

A Message from our Chief Medical Officer

CCHP had its annual DHCS audit this past August. The audit highlighted the hard work that the team has put in over the past year to make improvements and streamline operations.

As we head into the holiday season, I wanted to feature a few key clinical changes across CCHP's different clinical areas.

I want to highlight CCHP's new partnership with Project Open Hand to provide free medically tailored meals (MTM) to individuals with chronic diseases such as CHF, COPD, and diabetes. Please see page 4.

Transition to Pharmacy Rx for Medi-Cal as of January 1, 2022. This is a state mandate. All prescribers who wish to prescribe medications requiring prior authorizations MUST sign up for the Medi-Cal Rx provider portal (<https://med-calrx.dhcs.ca.gov/provider/>). Key things to keep in mind include that there will be a 180 day (6 month) transition period starting on January 1, 2022 where patients can stay on all medications regardless of if they are on the Medi-Cal Rx formulary. If there are prior authorizations (PA) in place, Medi-Cal Rx will honor those PAs for up to 1 year. For more information, please see Dr. Cardinali's article on page (9).

Case Management is accepting referrals for members of all ages. I've heard many statements that CCHP case management does not case manage children. This is not true. Moving forward, CCHP case management will provide case management individuals of all ages. CCHP will continue to coordinate with California Children's Services, the Regional Center, and Contra Costa Public Health to ensure that services are not duplicated. As a side note, Contra Costa Public Health will be resuming their services for case management for children after December 6, 2021.

Utilization Management has turned off faxes (except for out of area requests/non contracted provider requests) as of October 15, 2021. For faxes received, CCHP will be sending back courtesy notifications followed by notices of unable to process. The quick response from all of you was higher than we anticipated and this led to initial delays in terms of onboarding all providers. We again apologize for this delay and appreciate all of your patience. At this point new requests should be processed within (1 week). Please let us know if you have any questions, suggestions, or concerns.

California's new Medicaid Waiver program, CalAIM, begins January 1, 2022. This program replaces Whole Person Care (WPC)/Community Connect in Contra Costa County. Those currently enrolled in WPC will be transitioned to CalAIM. CalAIM has two portions: Enhanced Care Management (ECM) and Community Supports (CS). CalAIM is different from WPC in several ways.

- a. First, CalAIM makes ECM a benefit for high-risk individuals, as defined by the state, including, but not limited to those who are medically high risk, experiencing homelessness, have serious mental illness, and/or have a substance use disorder (https://www.dhcs.ca.gov/Documents/MCQMD/Fact-Sheet-ECM_final_4-14-2021_a11y.pdf), eligible for ECM. ECM is envisioned to be the "quarterback" of care management for the individual, working with primary care providers, case managers, social workers, family/social supports, and others working to support the patient.
- b. Second, in addition to Contra Costa Public Health, there will be other ECM providers, including, but not limited to Contra Costa Behavioral Health, CCRMC, other FQHCs, and other community-based organizations and delivery systems. If you are interested in being a ECM provider, please reach out to (provider relations email) to apply to be a ECM provider.

A Message from our Chief Medical Officer continued

- c. Third, CalAIM focuses on full integration and close communication with the care delivery system. You all, as providers, should be expecting that the ECM providers will be reaching out to all of you to work in close partnership across the inpatient, outpatient, and subacute settings.
- d. All providers will be able to refer to CCHP utilization management (UM) for patients whom they think would be eligible for ECM and CCHP will review and either authorize or deny the request.

CCHP has also elected to provide a number of community supports, including Housing Transition/Navigation, Housing/Tenancy Support Services, Medical Respite, Short-Term Post-Hospitalization Housing, Medically Supportive Foods/ Medically Tailored Meals, and Asthma Home Remediation. CCHP will be providing additional information on eligibility criteria and referral through CCHP UM.

The CCHP Behavioral Health Unit is a new unit put in place over the last year that focuses on utilization management for comprehensive diagnostic evaluations (CDE), functional behavioral analysis (FBA), applied behavioral analysis (ABA), and mental health services. CCHP is working on streamlining the workflows of this unit.

Finally, there will be a number of new benefits and other changes coming to Medi-Cal over the next year. The first change is that as of January 1, 2022, CCHP will be responsible for coordinating care and performing utilization management for Medi-Cal members who need major organ transplants instead of having fee for service Medi-Cal manage this process. Referrals for case management and utilization management can be submitted to CCHP for organ transplant in the same way as all other referrals to CCHP.

Thank you all for all of your hard work and partnership. As always, please feel free to reach out to me with any comments or concerns.

In solidarity,
Dennis Hsieh, MD, JD, CMO

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Clinical Practice Guidelines

Contra Costa Health Plan (CCHP) met with our Quality Council, a multi-specialty group of clinicians across our provider network, to review CCHP's clinical practice guidelines for children and adolescents. The Quality Council approved the preventive guidelines from the U.S. Preventive Services Task Force (USPSTF) and the Advisory Committee on Immunization Practices (ACIP). Updates to the guidelines are summarized below.

Preventive Health Guidelines for Children and Adolescents

- A&B Recommendations: [Search Results | United States Preventive Services Taskforce \(uspreventiveservicestaskforce.org\)](https://www.uspreventiveservicestaskforce.org)
- All Grades Recommendations [Search Results | United States Preventive Services Taskforce \(uspreventiveservicestaskforce.org\)](https://www.uspreventiveservicestaskforce.org)

The following preventive services for children and adolescents have changed in 2021:

- Healthy weight and weight gain in pregnancy: Behavioral Counseling Interventions. Offer effective behavioral counseling interventions aimed at promoting healthy weight gain and preventing excess gestational weight gain in pregnancy.

Immunizations for Children and Adolescents

- [ACIP Vaccine Recommendations | CDC](https://www.cdc.gov/vaccines/imz/downloads/ACIPVaccineRecommendations.pdf)
- [Immunization Schedules | CDC](https://www.cdc.gov/vaccines/imz/downloads/ImmunizationSchedules.pdf)

The following immunization services for children/adolescents have changed or are new in 2021 can be found here: [Immunization Schedule Changes | CDC](https://www.cdc.gov/vaccines/imz/downloads/ImmunizationScheduleChanges.pdf)

Summary of Changes for 2021:

- **DTaP** - The [DTaP note](#) was revised to include a “special situations” section containing information about the recommendation for use of DTaP in wound management.
- **HiB** - revised to indicate that for catch-up vaccination, no further doses are recommended if a previous dose was administered at age 15 months or older.
- **Hepatitis B**- The “birth dose” section of the [HepB note](#) contains additional text clarifying the recommendation for infants with birth weight of <2000 grams who have HBsAg-negative mothers.
- **HPV**- The [HPV note](#) was revised to include recommendations for interrupted schedules.
- **Influenza**- The “special situations” section of the [Influenza note](#) has been revised for persons who have egg allergy with symptoms other than hives, and for situations where LAIV4 should not be used.
- **Meningococcal**- The [MenACWY note](#) contains information about use of MenQuadfi, and the “special situations” section contains information about use of Menveo in infants who received dose 1 at age 3–6 months.
- **Tdap**- The [Tdap note](#) was revised to include a “special situations” section containing information about the recommendation for use of Tdap in wound management.
- **COVID-19**
 - [ACIP COVID-19 Vaccine Recommendations | CDC](https://www.cdc.gov/vaccines/imz/downloads/ACIPCOVID19VaccineRecommendations.pdf)
 - Note: COVID-19 vaccines approved under an emergency use authorization (EUA) include Pfizer-BioNTech, Moderna, and Johnson & Johnson.

Gastric Bypass Surgery Consult Form Update

The CCHP Gastric Bypass Surgery Surgeon Consult Referral Form is now live for both CCRMC providers (in ccLink) and CPN providers (in the ccLink Provider Portal). Moving forward, please do not fax bariatric surgery referrals to CCHP. Please submit these referrals electronically.

If you have any questions, please email them to the Authorizations Department at CCHPAuthorizations@cchealth.org.

Project Open Hand Announces Medi-Cal Medically Tailored Meals (MTM) Bridge Program Covering Multiple Diagnoses: Short Term MTM Intervention in California in 2021-22

The “Short-Term Medically Tailored Meals (MTM) Intervention Program” of 2021-22 is a statewide program for Medi-Cal patients that is now being implemented in Contra Costa by Project Open Hand. The project will begin taking referrals for Richmond immediately and will roll out to other cities in the county in the upcoming weeks (by December 2021).

Program Goal:

The program aims to improve health outcomes and reduce preventable healthcare utilization and costs. It is intended as a “bridge” that enable health plans and providers to offer MTM services to Medi-Cal patients before the start of Community Support programs (also known as ILOS) of CalAIM.

Cost:

Free for eligible Medi-Cal patients, supported through the state budget in 2021-22.

Eligibility Criteria:

Individuals with any of the following diagnoses:

- Diabetes
- Cancer
- Chronic obstructive pulmonary disease
- Malnutrition
- Renal disease
- Human immunodeficiency virus/AIDS
- Chronic kidney disease
- Congestive Heart Failure

Definition of malnutrition:

Malnutrition Definition: Outpatient body mass index <18.5 kg/m²

The MTM Program Referral Information and Form is located on our website in the section called Social Determinants of Health Resources: <https://cchealth.org/healthplan/providers/>

Of note, for the form, it is ok for the referrer to note a verbal consent "signature" on behalf of patient.

Annual UM Affirmative Statement

As part of the NCQA requirements (UM4-G) the Utilization Management (UM) department, which includes the Authorization, Utilization Management and Pharmacy Management departments would like to inform you of the following:

- UM Decisions are made only on appropriateness of care and service and service and existence of coverage.
- Contra Costa County and the Health Plan do not reward practitioners or other individuals for issuing denials of coverage.
- There are no financial incentives for UM decision makers to make decisions that result in underutilization.

Providers can request, free of charge, copies of clinical guidelines used for decision-making, through any of the following distribution methods: Phone, Email, Internet Access, Mail, or in person.

Contact the CCHP UM Department at:

Phone: (925) 957-7260

Email: ProviderRelations@cchealth.org

CCHP website: <https://cchealth.org/healthplan/providers/>

Mail/Location: CCHP Utilization Management Department, 595 Center Avenue, Suite 100, Martinez, CA 94553

When requested services are denied or modified, providers may have an opportunity to discuss the UM decision. Providers are notified (via Notice of Action, Notice of Non-Coverage, etc.) on how to contact reviewer, and when the reviewer is available to discuss the decision.

Criteria of UM Decisions

The Utilization Management (UM) department at Contra Costa Health Plan uses the following Clinical Criteria and Guidelines for all UM decisions:

- State Department of Health Care Services-DHCS (Medi-Cal)
- Noridian Administrative Services-DMERC Reg D
- Center for Medicare/Medicaid Services (CMS)
- Health Plan established clinical authorization guidelines
- Apollo guidelines or InterQual Intensity of Service and Severity of Illness Criteria
- National Guideline Clearinghouse (http://guidelines.gov/resources/guideline_index.aspx)
- Contra Costa County Health Services' Approved Electronic Library Web-Based Resources (Including Up-to-Date and other resources)
- National Institute for Health (<http://www.nih.gov/>)
- American Medical Association Practice Parameters
- National Committee for Quality Assurance
- Joint Commission Accreditation for Hospital Organizations
- National professional organizations including, but not limited to:
 - American Academy of Pediatrics (<http://pediatrics.org>)
 - American Congress of Obstetricians and Gynecologists (<http://www.acog.org>)
 - National Comprehensive Cancer Network (<http://www.nccn.org/>)

In addition, other statistical data and resources are considered that may influence the frequency of review and revision of guidelines include: admits/1000, bed days/1000, visits/1000, under and over utilization of services, and any standards or goals published by professional organizations and approved by QC prior to use.



Interactive No Authorization Required List Revisions

The following CPT codes were removed from the Interactive No Authorization Required list and now require an authorization:

37220— 37229	96130— 96133
96112— 96113	96136— 96139
96116— 96117	96146
96121	96150— 96152
96127	



This is a reminder that for the Interactive No Authorization Required list, no health plan prior authorization or PCP/Other Provider referral is required for the following services if medically necessary, covered under the member's benefit package, **and** rendered by a contracted in-network provider for that member. This means that the Interactive No Authorization Required list only applies to patients who are going to a provider within the patient's network, based on the patient's insurance product (e.g. for Commercial A and A-2 IHSS, the Interactive No Authorization Required list can only be used by CCRMC providers rendering services at an CCRMC facility). Any services received outside of the patient's network, based on insurance product, requires prior authorization even if it is on the Interactive No Authorization Required list.

Furthermore, as a reminder, the Interactive No Authorization Required list is constantly being updated. Thus, it is the provider's responsibility to check the no auth list and obtain any required authorization prior to rendering services.

The Interactive No Authorization Required list can be found: [Information for Providers :: Health Plan :: Contra Costa Health Services \(cchealth.org\)](#)

IHA Superstars

Completion of the Initial Health Assessments is essential to develop a complete picture of member's health status and address preventive health care needs. Contra Costa Health Plan wants to give a big THANK YOU to the following providers who have completed an IHA with over **90%** of their new members within 120 days of enrollment:



- Diablo Valley Pediatrics (Brentwood & Antioch Locations)
- Concord Pediatric Care (Concord & Antioch Locations)
- Barsam Gharagozlou
- Brighter Beginnings (Richmond & Antioch Locations)
- S Ming Chang
- Bayside Medical Group (Walnut Creek & Brentwood locations)
- Lifelong Medical Care Berkeley
- Sutter East Bay, San Pablo Ave location

Remember to reach out to new members to ensure they get into care early and schedule enough time to complete a full assessment and plan of care. Document all outreach attempts and assessments completed. As always, follow up on all identified high-risk behaviors or needed care through health education, referrals, and provision of needed preventive care.

Introducing the CCHP Enhanced Care Management Program

CCHP invites referrals from Our Community Provider Network and Regional Medical Center Network providers for their Medi-Cal members to be assigned a Care Coordinator.

Enhanced Care Management Team:

Enhanced Care Management services will provide a Care Coordinator who will talk to the member and their doctors, mental health providers, specialists, pharmacists, case managers, social services providers and others to make sure everyone works together to get them the care they need.

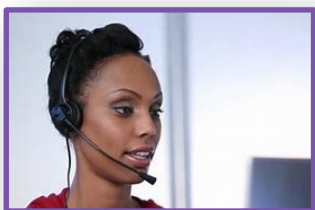


The Care Coordinator Can Also Help With:

- ⇒ Find doctors and schedule appointments
- ⇒ Better understand their medications
- ⇒ Set up a ride to get them to their doctor visits
- ⇒ Find and apply for other community-based services based on their needs, like housing supports or medically nutritious food
- ⇒ Get follow-up care after they leave the hospital

Your Member qualifies for the Enhanced Care Management Program, if they have/ are:

- Children or youth with complex physical, behavioral, developmental, and oral health needs(e.g. California Children Services, foster care, youth with clinical high-risk syndrome or first episode of psychosis (Starting 1/1/2023)
- Individuals experiencing homelessness, chronic homelessness or who are at risk of becoming homeless
- High utilizers with frequent hospital admissions, short-term skilled nursing facility stays, or emergency visits
- Individuals at risk for institutionalization who are eligible for long-term care services
- Nursing facility residents who want to transition to the community (Starting 1/1/2023)
- Individuals at risk for institutionalized with serious mental illness (SMI), children with serious emotional disturbance (SED) or substance use disorder (SUD) with co-occurring chronic health conditions
- Individuals transitioning from incarceration who have significant complex physical or behavioral health needs requiring immediate (Starting 1/1/2023)



How to request an Enhanced Care Management Program Care Coordinator?

Simply call Member Services at **1-877-661-6230**

(M-F, 8 am—5 pm, TTY/TDD: 1-800-735-2929)

Please leave a message including a good time to reach you and someone will return your call promptly.

Please Note: Members have the right to decline or discontinue Enhanced Care Management services at any time.

CCHP Clearinghouse transition to Availity

Effective **September 20th, 2021**, Contra Costa Health Plan (CCHP) will be transitioning from Docustream to Availity as our new clearinghouse. As our team is working on the final phase of the transition, we would like to share a few changes that may require your actions.

1. **If your organization is currently submitting electronic claims through a clearinghouse to Docustream**, we are working directly with your clearinghouse to redirect the claims to Availity. While Availity connects with majority of clearinghouses, to avoid any disruption of your claim submission, please provide your clearinghouse the new CCHP payer IDs as soon as possible:
 - **Contra Costa Health Plan - Payer ID: [CCHS](#)**
2. **If your organization is currently submitting electronic claims directly to Docustream**, you are **required** to enroll with Availity in order to submit EDI claims to CCHP. Please visit <https://www.availity.com/provider-portal-registration> to begin your registration process.
3. **If your organization is currently using DocuHealth Link for claim submission**, this feature will no longer be available. You may sign up for CCHP's ccLink Provider Portal where you can enter and submit claims directly to CCHP. To sign up, please visit <https://cchealth.org/healthplan/providers/>, complete the ccLink Provider Portal Access Agreement form, and email it the CCHPportalsupport@cchealth.org. If you have already signed up for ccLink Provider Portal access, please reference the website for instructions regarding submitting claims.
4. **If your organization is currently submitting paper claims**, we invite you to sign up for the ccLink Provider Portal (see #3 above) to expedite the reimbursement process. However, if you must submit a paper claim, please note that our mailing address for claim submission has changed:

**CCHP Claims
P.O. Box 5122,
Lake Forest, CA 92609**

CCHP continues to offer electronic payments to providers. To register, please send an email to EDIsupport@cchealth.org.

For questions related to claims submission to Availity, please visit <https://www.availity.com/edclearinghouse>.

For questions regarding claim entry, referral entry or reviewing claims & referrals and more using the Provider Portal, please reach out to CCHPportalsupport@cchealth.org.

For questions related to the overall Availity transition, please reach out to EDIsupport@cchealth.org.



Transition from eFax to the ccLink Provider Portal

CCHP transitioned from faxes to the CCHP ccLink Provider Portal for all CPN providers. CCRMC providers **will continue to use ccLINK**. CCHP reminds providers that faxes will no longer be accepted and that all requests must come in through the CCHP ccLink Provider Portal.

Documents that should be sent via the ccLink Provider Portal include:

- Appeals (submit within 365 days from payment or denial—resolved within 45 business days)
 - [ccLink Instructions on the Appeal or Dispute Entry Process](#)
- Referrals
 - [ccLink Instructions on the Referral Entry Process](#)
- Claims (if not sending through a clearinghouse)
 - ccLink Instructions on Claim Data Entry of [UB04](#), [CMS1500](#), [attaching documents](#), and [Tips](#)
- Clinical Notes
- Hospital Admission or Observation Notifications via Face sheet

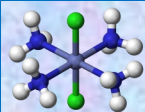
If you do not already have access to the ccLink Provider Portal, please download and complete the ccLink Provider Agreement posted on our website: <https://cchealth.org/healthplan/providers/>.

- Here is a direct link to the ccLink Provider Agreement that includes the application on the last page:
<https://cchealth.org/healthplan/pdf/provider/cclink-provider-agreement.pdf>.
- Once complete, email it to the ccLink Provider Portal team at CCHPPortalSupport@cchealth.org.

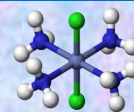
If you have already submitted a request, you should be granted access within 3-4 weeks of your complete request being submitted.

If you have any questions, please email the ccLink Portal Support team at CCHPportalsupport@cchealth.org.





Pharmacy and Therapeutics Committee News



The CCHP P&T committee met on 9/24/2021. Updates from the meeting are outlined below:
****Changes to the PDL will be effective by mid-November 2021****

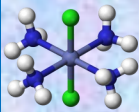
Updates/Announcements:

1. **Fee-For-Service Medi-Cal Carve-Out (Medi-Cal Rx)** will begin January 1, 2022:
 Medi-Cal Rx is the administration of the Medi-Cal Pharmacy Benefits through the fee-for-service delivery system. Medi-Cal Rx implementation will begin on January 1, 2022. CCHP encourages providers and pharmacies to register now. Please go to the DHCS Medi-Cal Rx website at <https://medi-calrx.dhcs.ca.gov/home/> or call (800) 977-2273 for more details.
2. **Medi-Cal Rx Provider Training Webinar Posted on CCHP Website**
 On October 21, 2021, Magellan recorded a webinar called “Medi-Cal Rx 101” as a training for CCHP providers. The presentation slide deck and a recording of the webinar are posted on the CCHP web page: <https://cchealth.org/healthplan/provider-medi-cal-rx.php> . Please contact CCHP pharmacy department at (925) 957-7260 for any questions.
3. **Ivermectin Not Approved by the FDA for Preventing and/or Treating COVID-19**
 Recent reports from the CDC and FDA have noted potentially inappropriate prescribing, as well as patient self-medication, of the drug ivermectin for preventing and/or treating COVID-19. Ivermectin has not been approved, nor received Emergency Use Authorization, by the FDA for the prevention or treatment of COVID-19 and has therefore not been deemed safe or effective for this indication.

Quick reference table for all changes to the Preferred Drug List (PDL) and/or Prior Authorization (PA) criteria (for full details of each change, please see individual drugs listed below this table):

<u>Changes Made</u>	<u>Drug Name</u>
Created new PA criteria:	Belsomra (suvorexant) tablets Rocklatan (netarsudil/latanoprost) eye drops Albendazole tablets
Modified PA criteria:	Cialis (tadalafil) 5 mg tablets Diclofenac 1% gel quantity limit increased
ADDED to the CCHP formulary:	Airzone Peak Flow Meter Asthma Check Peak Flow Meter Peak Air Peak Flow Meter Pocket Peak Flow Meter
Removed from CCHP formulary:	Alosetron tablet Lactulose 10 gram oral packet Kristalose 20 gram oral packet

- **Newly Established criteria for Belsomra (suvorexant):** For Belsomra, requires a trial and failure or found to be intolerant to the first line preferred agents, zolpidem, zaleplon and eszopiclone AND preferred second line agent zolpidem ER.
- **Newly Established criteria for Rocklatan (netarsudil/latanoprost):** requires a trial and failure to at least 2 other formulary medications used for reducing IOP such as latanoprost, timolol, brimonidine, pilocarpine or doxolamide
- **Newly Established criteria for albendazole tablets:** For treatment of pinworm, requires a trial and failure of an OTC pyrantel pamoate product such as Reese’s Pinworm or Pin-X
- **Modification of criteria for Cialis (tadalafil) 5 mg tablets:** removal of the requirement that Cialis 5 mg tablets be written by a urology provider
- **Modification of criteria for diclofenac 1% topical gel:** increased the quantity limit for diclofenac 1% topical gel to 300 gm per 30 days



Pharmacy and Therapeutics Committee News



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:
 - Open the Epocrates application on your mobile device.
 - Click on the “formulary” button on the home screen.
 - Click “add new formulary” button on the bottom of the screen.
 - Use the search box to locate “Contra Costa Health Plan” Medi-Cal or Commercial formulary. Click on each formulary that you would like to add, and then click the “add formulary” button.



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 (925) 957-7260 x1, or via the email listed below:

P&T updates and DUR educational bulletins can be viewed online at <http://cchealth.org/healthplan/provider-pharmacy-therapeutics.php>

Questions and comments may be directed to CCHP Pharmacy by emailing joseph.cardinalli@cchealth.org



Timely Access to Care Standards

Contra Costa Health Plan ensures the provision of covered health care services in a timely manner appropriate for the nature of the member's condition consistent with professionally recognized standards of practice. Contracted providers are responsible for providing and/or ensuring that their members have access to quality, comprehensive health care services that are medically necessary.

CCHP monitors the provider network access standards through a variety of methods including phone calls to providers' offices to request appointments or record call answer and return times, calls to members to determine in office wait times, facility site reviews, and satisfaction surveys. If any monitoring activities result in identified non-compliance with our standards, providers will receive notification and CCHP will provide time to allow for improvements before additional monitoring. CCHP strives to work collaboratively with providers to ensure that members have timely access to care.

ACCESS STANDARDS	
ACCESS TOPIC	STANDARD
URGENT CARE APPOINTMENTS FOR SERVICES THAT DO NOT REQUIRE PRIOR AUTHORIZATION	Within 48 hours
URGENT CARE APPOINTMENTS FOR SERVICES THAT REQUIRE PRIOR AUTHORIZATION	Within 96 hours
NON-URGENT CARE APPOINTMENTS FOR PRIMARY CARE	Within 10 business days
NON-URGENT CARE APPOINTMENTS FOR SPECIALIST CARE	Within 15 business days
NON-URGENT APPOINTMENTS FOR ANCILLARY SERVICES FOR THE DIAGNOSIS OR TREATMENT OF INJURY, ILLNESS, OR OTHER HEALTH CONDITION.	Within 15 business days
EMERGENCY CARE	Immediately
FIRST PRENATAL VISIT	Within 10 business days of request
MENTAL HEALTH - ROUTINE NON-URGENT	Within 10 business days
MENTAL HEALTH- URGENT	Within 48 hours
MENTAL HEALTH- EMERGENCY	Immediately
MENTAL HEALTH-FOLLOW UP APPOINTMENT	Within 30 days
FOLLOW UP ON MISSED APPOINTMENTS	Providers are expected to review all members that do not show up for scheduled appointments and to identify those requiring follow-up, based on their medical condition.
TELEPHONE WAIT TIME FOR PRACTICE/PLAN TO ANSWER	Within 10 minutes
TELEPHONE CALL BACK WAIT TIME -PRACTICE/PROVIDER OFFICE	Within 1 business day
TELEPHONE CALL BACK WAIT TIME – TRAIGE	Within 30 minutes
WAITING TIME IN PROVIDER OFFICE	The amount of time a member waits in a provider office and exam room must be reasonable according to the urgency of the individual's condition. In most cases, it is reasonable for a member to wait 45 minutes or less from the time of the patient's appointment until they are taken to the exam room.

CCHP Health Education Web Page!

Did you know that we have a health education resources available for CCHP members?

Check out our newly updated page at: www.cchealth.org/healthplan/health-ed.php

Use our education tools on many health topics such as:

- Nutrition, healthy recipes, smoothies.
- Physical activity, Pilates videos, yoga, salsa dancing.
- Asthma, diabetes, heart health, hypertension.
- Children's health, prenatal care, breastfeeding.
- Videos on many health topics.
- Community Resources, the latest newsletter and more.

Go to cchealth.org, choose "Health Plan", go to "For Members" and click on "Health Education"

Or click here: www.cchealth.org/healthplan/health-ed.php

You can also print out a list of classes and community resources at the following link:

www.cchealth.org/healthplan/pdf/provider/Health-Education-Provider-Resource-Guide.pdf

New ACEs Equity Act Significantly Expands Access to ACE Screening in California

SB 428 Enacted by Governor Gavin Newsom and California State Legislature

The **ACEs Aware initiative**, co-led by the Office of the California Surgeon General and state Department of Health Care Services, applauds the recent enactment of Senate Bill (SB) 428, the **ACEs Equity Act**, which will significantly expand coverage for screening for Adverse Childhood Experiences (ACE) screening.

SB 428, introduced by State Senator Melissa Hurtado (D-Sanger), requires all health insurance plan contracts, including Knox-Keene-licensed managed care plan contracts and health insurance policies issued, amended, or renewed on or after January 1, 2022, that provide coverage for pediatric services and preventative care, to include coverage for ACE screening.

ACEs, and the resulting toxic stress response that may occur, are a root cause to some of the most common, serious, and costly health challenges facing our society today, including **nine out of the 10 leading causes of death** in the United States. A **recent estimate** showed that ACEs cost California \$112.5 billion overall annually and may cost the state over \$1.2 trillion in the next 10 years in California.

"There couldn't be a more important time to enact this legislation," said Dr. Nadine Burke Harris, California Surgeon General. "I look forward to continuing this transformative work with ACEs Aware, our government partners and our health care providers as we continue making progress toward our goal of cutting ACEs and toxic stress by half in a generation."

[Read the Press Release](#)



Contra Costa Trauma-Informed Principles in Practice Series

Come together with your [Contra Costa Network of Care](#) for a monthly series to hear inspiring stories and examples of Trauma-Informed Principles in Practice and learn ways you can inspire and care for change within your system and community.

The learning objectives of this virtual series are:

- Strengthen connections between organizations through alignment around shared goals—implementing trauma-informed principles into our network practices and organizations.
- Build a more coordinated network of care and yield more effective referrals and coordination around ACEs prevention, screening, and treatment.
- Enable participants to share progress and results in order to improve rapid progress across the network.
- Develop new trauma-informed systems and ACEs knowledge and skills through participation and contribution.

Save the Date!

We would love for you to attend any or all of the gatherings below.

Contra Costa Trauma-Informed Principles in Practice Series:

12 pm - 1:30 pm

November 5, 2021 — Understanding Trauma and Stress

December 3, 2021 — Resilience and Recovery

January 7, 2022 — Cultural Humility and Equity

February 4, 2022 — Safety and Stability

March 4, 2022 — Collaboration and Empowerment

April 1, 2022 — Compassion and Dependability

May 6, 2022 — Fostering Change

June 3, 2022 — Taking Note for Appreciation and Gratitude

**All dates & topics are subject to change*

Event information can be found (including Zoom registration links) via the Contra Costa Network of Care online hub Events page: <https://contra-costa-network-of-care.mn.co/events>. Interested participants will be able to find all the upcoming events there (the whole series isn't quite posted yet, but WILL be all available at that link). Participants will need to register through Zoom for each individual session they would like to attend.

QUESTIONS OR CONCERNS: Please contact Daryn at dnabeta@first5coco.org



Dermatopathology Laboratory at Golden State Dermatology Associates

The dermatopathology laboratory at Golden State Dermatology Associates is proud to be joining Contra Costa Health Plan as a pathology lab provider. Our cutting-edge pathology laboratory specializes in skin disease and is staffed by board-certified pathologists and dermatologists who have additional board certification in the pathology of skin diseases (dermatopathology). Our doctors work closely with CCHP providers to ensure that the pathology interpretation integrates available clinical data with the laboratory findings.

Our laboratory director, Dr. Emily Green, is a board-certified pathologist and dermatopathologist with greater than 10 years of experience. She is versed in the pathology of skin cancer, melanoma, inflammatory skin diseases, and alopecia. Dr. Michael Wang is a board-certified dermatologist and dermatopathologist with a wealth of clinical knowledge, as well as pathology expertise. He has published numerous studies on skin diseases in peer-reviewed medical journals as well as co-authored a book chapter relating to oral mucosal diseases.

The lab at Golden state dermatology is centrally-located in Walnut Creek, allowing us to provide a quick, reliable, and accurate diagnoses, so that treatment may begin as soon as possible. With the unwavering commitment from our doctors and pathologists, your health and wellness is our priority.

Golden State Dermatology Laboratory

370 N. Wiget Avenue, Suite 250

Walnut Creek, CA 94598

Hours: M-F 7:30 am to 4:00 pm

Phone: (925) 278-7592

Fax: (925) 261-7349

Website: <https://goldenstatedermatology.com/medical-dermatology/pathology/>



Welcome Community Provider Network (CPN) Providers

Primary Care Providers

Provider	Specialty	Practice Name & Location(s)
Shaina-Jill Balayan, NP	Pediatrics	Brighter Beginnings Family Health Clinic, Antioch
Josie De La Guardia, NP	Family Medicine	Brighter Beginnings Family Health Clinic, Antioch
Daniel Thwaites, MD	Family Medicine	John Muir Physician Network, Pleasant Hill
Lauren Gannon, MD	Family Medicine	John Muir Physician Network, Pleasant Hill
Nicole Ranahan, NP	Internal Medicine	SpringHill Medical Group, Pittsburg

Specialty Care Providers

Provider	Specialty	Practice Name & Location(s)
Ravdeep Kaur, MD	Allergy & Immunology	Columbia Asthma & Allergy Clinic, LLC, Oakland
Ali Amirzadeh, MD	Allergy & Immunology	Allergy Specialist Medical Group, Inc, Concord
William Hindle-Katel, MD	Cardiology	John Muir Physician Network, San Pablo, Berkeley
Kathy Fang, MD	Dermatology	Golden State Dermatology Associates, Inc., Albany
Curtis Raskin, MD	Dermatology	Golden State Dermatology Associates, Inc., Concord, Walnut Creek
Walter Sweeney, MD	Dermatology, Surgery - Plastic	Golden State Dermatology Associates, Inc., Walnut Creek
Emily Green, MD	Dermatopathology	Golden State Dermatology Associates, Inc., Walnut Creek
Jodi Nagelberg, MD	Endocrinology	TeleMed2U, Roseville
Mary Jeanne De Leon, MD	Endocrinology	TeleMed2U, Roseville
Barry Shibuya, MD	Rheumatology	TeleMed2U, Roseville
Tianyi Tang, MD	Hematology/Oncology	John Muir Physician Network, Pleasant Hill, San Ramon, Concord, Brentwood
Jan Diamond, MD	Hepatology	LifeLong Medical Care, Berkeley, Oakland
Derek Gong, MD	Internal Medicine	Wound MD, Mayfield Heights
Vera Lee, NP	Mid-level - Dermatology	Golden State Dermatology Associates, Inc., Brentwood
Maggie Burtch, NP	Mid-level - Family Planning	Planned Parenthood, Antioch
Sridevi Banka, NP	Mid-level - Psychiatry	3Prong Health, Fremont, Turlock, San Francisco
Elizabeth Huang, MD	Otolaryngology (Ear, Nose & Throat)	John Muir Physician Network, Walnut Creek
Narendra Malani, MD	Pulmonary Disease	Mount Diablo Medical Inc., San Ramon
Jessica Matias, DPT	Physical Therapy	Spine and Sports Physical Therapy, Dublin, Concord
Justin Yamaguchi, DPT	Physical Therapy	Spine and Sports Physical Therapy, Dublin, Livermore, Concord
Paige Louis, DPT	Physical Therapy	Spine and Sports Physical Therapy, Concord
Jason Lacanlale, DPT	Physical Therapy	Spine and Sports Physical Therapy, Livermore, Concord
Alexandra Buttar, PT	Physical Therapy	Spine and Sports Physical Therapy, Dublin, Concord
Amandine Biagini, PT	Physical Therapy	Spine and Sports Physical Therapy, Concord
Ben Schwab, MD	Surgery - General	John Muir Physician Network, Walnut Creek, Brentwood, Berkeley
Ramon Berguer, MD	Surgery - General	John Muir Physician Network, Walnut Creek
Peter Greene, MD	Urology	John Muir Physician Network, Walnut Creek, Brentwood, Concord, San Ramon

Welcome Community Provider Network (CPN) Providers

Behavior Analysis

Provider	Specialty	Practice Name & Location(s)
Jazmin Sidwell, MA	Behavior Analyst	ABA Plus Inc., San Ramon, Hayward
Joscelyn Jones, BCBA	Behavior Analyst	ABA Plus Inc., San Ramon
Nicolas Rodriguez-Vieyra, BCBA	Behavior Analyst	ABA Plus Inc., San Ramon
Yesenia Lechuga, MS	Behavior Analyst	ABA Plus Inc., San Ramon
Johnny Wallace, MA	Behavior Analyst	Adapt A Behavioral Collective, Inc., San Francisco
Linda Leong, BCBA	Behavior Analyst	Ambitions Behavioral Health, LLC, San Ramon
Eric Shafarman, BCBA	Behavior Analyst	Animate Behavior LLC, Emeryville
Cameron Pierre, MA	Behavior Analyst	Autism Intervention Professionals, Fremont
Jessica Chappell-Watts, BCBA	Behavior Analyst	Autism Learning Partners, LLC, San Jose, Burlingame
Crystal Mitchell, BCBA	Behavior Analyst	Bay Area Behavior Consultants, LLC, Richmond
Elizabeth Connis, BCBA	Behavior Analyst	Behavioral Health Works, Inc., Hayward
Anumita Sarkar, BCBA	Behavior Analyst	Center for Autism and Related Disorders, LLC, Brentwood
Elizabeth Ho, BCBA	Behavior Analyst	Center for Autism and Related Disorders, LLC, Richmond, Elk Grove
Susanna Bi, BCBA	Behavior Analyst	Center for Social Dynamics, Alameda
Cathy Hoang, BCBA	Behavior Analyst	Centria Healthcare Autism Services, Walnut Creek
Lauren Coll, BCBA	Behavior Analyst	Centria Healthcare Autism Services, Walnut Creek
Lisa Castillo, MA	Behavior Analyst	FirstSteps for Kids - Bay Area, Walnut Creek
Danielle Cassano, BCBA	Behavior Analyst	Juvo Autism and Behavioral Health Services, Martinez, Concord
Sheila Smith, BCBA	Behavior Analyst	Juvo Autism and Behavioral Health Services, Martinez, Concord
Alexsa Isariuz, BCBA	Behavior Analyst	Positive Pathways LLC, San Francisco
Leslie Lugto, MS	Behavior Analyst	Positive Pathways LLC, San Francisco
Neila Hansel, BCBA	Behavior Analyst	Positive Pathways LLC, San Francisco

Facilities

Facility	Facility Type	Location
DaVita - Castro Valley Dialysis	Dialysis	Castro Valley
Fresenius Kidney Care Fresno North Home	Dialysis	Fresno
Center for Discovery, Sacramento ED	Eating Disorders	Sacramento
Center for Discovery, Sacramento ED OP	Mental Health	Sacramento
Discovery Mood & Anxiety Program, Sacramento MH OP	Mental Health	Sacramento
Fresenius Kidney Care Huntington Beach	Dialysis	Huntington Beach
Restore Orthotics & Prosthetics TotalCare	Orthotic & Prosthetic	Redding



Welcome Community Provider Network (CPN) Providers

Mental Health

Provider	Specialty	Practice Name & Location(s)
Alexandria Steely, ASW	Clinical Social Work	3Prong Health, Fremont, San Francisco, Turlock
Charity Posadas, MFTI	Mental Health Therapist/Counselor	3Prong Health, Fremont, San Francisco, Turlock
Gabrielle Kubulan, ASW	Clinical Social Work	3Prong Health, Fremont, San Francisco, Turlock
Jenna Zucker, MFTI	Mental Health Therapist/Counselor	3Prong Health, Fremont, San Francisco, Turlock
Krystal Aguilar, ASW	Clinical Social Work	3Prong Health, Fremont, San Francisco, Turlock
Senda Jarmuth-Newman, ASW	Clinical Social Work	3Prong Health, Fremont, Turlock, San Francisco
Heather Floyd, MFT	Mental Health Therapist/Counselor	Axis Community Health, Pleasanton
Felisa Gaffney, MFT	Mental Health Therapist/Counselor, Psychology, Substance Abuse Professional	Hope Springs Psychotherapy and Consulting, Antioch
Jackey Smith, LCSW	Clinical Social Work, Psychology	Hope Springs Psychotherapy and Consulting, Antioch
Shabren Harvey-Smith, LCSW	Clinical Social Work	Hope Springs Psychotherapy and Consulting, Antioch
Christine Tarrant, LCSW	Clinical Social Work	LifeLong Medical Care, Richmond
Ausmila Aklidikou, APCC	Associate Professional Clinical Counselor	Serene Health, Sacramento
Cassandra Holt, APCC	Associate Professional Clinical Counselor	Serene Health, Sacramento
Corina Mendoza, MFTI	Mental Health Therapist/Counselor	Serene Health, Sacramento
Erica Vargas, MFT	Mental Health Therapist/Counselor	Serene Health, Sacramento
Gricelda Alvarez, MFTI	Mental Health Therapist/Counselor	Serene Health, Sacramento
Joanne Farrell-Anderson, MFTI	Mental Health Therapist/Counselor, Substance Abuse Professional	Serene Health, Sacramento
Kristin Calabria, MFTI	Mental Health Therapist/Counselor	Serene Health, Sacramento
Kristin Kwiatkowski, MFTI	Mental Health Therapist/Counselor, Substance Abuse Professional	Serene Health, Sacramento
Lisa Gonzales, LPCC	Licensed Professional Clinical Counselor	Serene Health, Sacramento
Mary Ellis, MFTI	Mental Health Therapist/Counselor	Serene Health, Sacramento
Meaghan Martin, LCSW	Clinical Social Work	Serene Health, Sacramento
Merlyn Pena-Solis, ASW	Clinical Social Work	Serene Health, Sacramento
Miriam Mendez Parra, MFTI	Mental Health Therapist/Counselor, Substance Abuse Professional	Serene Health, Sacramento
Paulina Izzo, MFTI	Mental Health Therapist/Counselor	Serene Health, Sacramento
Pauline Ortiz, APCC	Associate Professional Clinical Counselor	Serene Health, Sacramento
Stephanie Robinson, ASW	Clinical Social Work	Serene Health, Sacramento
Charles Sweet, MD	Psychiatry	TeleMed2U, Roseville

Welcome Contra Costa Regional Medical Center (RMC) Providers

Provider	Specialty
Nathaniel Lepp, MD	Obstetrics and Gynecology
Jennifer Im, MD	Pulmonary Disease
Prakash Kamalnath, MD	Psychiatry
Duy Tran, MD	Psychiatry
Serena Bhela, MD	Nephrology
Warda Zaman, DO	Nephrology
Michael Ajuria, MD	Nephrology
Rebecca Carter, MD	Neonatal-Perinatal Medicine
Luyang Liu, MD	Obstetrics And Gynecology
Sara Scott, MD	Family Medicine
Anu Pokharel, MD	Family Medicine, Internal Medicine
Adam Tarek, MD	Psychiatry
Eureka Wu, DO	Family Medicine
Megan Carr, DO	Family Medicine
Megan Rust, MD	Pathology
Sateesh Gunda, MD	Psychiatry
Kathy Adams-Berry, MD	Obstetrics And Gynecology
Sara Forouhar, MD	Pediatrics
Rashid Iqbal, MD	Gastroenterology
Peter Cho, MD	Family Medicine



THE BULLETIN BOARD

Reminder!

Attention: Provider Network Trainings

Next Meeting Dates: **January 25, 2022**
April 26, 2022
July 26, 2022
October 25, 2022

Zoom Times: 7:30 am—9:00 am
Or
12:00 pm—1:30 pm

To register, please email: Vanessa.Pina@cchealth.org

HOLIDAYS OBSERVED BY CCHP

November 11	Veterans Day
November 25	Thanksgiving Day
November 26	Day After Thanksgiving
December 24	Christmas (observed)
January 1	New Year's Day (observed)



Using any computer at any time, this free web-based tool allows you to:

- Check your patients' eligibility and insurance information,
- Submit appeals,
- Look up claims or referrals, or view your patients' records

To sign up for access to the ccLink Provider Portal, complete the Portal Access Agreement located on this web page: <https://cchealth.org/healthplan/providers/> and download the PDF under the ccLink logo (right side of screen).

For questions regarding ccLink, please email CCHPportalsupport@cchealth.org.

Interpreter Services

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.**

CCHP Online Resources:

www.cchealth.org/healthplan/providers

Uninsured individuals:
www.cchealth.org/insurance

Electronic Claim Submissions

Enroll in CCHP's EDI program so you can send claims and receive payments electronically.

For more information, email: EDIsupport@cchealth.org

CCHP Directory

595 Center Ave. Suite 100
Martinez, CA 94553

www.cchealth.org



Authorization Department / Hospital Transition Nurse

- **ccLink** or the **ccLink Provider Portal** (other than noted below, requests should be entered through ccLink or the ccLink Provider Portal)
- Email Auth Questions (**do not email auth requests**): CCHPauthorizations@cchealth.org
- Phone: (877) 800-7423, option 3
- Fax Numbers for Prior Authorization Requests:
 - Medi-Cal Member** Authorization eFax Numbers:
 - ◊ Out of Area (Hospital) Face Sheet: Fax: (925) 313-6645
 - ◊ Mental Health (only if not yet on portal): Fax: (925) 313-6196
 - Commercial Member** Authorization eFax Numbers:
 - ◊ Confidential Mental Health (only if not yet on portal): Fax: (925) 313-6196

Claims Department

- Phone: (877) 800-7423, option 5
- Email Claims Questions: ClaimStatus@cchealth.org
- Email Appeals Questions: Appeals@cchealth.org

Interpreter Services

- Phone: (877) 800-7423, option 4

Member Eligibility and Primary Care Physician Assignment

- Phone: (877) 800-7423, option 1

Member Services Department (calling on behalf of a member that is with you)

- Phone: (877) 800-7423, option 7

Pharmacy Department

- Phone: (877) 800-7423, option 2

Provider Relations Department

- Phone: (877) 800-7423, option 6
- Fax: Fax: (925) 646-9907
- Email General Questions: ProviderRelations@cchealth.org
- Email Contract Related Questions: CCHPcontracts@cchealth.org
- Email Credentialing Related Questions: CCHPcredentialing@cchealth.org

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