



Community Provider Network CARE MATTERS



The Contra Costa Health Plan Provider Bulletin

Proposition 56 Directed Payment Expenditures for Physician Services

The California Healthcare, Research and Prevention Tobacco Tax Act of 2016 (Proposition 56) increased the excise tax rate on cigarettes and tobacco products for purposes of funding specified expenditures, including funding for existing programs administered by the Department of Health Care Services (DHCS). Assembly Bill 120 (Stats.2017, ch.22, §3. Item 4260-1-1-3305) appropriates Proposition 56 funds in the 2017-18 state fiscal year for specified DHCS supplemental payment expenditures.

Contra Costa Health Plan (CCHP) is pleased to inform you that on February 21, 2018, DHCS obtained federal approval from Centers for Medicare and Medicaid Services (CMS) pursuant to Title 42 Code of Federal Regulations (CFR) § 438.6(c)(2) for directed payments from Proposition 56 appropriated funds for physician services for state fiscal year 2017-2018. Eligible network providers who are qualified to provide and bill for the CPT codes specified in the table below will receive the associated supplemental payment identified in addition to other payments that eligible network providers normally receive from the State in FFS and Medi-Cal Managed Care Plans (MCPs). Federally Qualified Health Centers, Rural Health Clinics and American Indian Health Programs, and Cost Based Reimbursement Clinics are not eligible network providers. A qualifying service is one provided by an eligible network provider where a specified service is provided to a member enrolled in an MCP, who is not dually eligible for Medi-Cal and Medicare Part B.

CCHP will begin distributing payments no later than June 30, 2018 and quarterly thereafter. This payment covers services provided between July 1, 2017 and June 30, 2018. CCHP will notify our provider network if there are any changes to the program. CCHP offers a Provider Dispute process if the payment amounts were not what you expected. Provider Dispute forms are located on our website at www.cchealth.org/healthplan/forproviders. Please contact Provider Relations at 925-313-9500 or by e-mail at ProviderRelations@hsd.cccounty.us with any questions or concerns prior to filing a Provider Dispute.

CPT	Description	Directed Payment
99201	Office/Outpatient Visit New	\$10.00
99202	Office/Outpatient Visit New	\$15.00
99203	Office/Outpatient Visit New	\$25.00
99204	Office/Outpatient Visit New	\$25.00
99205	Office/Outpatient Visit New	\$50.00
99211	Office/Outpatient Visit Est	\$10.00
99212	Office/Outpatient Visit Est	\$15.00
99213	Office/Outpatient Visit Est	\$15.00
99214	Office/Outpatient Visit Est	\$25.00
99215	Office/Outpatient Visit Est	\$25.00
90791	Psychiatric Diagnostic Eval	\$35.00
90792	Psychiatric Diagnostic Eval with Medical Services	\$35.00
90863	Pharmacologic Management	\$5.00

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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)
- Social Determinants of Health 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 Unit 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 or in the Provider Relations appendix C.

Helpful Tips

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

- Fill out the referral form completely.
- Call the CM Unit at 925-313-6887 if you have any questions about the appropriateness of a referral
- Provide the CM Unit 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.)

ccLink Provider Portal

The ccLink Provider Portal, our on-line web tool, is a communication tool between the Community Provider Network (CPN) and Contra Costa Health Plan and Specialty Care Providers and Primary Care Providers at Contra Costa Regional Medical Center (CCRMC) and Health Centers.

For Primary and Specialty providers in CCHP's Community, the ccLink Provider Portal will:

- ◇ Allow on-line access to CCHP Member information
- ◇ Provider real-time eligibility inquiries about CCHP members
- ◇ Allow community providers to check the status of a submitted claim
- ◇ Allow community providers to check the status of referrals
- ◇ Include a list of patients that are assigned to you if you are the member's PCP or if you are the referred to specialist.
- ◇ Decrease repetitive calls to Health Plan for eligibility, referral and claim status.



This free web-based tool allows you to view your member's records from any computer, at any time. Go to our website at <http://cchealth.org/healthplan/providers/> for the forms located under the green ccLink logo to find the required documents to request access and the User Guide needed to navigate through the web portal once access is granted. Please note that there is additional forms needed for third party billers. After submitting completed documents, the request will be completed within 3-4 weeks and log in information will be sent to you. It is important to log in after receipt and then to maintain access, log in at least one time every 6 months. Users that do not log in or have not accessed the web portal in six months will be inactivated and would need to reapply for access. Any issues with ccLink functionality refer first to the on-line User Guide. If this does not resolve the issue or you require log in or password assistance, contact the HELP Desk at 925-957-7272.

New Medicare Information

This year, the Centers for Medicare and Medicaid Services (CMS) is required to remove Social Security Numbers (SSNs) from all Medicare cards. A new **Medicare Beneficiary Identifier** will replace the SSN-based Health Insurance Claim Number on new Medicare cards, which will be issued to beneficiaries starting in April.

Please remember, For CCHP members with Medicare primary, CCHP cannot pay for services until **Medicare has been billed**, and CCHP receives either an Explanation of Medicare Benefits (EOMB) or a denial from Medicare along with a Claim.

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, 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.

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 Resources for CCHP Members

For Contra Costa Health Plan CPN (Community Providers)

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

Do you have patients whose primary language is not English?

You think that they understand you because they say yes and nod but they really don't?

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

1. **DIAL: 1 (866) 874-3972**
2. **PROVIDE:** your 6-digit Client ID **298935**
3. **INDICATE:** the language you need or press
 - 1 for Spanish
 - 2 for all other languages and state the name of the language you need
 - 0 for assistance if you don't know what language you need
4. **PROVIDE:** Additional information, if required:
 - Patient Name
 - Patient Date of Birth
 - Doctor Name
 - Doctor Phone Number
5. **CONNECT:** to an interpreter, document his/her name and ID number in patient's chart for reference. Summarize what you wish to accomplish and give any special instructions.

When calling or receiving a call from a limited English proficient individual: Use the conference feature on your phone to make a 3-way call, and follow the instructions above to connect to an interpreter.

Face to Face Interpretation: CPN providers may also ask for in-person or face to face interpretation services for ASL (American Sign Language) or other languages. This service is only approved if the interpretation cannot be done over the phone such as ASL; is a sensitive topic such as serious diagnosis; requires visual explanation, etc. To arrange for Face to Face Interpreter Services call 1-877-800-7423 Press 4, Member Services will assist you.

We provide flyers for your reception area

We provide flyers you can post in your office which state: **Point to your language! We will get you an interpreter.**

To print a copy of the flyer, go to our website at:

www.cchealth.org/healthplan/pdf/point_to_your_language.pdf

If you have any problems accessing the Linguistic Services listed above you can call CCHP at: (925) 313-6063. The information above is also available on our web site

www.contracostahealthplan.org Go to section called "For Providers" and click on "Interpreter Services".

Group Needs Assessment (GNA) Survey Results

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. 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.

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

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

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

Transition from Medi-Cal Local Codes to National Codes

(CPT –4 Level and HCPC Level II Codes)

Important Changes to Billing



Medi-Cal Local Codes to National Codes (CPT -4 Level and HCPC Level II Codes)

We are notifying our providers on a major billing policy and change. Effective **June 1, 2018** we will no longer be accepting any local codes, only National CPT 4 Level and HCPC Level codes. This directive comes from the Department of Health Care Services (DHCS) which will ensure that we are HIPPA complaint. In the past, the Medi-Cal Managed Care Plans (MCP) have used a variety of local codes to pay for health care services for our Medi-Cal members. Starting as early as 2015 DHCS has enforced the usage of Encounter Data Quality Measures to ensure the MCPs encounter data from the claims. Quality claims submission is the key to ensuring we are submitting quality encounter data to DHCS. Therefore it is imperative that we successfully transition to the National Codes for billing for services.

Using National Codes have several major advantages:

- Simplifies the process and is cost effective
- Enhances the efficiency and effectiveness of the health care system
- Decreases administrative burdens for providers
- Providers standardization for medical coding

It is our responsibility at CCHP to ensure that our providers bill accurately so we can reimburse our providers in a timely manner. When adjudicating claims we must ensure the claims is “clean” and has the prior authorizations for those services, the right National Provider Identifiers and the correct National CPT/HCPC codes.

In order to assist our providers we have reviewed our claims data and identified Local Codes and matched the National Codes. We will be publishing a Local to National Code Matrix to assist our provider in billing with the right National Codes. In addition, we will be hosting three training Webinars for our providers to attend the last two weeks in April.

We will post the training dates on the CCHP web portal by April 10th and we will send invitations to the Training. We encourage your billing staff or billing company attends one of these sessions. Also, the DHCS website at has some Frequently Asked Questions on the transition from local codes. Please visit: [www http://www.dhcs.ca.gov](http://www.dhcs.ca.gov).

If you have any questions on this change please call our Claims Department at 1-877-800-7423, Option 5 and we will gladly assist you. If you have any major issues or concerns please contact our Chief Operations Officer –at (925) 313-6104 or submit an email to Sharron.Mackey@hsd.cccounty.us.

We look forward to working with you as we transition from Local codes to National codes for health care services billing for Medi-Cal members in Contra Costa County.

The Facility Site Review– An Overview

Contra Costa Health Plan (CCHP) is required by the Department of Health Care Services (DHCS) to conduct Facility Site Reviews (FSRs) at contracted Primary Care Provider (PCP) and OB/GYN offices and health facilities every three years to ensure that PCPs have sufficient capacity to deliver patient care according to state and federal standards. The FSR is conducted by the Provider Relations (PR) Nurse who is a Registered Nurse (RN) trained and certified by the state of California to conduct the review, and using the tool compiled by the DHCS Medi-Cal Managed Care Division. The FSR is comprised of six sections to be assessed during the site visit by CCHP Registered Nurse(s) as follows:

1. **Access and Safety** (Disabled member accessibility, availability of emergency health care services, medical and lab equipment maintenance).
2. **Personnel** (Health care personnel licensing and certifications, identification, training and responsibilities, scope of practice, supervision of Non-Physician Medical Practitioners, member rights).
3. **Office Management** (Physician coverage 24/7, sufficient health care personnel to provide timely, appropriate health services availability, interpreter services, referrals and consultations, member grievances/complaints, medical records availability, confidentiality of protected medical information per state and federal guidelines).
4. **Clinical Services** (Security of drugs and medication supplies, drug handling and storage, drug dispensation, and if applicable, CLIA compliance, CDPH radiologic inspection and safety).
5. **Preventive Services** (Preventive health care services, periodic health appraisals to detect asymptomatic diseases, and health education).
6. **Infection Control** (Infection control procedures for standard/universal precautions are followed, compliance with OSHA Bloodborne Pathogens Standard and Waste Management Act, surface decontamination according to Cal-OSHA standards, reusable medical instrument sterilization).

Deficiencies in Critical Elements, Infection Control, and/or Pharmaceutical Services, or an overall score below 90% trigger a Corrective Action Plan (CAP). The Corrective Action Plan (CAP) is written specific to the noted deficiencies found during the FSR. It identifies modifications needed at provider offices to existing procedures or the development of new processes to meet standards and guidelines. Providers who do not comply with the FSR or the CAP timelines will be deemed as non-compliant and subject to administrative actions on the part of CCHP.



The nine **Critical Elements** are as follows:

- Exit doors and aisles are unobstructed and egress (escape) is accessible.
- Airway management equipment appropriate to practice and population served is present on-site.
- Only qualified/trained personnel retrieve, prepare or administer medications.
- Office practice procedures are utilized onsite that provide timely physician review and follow-up of referrals, consultation reports and diagnostic test results.
- Only lawfully authorized persons dispense drugs to patients.
- Personal protective equipment is readily available for staff use.
- Needlestick safety precautions are practiced onsite.
- Blood or other potentially infectious materials (specimens) and regulated wastes (sharps, biohazardous non-sharps) are placed in appropriate leak-proof, labeled containers for collection, processing, storage, transport or shipping.
- Spore testing of each autoclave/steam sterilizer is completed (at least monthly), with documented results.

If you have any questions please contact your CCHP Community Liaison by phone (925) 313-9527 or e-mail to providerrelations@hsd.cccounty.us.

Welcome Community Provider Network (CPN) Providers

Primary Care Providers

Noelene Moonsamy, NP	Family Medicine	Brighter Beginnings Family Health Clinic
Daniel Thwaites, MD	Family Medicine	John Muir Physician Network
Alireza Rezapour, MD	Internal Medicine	La Clinica de la Raza, Concord
Theron Goudeau, NP	Family Medicine	La Clinica de la Raza, Concord
Sekai Chideya, MD	Family Medicine	Lifelong Medical Care, Oakland
Christine Salera, NP	Family Medicine	Lifelong Medical Care, San Pablo

Specialty Care Providers

Michelle Huffaker, MD	Mid-Level Allergy & Immunology	Allergy & Asthma Medical Group of the Bay Area, San Ramon and Walnut Creek
Tina Dominguez , PA	Mid-Level Allergy & Immunology	Allergy & Asthma Medical Group of the Bay Area, Pleasanton, San Ramon and Walnut Creek
Marci Bowers, MD	Surgery - Transgender (Bottoms only)	Bay Area Reproductive Healthcare, Burlingame
Corinne Colombo, NP	Mid-Level Urology	Bay Area Surgical Specialist, Inc., Walnut Creek
Rachael Cabreira, NP	Mid-Level Urology	Bay Area Surgical Specialist, Inc., Walnut Creek
Rosalyn Brewer, MD	Pediatric Anesthesiology	Children's Anesthesia Medical Group, Inc., Oakland
Kasra Eliasieh, MD	Pediatric Ophthalmology, Surgery- Oculoplastic	Rona Z Silkiss, MD, FACS, Oakland and Walnut Creek
Neha Nainani, MD	Nephrology	Diablo Nephrology Medical Group, Concord and Walnut Creek
Marjorie Bautista, PT	Physical Therapy	Spine and Sports Physical Therapy, Concord and Dublin
Rahitha Thomas, NP	Mid-Level Nephrology	East Bay Nephrology Medical Group, Inc., Berkeley and Vallejo
Kenneth Caldwell, MD	Surgery- Orthopaedic	East Bay Shoulder Clinic and Sports Rehabilitation, INC, Lafayette and Oakland
Sahar Berjis, RD	Dietitian	Inner Health & Wellness, Walnut Creek
Emily Seferovich, RD	Dietitian	Lifelong Medical Group
Kam Wong, DPM	Podiatry	La Clinica de la Raza, Oakland
Sudhathi Chichili, MD	Hematology/Oncology	Mt. Diablo Solano - Oncology Group Medical Associates, Concord and Vallejo

Welcome Community Provider Network (CPN) Providers

Specialty Care Providers

Claire Van Rooyen, IBCLC	Lactation Consultant	Nurture and Nourish LLC, Concord
Kristin Mattingly, DC	Chiropractic Medicine	Oakley Chiropractic Clinic, Oakley
Gail Kang, MD	Neurology (EMG Only)	Selena Ellis, MD, Berkeley
Selena Ellis, MD	Neurology (EMG Only)	Selena Ellis, MD, Berkeley
Rakesh Donthineni, MD	Surgery - Orthopaedic	Rakesh Donthineni, MD, Oakland
Iroque Igbinosa, MD	OB/GYN	UHA- OBGYN Partners for Health Medical Group, Oakland, Berkeley, Lafayette and San Pablo

Behavior Analysis

Keiko Miller, PsyD	Aspire Neuropsychological Services, Inc. (CDE only)
Laura Bowles, BCBA	Bay Area Behavior Consultants, LLC
Rosa Alonzo, RBT	Bay Area Behavior Consultants, LLC
Hitomi Wada, BCBA	Center for Autism and Related Disorders, Inc., Fremont
Katelyn Vaerten, BCBA	Center for Autism and Related Disorders, Inc., Sacramento
Chelsea Orquiz, BCBA	Center for Autism and Related Disorders, Inc., Hayward
Kristin Sigurdson, BCBA	Center for Autism and Related Disorders, Inc., Walnut Creek
Amelia Salazar, RBT	Gateway Learning Group, Concord
Diana Maldonado, RBT	Gateway Learning Group, Concord
Daisy Rios, RBT	Gateway Learning Group, Concord
Marcy Braidman, RBT	Gateway Learning Group, Concord
Jashmyn Caranto, RBT	Gateway Learning Group, Concord
Jennifer Lemus, RBT	Gateway Learning Group, Concord
Maria Ruiz Morales, RBT	Gateway Learning Group, Concord
Melina Espinoza- Fregoso, RBT	Gateway Learning Group, Concord
Paige Rosano, RBT	Gateway Learning Group, Concord
Pamela Kraintz, RBT	Gateway Learning Group, Concord

Welcome Community Provider Network (CPN) Providers

Behavior Analysis

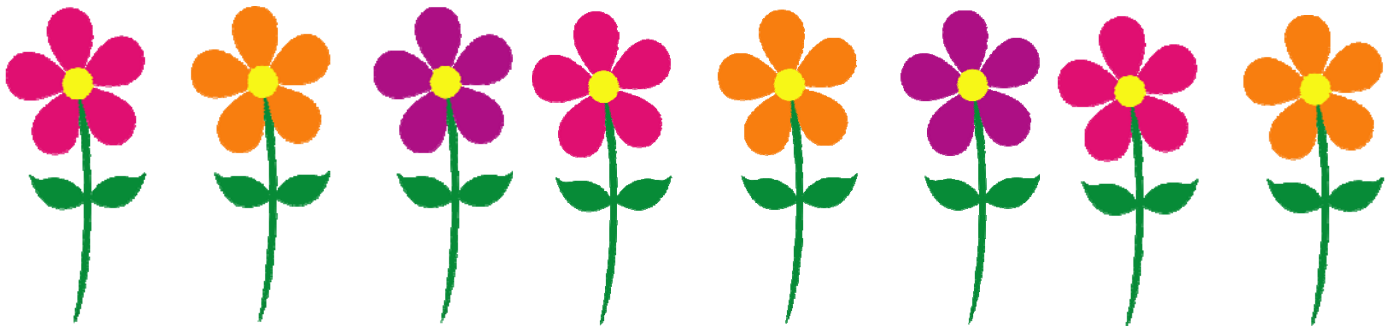
Sara McCracken, RBT	Gateway Learning Group, Concord
Elizabeth Peace, BCBA	Gateway Learning Group, Hayward
Jason Moreno, BCBA	The Behavior Center, Dublin
Bahram Shabani, BCBA-D,PHD	The Behavior Center, Dublin

Facilities

Bridge Hospice Bay Area	Hospice	Fremont
JMJ Home Health Services	Home Health	Brentwood

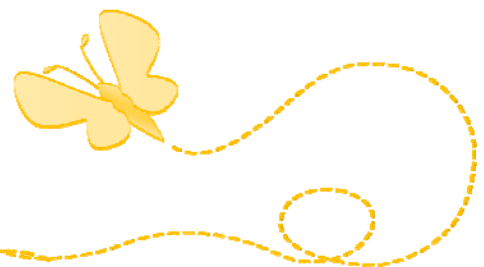
Mental Health

Anne Sachs, MFT	Alhambra Valley Counseling Center, Martinez
Linda Rae Hardwick, LCSW	Linda Rae Hardwick, LCSW, Walnut Creek
Jeffrey Kent, MFT	Jeffrey Kent, MFT, Walnut Creek
Michelle Pair, MFT	Michelle Pair, MFT, Walnut Creek
Lee Ann Morgan, MFT	Lee Ann Morgan, MFT, San Ramon



Welcome Contra Costa Regional Medical Center (CCRMC) Providers

Anita Gains, MD	Antioch Health Center
Michael Nguyen, MD	Antioch Health Center
Allison Newman, MD	Miller Wellness Center
Digpal Chauhan, MD	Pittsburg Health Center



THE BULLETIN BOARD

Attention: Primary
Care Providers
Community Provider Network
Meetings

Reminder!

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

West County July 17, 2018

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

Central County July 24, 2018

Muir Parkway Office Center
1340 Arnold Drive Conference, Suite 112
Martinez, CA 94553

East County July 25, 2018

Pittsburg Health Center *NEW LOCATION
2311 Loveridge Rd. Cypress Conference Rm- 1st Flr.
Pittsburg, CA 94565



This free web-based tool allows you to view your patients' 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 ccLinko Logo
5. Click on the pdf file ccLinko Provider Portal Access Agreement and Attachment A

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 Option 1.



Visit our website for resources:

www.cchealth.org/healthplan/providers

CCHP Provider & Pharmacy
CCHP Electronic Provider Directory
CCHP Preferred Drug List (PDL)
CCHP Provider Manual
CCHP Provider Web Portal
Prior Authorization Forms
Clinical and Preventive Guidelines

Uninsured individuals:

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 (877) 800-7423 option 4.

HOLIDAYS OBSERVED BY CCHP

May 28, 2018

July 4, 2018

September 3, 2018

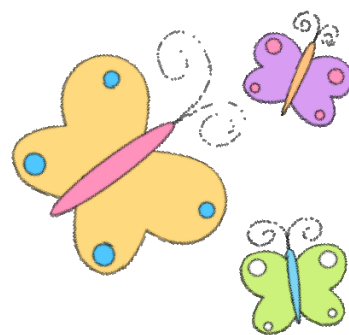
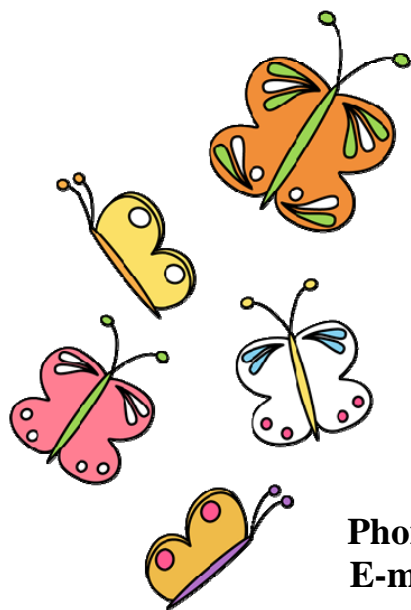
November 12, 2018

Memorial Day

Independence Day

Labor Day

Veterans Day



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

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



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

Terri Lieder, MPA, CPCS, CPMSM	Director of Provider Relations	(925) 313-9501	Terri.Lieder@hsd.cccounty.us
Stephanie Fullerton, BS, MHA	Screening and Enrollment	(925) 313-9512	Stephanie.Fullerton@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
Alejandro Fuentes, RN, BSN	Community Liaisons	(925) 313-9527	Provider.Relations@hsd.cccounty.us
Christine Gordon, RN, BSN, PHN			
Minawar Tuman, RN, MSN, PHN			

**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

