited to #60 per 30 days.
  - Reminder: renal function tests should be performed prior to starting factor Xa inhibitors.
  - FYI: Pradaxa (dabigatran) remains non-formulary.
- **CCHP preferred nasal steroids:**
  - First line agents (NO PA REQUIRED):
    - Flonase (fluticasone) AND
    - Nasacort OTC (triamcinolone)
  - Second line agents (REQUIRES STEP THERAPY WITH BOTH FIRST LINE AGENTS):
    - Nasarel (flunisolide)
  - Third line agents (PA REQUIRED):
    - BECONASE AQ (beclomethasone)
    - NASONEX (mometasone)
    - OMNARIS (ciclesonide)
    - RHINOCORT AQUA (budesonide)
    - VERAMYST (fluticasone)
    - QNASL (beclomethasone)
    - ZETONNA (ciclesonide)
- **CCHP preferred allergy eye drops:**
  - First line agents (NO PA REQUIRED):
    - Alaway OTC (ketotifen), Zaditor OTC (ketotifen)
    - Crolom (cromolyn)
  - Second line agents (PA REQUIRED – requires failure of BOTH first line agents):
    - Patanol/Pataday (olopatadine)
- **Abreva (docosanol) added to formulary:**
  - Trial of Abreva AND oral acyclovir will be required prior to approval of topical acyclovir for HSV-1.
- **Modification of Restasis (ophthalmic cyclosporine) PA criteria:**
  - Authorization of Restasis will require ALL of the following:
    - Prescription must be written by an ophthalmologist or optometrist
    - Diagnosis of tear deficiency due to ocular inflammation in patients with keratoconjunctivitis sicca or dry eye.
    - Trial and failure of at least 4 weeks of both an ophthalmic solution AND gel/ointment formulation of artificial tears.
- **Addition of prenatal vitamins with DHA to the CCHP formulary.**



## Pharmacy and Therapeutics Committee News

**Did you know that you can see which prescriptions were actually filled by the pharmacy and picked up by your patients within Epic?? The data is only a couple of clicks away:**

- CCRMC (hospital & clinic) Epic users can access the data by clicking the arrow icon located on the top banner, and then selecting "CCHP Med History" (seen below).



- Unfortunately this data is not available for community-based (non-RMC Epic users) at this time. If you would like to request specific fill-level-data for your panel, please contact the CCHP pharmacy unit directly using the contact information below.

### **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.**

### **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](http://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](mailto: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 877-800-7423 option 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](mailto:cchp_pharmacy_director@hsd.cccounty.us)

# Case Management Program

## Introduction

Contra Costa Health Plan's Case Management Program was created to provide outreach and case management services for clients that over/under utilize services or have difficulty adhering to a treatment plan. Our goal is to promote quality collaborative standards of care through increased coordination of services, decreased fragmentation of care, efficient utilization of resources, and patient/family involvement and satisfaction.

## What is the CM Program?

A diverse staff representing a wide spectrum of professional backgrounds round out the CM Program team. Combining skills in registered nursing, clinical social work, and health education, our team works closely together with the client, family and primary care provider to achieve the highest positive health outcomes for each individual.

## Who are our clients?

Our clients are CCHP members who meet one or more of the following criteria:

- Medical non-adherence (e.g. frequent missed appointments, misuse of medications, poor dietary practices)
- High utilization of Emergency Room services
- Frequent hospital admissions
- Readmissions (<30 days after discharge) for ambulatory care sensitive conditions (e.g. diabetes, asthma, congestive heart failure, hypertension)
- Psychosocial risk factors negatively impacting health
- Cognitive changes as evidenced by significant fluctuations in memory, mood, personality or behavior by the geriatric client
- Unstable medical conditions warranting closer monitoring
- Self-care deficits requiring one-on-one health education to promote well-being

## How do I refer?

Simply complete the referral form and fax it to the CM Program at 925-313-6462. Telephone referrals can also be made by calling 925-313-6887. Leave a message including times you may be reached and someone will return your call promptly.

Referral forms can be found on our website @ [cchealth.org/healthplan](http://cchealth.org/healthplan) or in the Provider Relations appendix C.

## Helpful Tips

In order to expedite referrals to the Case Management Program and avoid unnecessary delays and the following "helpful tips" are offered:

- Fill out the referral form completely.
- Call the CM Program at 925-313-6887 if you have any questions about the appropriateness of a referral
- Provide the CM Program with detailed information about your referred patients and your primary concerns.
- Avoid referring a patient who requires immediate intervention (e.g. same day home visit.)
- The same referral form may be used to refer to the diabetes disease management program.

## HHS OIG Hotline Scam

The U.S. Department of Health and Human Services (HHS) Office of Inspector General (OIG) recently confirmed that the HHS OIG Hotline telephone number is being used as part of a telephone spoofing scam targeting individuals throughout the country. These scammers represent themselves as HHS OIG Hotline employees and can alter the appearance of the caller ID to make it seem as if the call is coming from the HHS OIG Hotline 1-800-HHS-TIPS (1-800-447-8477). The perpetrator may use various tactics to obtain or verify the victim's personal information, which can then be used to steal money from an individual's bank account or for other fraudulent activity. HHS OIG takes this matter seriously. We are actively investigating this matter and intend to have the perpetrators prosecuted.

It is important to know that HHS OIG will not use the HHS OIG Hotline telephone number to make outgoing calls and individuals should not answer calls from 1-800-HHS-TIPS (1-800-447-8477). We encourage the public to remain vigilant, protect their personal information, and guard against providing personal information during calls that purport to be from the HHS OIG Hotline telephone number. We also remind the public that it is still safe to call into the HHS OIG Hotline to report fraud. We particularly encourage those who believe they may have been a victim of the telephone spoofing scam to report that information to us through the HHS OIG Hotline 1-800-HHS-TIPS (1-800-447-8477) or [spoof@oig.hhs.gov](mailto:spoof@oig.hhs.gov). Individuals may also file a complaint with the Federal Trade Commission 1-877-FTC-HELP (1-877-382-4357).

More information is available on the OIG Consumer Alerts webpage.

## Fraud, Waste and Abuse

On an annual basis, CCHP is required to notify all contracted providers of the Fraud, Waste and Abuse training requirements. The Centers for Medicare and Medicaid Services (CMS) requirements for Fraud, Waste and Abuse (FWA) training for all contracted entities became effective January 1, 2009. The requirements can be found in 42 C.F.R. 422.503 (b) (4) (VI) and 42 C.F.R. 423.504 (b) (4) (VI). Accordingly, Contra Costa Health Plan (CCHP) is providing you a copy of training materials you can use to conduct FWA training to satisfy these federal requirements.

A copy of the training materials is included in our provider manual appendix H and on our website located at [www.contracostahealthplan.org](http://www.contracostahealthplan.org), under For Providers-Provider Manual-Appendix H. A hard copy of the material can be mailed upon request by calling Provider Relations at 925-313-9500 or by e-mail to [ProviderRelations@hsd.cccounty.us](mailto:ProviderRelations@hsd.cccounty.us).

CCHP views the integrity of its staff, providers, contractors and members to be paramount and uncompromising. A provider or downstream contractor may submit a potential or suspected FWA case directly to the CCHP Provider Relations Unit or CCHP Director of Compliance. Submissions may also be made in the suggestion box located in Suite 100, 595 Center Avenue, Martinez. Furthermore, FWA may also be reported to the Office of Inspector General at: 800-HHSTips or for cases involving Medicare prescription drugs, to the Health Integrity unit at: 877-7 SafeRx. (Any such report should always contain a complete description of the incident with a reminder to staff that confidentiality of the individual reporting the fraud will be maintained.)

## Interpreter Services for CCHP Members

### What are CCHP Members Saying about Interpreter Services?

In the fall of 2016 we compiled the results of a member survey. We asked Spanish speaking households of adults and children the following questions:

“Do you ever use a family member or friend to interpret for you?” 48 % said Yes.

We also asked “What are the reasons why a family member or friend interprets for you?” 9% said that their doctor or office staff told them to bring a family member or friend to interpret for them.

12 % also said “My doctor's office didn't offer interpreter services for me”.

By law, CCHP must ensure members have access to free interpreter services when English is not their primary language.

Providers are required by regulations to discourage members from using their own interpreters, such as family members, friends or minors. Please remember to offer this service to ensure that the communication between the provider and patient is clearly understood.

### Why are Family and Friends not Recommended as Interpreters?

- They can make serious mistakes
- May have their own agenda
- They may hold information from patient from embarrassment, protection, emotional involvement
- May cause guilt or trauma if they make a mistake

### Getting Proper Linguistic Access Helps to

- Reduce medical errors
- Increase patient satisfaction
- Increase compliance
- Decrease costs for diagnostic testing and unnecessary admissions
- Create more efficient member interactions

The RMC Network and clinics have procedures to use interpreter services through HCIN (Health Care Interpreter Network). Providers should be referred to the clinic coordinator/manager for specific instructions.



## Group Needs Assessment (GNA) Survey Results

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- 12 % also said “My doctor's office didn't offer interpreter services for me”.
- By law, CCHP must ensure members have access to free interpreter services when English is not their primary language. CCHP provides free access to interpretation services see link of our web site. <http://cchealth.org/healthplan/provider-interpretation.php>
- Providers are required by regulations to discourage members from using their own interpreters, such as family members, friends or minors. Please remember to offer this service to ensure that the communication between the provider and patient is clearly understood.

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For instructions on using Interpreter Services, check your Provider Manual or go to our website:

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

# Welcome Contracted Provider Network (CPN) Providers

## Primary Care Providers

Kimberly Duir, MD	Family Medicine	LifeLong Medical Care, Berkeley
Luz Frausto, PA	Family Medicine	LifeLong Medical Care, Pinole
Alexandra Gray, NP	Family Medicine	LifeLong Medical Care, Oakland
Leah Morrison, NP	Family Medicine	LifeLong Medical Care, Oakland & Richmond
Kim Nguyen, MD	Internal Medicine	LifeLong Medical Care, Berkeley
Ifeoma Nwokoye, NP	Family Medicine	LifeLong Medical Care, Berkeley
Bamidele Olatunbosun, MD	Family Medicine	LifeLong Medical Care, Richmond
Atrejo Patridge, NP	Family Medicine	LifeLong Medical Care, San Pablo
Paterson Rene, PA	Family Medicine	LifeLong Medical Care, Richmond & San Pablo
Lucia Tanaka, NP	Family Medicine	LifeLong Medical Care, Richmond & San Pablo
Rajesh Maheshwari, MD	Family Medicine	San Ramon Urgent Care & Clinic, San Ramon
Lynne Alper, MD	Internal Medicine	Brighter Beginnings Family Health Care, Richmond & Antioch
Evan Krasner, MD	Internal Medicine	LifeLong Medical Care, Berkeley
Benjamin Mansalis, MD	Internal Medicine	LifeLong Medical Care, Berkeley
Xiaochuan Chen, MD	Internal Medicine	Solo Practice, Pleasanton & Hayward
Kristin Riley, DO	Pediatrician	Brighter Beginnings Family Health Care, Richmond & Antioch
Sloane Blair, NP	Pediatrics	Diablo Valley Pediatrics Medical Group, Antioch , Concord & Brentwood

## Specialty Care Providers

Ilisten Jones, MD	Allergy & Immunology	Allergy & Asthma Medical Group, Walnut Creek
Anna-Maria Veytsman, MD	Anesthesiology	Surgical Anesthesia Specialists, Walnut Creek & Napa
Lauren Hewett, PA	Cardiothoracic Surgery Assistant	East Bay Cardiac Surgery Center Medical Group, Oakland
Johanna Kammerer, RD	Dietician	Lucile Salter Packard Children's Hospital Medical Group, Walnut Creek
Lealah Pollock, MD	Family Planning	Planned Parenthood, Concord & San Francisco
Anita Sharma, NP	Gastroenterology	Lucile Salter Packard Children's Hospital Medical Group, Walnut Creek
Uma Chandavarkar, MD	Gynecological Oncology	Bay Area Surgical Specialists, Walnut Creek
Terry Tegeler, HAD	Hearing Aid Dispensing	Pinole Hearing Aid Center, Pinole
Susan Kao, MD	Hematology/Medical Oncology	Diablo Valley Oncology & Hematology Medical Group, Pleasant Hill & Walnut Creek
Ernest Lo, MD	Hematology/Medical Oncology	Epic Care-East Bay Medical Oncology-Hematology Associates, Pleasant Hill
Ryan Anson, NP	Infectious Disease/HIV/AIDS	East Bay AIDS Center, Oakland
Laura Todaro, CNM	Midwife	LifeLong Medical Care, San Pablo
Leslie Lusk, MD	Neonatology	CFMG - East Bay Newborn Specialists Inc., Oakland
Deepika Kancharla, MD	Nephrology	Bay Area Surgical Specialists, Concord
Norman Lamberty, MD	Obstetrics & Gynecology	Brighter Beginnings Family Health Clinic, Richmond & Antioch
John Crockett, MD	Obstetrics & Gynecology	John Muir Physician Network, Walnut Creek
Amanda Crompton, OT	Occupational Therapy	Muir Orthopaedic Specialists, Brentwood
Carol Beckwith-Cohen, OT	Occupational Therapy	VibrantCare, Fairfield
Cindy Gracely, OT	Occupational Therapy	VibrantCare, Pinole
Thomas McDonald, MD	Ophthalmology	Etwaru Eye Center, Martinez
Janaki Gokhale, MD	Pediatric Cardiology	Lucile Salter Packard Children's Hospital Medical Group, Emeryville & Walnut Creek
Matthew Zapala, MD	Pediatric Radiology	CFMG - Pediatric Imaging Medical Associates, Oakland
Rachna Wadia, MD	Pediatric Pulmonology	Lucile Salter Packard Children's Hospital Medical Group, Emeryville
Eric Atristain, PT	Physical Therapy	Alhambra Valley Physical Therapy, Pleasant Hill

# Welcome Contracted Provider Network (CPN) Providers

## Specialty Care Providers

Joan Arieta, DPT	Physical Therapy	Alhambra Valley Physical Therapy, Pleasant Hill
Nolan Arieta, DPT	Physical Therapy	Alhambra Valley Physical Therapy, Pleasant Hill
Brian Ziegler, DPT	Physical Therapy	Dublin Physical Therapy, Inc., Concord & Dublin
Matthew Nobusada-Flynn, DPT	Physical Therapy	Dublin Physical Therapy, Inc., Concord & Dublin
Shannon Halpin, DPT	Physical Therapy	Dublin Physical Therapy, Inc., Concord & Dublin
Charlie Lee, DPT	Physical Therapy	Lucile Salter Packard Children's Hospital Medical Group, Pleasanton
Dorothy Fung, DPT	Physical Therapy	Lucile Salter Packard Children's Hospital Medical Group, Pleasanton
Jon Erick Pena, DPT	Physical Therapy	Lucile Salter Packard Children's Hospital Medical Group, Pleasanton
Amanda Pazooki, DPT	Physical Therapy	Muir Orthopaedic Specialists, San Ramon
Julie Knadle, PT	Physical Therapy	Muir Orthopaedic Specialists, San Ramon
Caitlin Gallagher, DPT	Physical Therapy	VibrantCare, Fairfield
Karla Trotta, DPT	Physical Therapy	VibrantCare, Livermore
Stefanie Mayer, PT	Physical Therapy	VibrantCare, Oakland
Gary Trubell, PT	Physical Therapy	VibrantCare, Oakland & Pinole
Brandon Brown, PT	Physical Therapy	VibrantCare, Pinole
Leah Saldua, PT	Physical Therapy	VibrantCare, Pinole
Jordan Palmer, DPT	Physical Therapy	VibrantCare, Pinole & Fairfield
Sebastien Laplante, PT	Physical Therapy	VibrantCare, Pinole, Oakland, Fairfield, Livermore & San Leandro
Dharni Nathwani, DPT	Physical Therapy	VibrantCare, San Leandro
Michelle Baltazar, PT	Physical Therapy	VibrantCare, San Leandro
Ilia Arieta, PTA	Physical Therapy Assistant	Alhambra Valley Physical Therapy, Pleasant Hill
Diane Chow, DPM	Podiatry	LifeLong Medical Care, Berkeley
Eric Fuller, DPM	Podiatry	LifeLong Medical Care, Berkeley
Teresa Van Woy, DPM	Podiatry	Solo Practice, San Pablo
Xingbo Sun, DPM	Podiatry	Sun Healthcare & Surgery Group Inc., Martinez
Catherine Salem, MD	Radiation Oncology	Lucile Salter Packard Children's Hospital Medical Group, Pleasanton
Ruby Chang, MD	Radiology	Epic Care - East Bay Medical Oncology & Hematology, Emeryville
Lavina Malhotra, MD	Surgery - General	West Coast Surgical Associates Medical Group, Walnut Creek
David Nelles, MD	Surgery - Orthopaedic	Muir Orthopaedic Specialists, Concord & Walnut Creek
Sumner Seibert, MD	Surgery - Orthopaedic	Solo Practice, Antioch
Michael Sacco, MD	Surgery - Orthopaedic / Hand and Upper Extremity	Muir Orthopaedic Specialists, Concord
Ricki Nolley, PA	Surgery - Orthopaedic Mid-Level Assistant	Muir Orthopaedic Specialists, Concord
Michael Garcia, PA	Surgery - Orthopaedic Mid-Level Assistant	Muir Orthopaedic Specialists, Walnut Creek
Tanya Lagrimas, MD	Urgent Care	LifeLong Medical Care, Berkeley & San Pablo
Courtney Wright, MD	Urgent Care	STAT Med Urgent Care, Concord & Lafayette

## Behavior Analysis

Juan Alonso	BCBA	Autism Spectrum Therapies, Pleasanton & Fairfield
Kathryn Mahan	BCBA	Center for Autism and Related Disorders, Inc., Walnut Creek
Betty Tia	BCBA	Center for Autism and Related Disorders, Inc., Walnut Creek & Antioch
Amanda Groos	BCBA	Centria Healthcare Autism Services, Walnut Creek

# Welcome Contracted Provider Network (CPN) Providers

## Behavior Analysis

Carly Tyrell	BCBA	Centria Healthcare Austism Services, Walnut Creek
Christopher Boldt	BCBA	Centria Healthcare Austism Services, Walnut Creek
James Cleary	BCBA	Centria Healthcare Austism Services, Walnut Creek
Jayshree Patel	BCBA	Centria Healthcare Austism Services, Walnut Creek
Kimberly Zhe	BCBA	Centria Healthcare Austism Services, Walnut Creek
Kirstin Hall	BCBA	Centria Healthcare Austism Services, Walnut Creek
Kristina Grubbs	BCBA	Centria Healthcare Austism Services, Walnut Creek
Nicole Pederson	BCBA	Centria Healthcare Austism Services, Walnut Creek
Puja Chocha	BCBA	Centria Healthcare Austism Services, Walnut Creek
Scott Rustulka	BCBA	Centria Healthcare Austism Services, Walnut Creek
Suzanne Cruz	BCBA	Centria Healthcare Austism Services, Walnut Creek
Victoria Kubal	BCBA	Centria Healthcare Austism Services, Walnut Creek
Chung Yin Law	BCBA	East Bay ABA, San Ramon
Lynn Galliano	BCBA	East Bay ABA, San Ramon
Isabel Saslow	MPH	East Bay ABA, San Ramon
Anna Mari Goy	RBT	East Bay ABA, San Ramon
Jessica Peixoto	BCBA	Gateway Learning Group, Hayward
Natalie Chase	BCBA	Goals for Autism, Inc. San Ramon
Javier Alquicira-Martinez	MPH	Positive Pathways LLC, San Francisco
Priti Nagaraj	BCBA	Trumpet Behavioral Health, Pleasanton & Dublin

## Mental Health

Monica Englander	LCSW	Axis Community Health, Pleasanton
Hameed Jahangiri	MD	Comprehensive Psychiatric Services, Fairfield
Javed Iqbal	MD	Comprehensive Psychiatric Services, Fairfield
Noorulain Aqeel	MD	Comprehensive Psychiatric Services, Fairfield
Maria Zuberi	MFT	Comprehensive Psychiatric Services, Walnut Creek
Theresa Volpe-Johnstone	PhD	Healthy Minds Healthy Body Institute, San Ramon
Jenny Lee	MFT	Touchstone Counseling, Pleasant Hill



# The Bulletin Board

## Welcome Contra Costa Regional Medical Center (CCRMC) Providers

Antioch Health Center - Pediatrics:

Abhilasha Jamwal  
Mary Joseph

Antioch Health Center - Family Medicine:

Gregory Moore  
Haley Kilpatrick

Antioch Health Center - Internal Medicine:

Umesh Gheewala

Concord Health Center - Family Medicine:

Christina Gomez

Martinez Health Center - Family Medicine:

Amennah Moghaddam

### **HOLIDAYS OBSERVED BY CCHP**

May 29, 2017 - Memorial Day



July 4, 2017 - Independence Day

Visit our web site for resources for uninsured individuals at  
[www.cchealth.org/insurance](http://www.cchealth.org/insurance)

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.





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

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



### **Provider Relations, Contracts, Management & Credentialing Staff Contact Information**

Terri Lieder, MPA, CPCS, CPMSM	Director of Provider Relations	(925) 313-9501	<a href="mailto:Terri.Lieder@hsd.cccounty.us">Terri.Lieder@hsd.cccounty.us</a>
Christine Gordon, RN, BSN	Provider Liaison/FSR Nurse	(925) 313-9503	<a href="mailto:Christine.Gordon@hsd.cccounty.us">Christine.Gordon@hsd.cccounty.us</a>
Minawar Tuman, RN, MSN, PHN	Provider Liaison/FSR Nurse	(925) 313-9534	<a href="mailto:Minawar.Tuman@hsd.cccounty.us">Minawar.Tuman@hsd.cccounty.us</a>
Ronda Arends	Credentialing Supervisor	(925) 313-9522	<a href="mailto:Ronda.Arends@hsd.cccounty.us">Ronda.Arends@hsd.cccounty.us</a>
Patricia Cline	Contracts Supervisor	(925) 313-9532	<a href="mailto:Patricia.Cline@hsd.cccounty.us">Patricia.Cline@hsd.cccounty.us</a>

### **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**