Message from the CCHP Chief Medical Officer

On behalf of CCHP, I would like to thank everyone for your hard work over the past two years. COVID-19 has been hard for all of us as healthcare providers providing direct services to our patients, as we have changed fundamentally the way we provide care for our patients. I hope everyone is able to recharge and spend some time with friends, family, and loved ones.

As we head into the new year, CCHP is very excited for the start of **CalAIM**. A full description of the criteria for **Enhanced Care Management (ECM)** and **Community Supports** are on the CCHP CalAIM webpage: cchealth.org/healthplan/provider-calaim.php. In brief, anyone can refer patients to CCHP Utilization Management (UM) Department for review for either Enhanced Care Management and/or Community Supports. For providers, this can be done using either ccLink (CCRMC) or the ccLink Provider Portal (CPN). Patients and their friends and families can contract our Member Services Representatives at (877) 661-6230, option 2.

As a reminder, starting January 1, 2022, **ECM** will be available for those who are:

1) Experiencing homelessness and have a co-occurring physical health, mental health, behavioral health and/or substance use disorder condition;
2) High utilizers as defined by 5 or more emergency department visits in the last 6 months and/or 3 or more hospitalizations + skilled nursing facility admissions; OR
3) Those with severe mental illness (SMI) or substance use disorder (SUD) who are either pregnant or within 12 months post-partum, had 2 or more emergency department and/or inpatient visits in the past 12 months due to SMI/SUD, use the acute care system (crisis services, emergency departments, inpatient stays, and/or urgent cares) as their sole source of care, OR
4) Are at a high risk for institutionalization, overdose, and/or suicide.

In terms of **Community Supports**, there will be six starting January 1, 2022. They include:

1) Asthma home assessment and modification for those with asthma and triggers in their home;
2) medically supportive foods/medically tailored meals for those with poorly controlled diabetes defined as Hgb A1c $\geq$ 8;
3) Housing navigation services for those experiencing homelessness or at risk of homelessness;
4) housing tenancy support for those who were formerly homeless/at risk of homelessness and now housed;
5) Medical respite for those who are experiencing homelessness and hospitalized or in the ED at Sutter Delta (to be expanded to other facilities over the next 5 years); and
6) Post hospitalization stabilization housing for those who are experiencing homelessness and hospitalized or in the ED at Sutter Delta (to be expanded to other facilities over the next 5 years).

CCHP will be coordinating with Case Managers throughout the county as well as internal to CCHP with the launch of CalAIM to ensure that patients are connected to the right level of care.

January 1 also ushers in a number of other changes, including changes to **Medi-Cal Rx** and to patients needing **major organ transplants**. As we all known, Medi-Cal Rx goes live January 1. CCHP Pharmacy will be on stand-by to assist with questions and concerns. Additionally, as of January 1, CCHP will take on all new patients who need major organ transplants instead of these patients having to disenroll to fee-for-service Medi-Cal.

Finally, CCHP will be undertaking a major project in the New Year changing how prior authorization requests are submitted and processed. Please stay tuned for more details.

Thank you again for your hard work and happy holidays to all!

In solidarity,

Dennis Hsieh, MD, JD

Utilization Management Updates

The bariatric surgery process has been revised again. A few updates below:

Mental Health Evaluation: Required
After much back and forth with an initial answer from EPIC Care that PCP attestation was sufficient, EPIC Care informed us that since they are now part of a bariatric surgery center of excellence (congratulations), PCP attestation is not sufficient. There must be a mental health evaluation and clearance by a licensed professional (social worker, psychologist, psychiatrist, etc). The professional can provide a note, a letter, or use the CCHP mental health evaluation form (https://cchealth.org/healthplan/pdf/provider/Gastric-Bypass-Mental-Health-Assessment.pdf) and pass it along to the surgeons. How to order this will be addressed below.

How do I order a Bariatric Surgery Consult? (see below) Is a paper form needed? (answer = no)
a. For CCRMC providers, to order a bariatric surgery consultation, please use gastric bypass ext ref 325 order. This contains the new CCHP questions and required information. With this order, no paper form is needed (paper form for reference is here https://cchealth.org/healthplan/pdf/provider/Appendix-M-PA-Bariatric-Bypass.pdf)
b. This order will be renamed bariatric surgery external ref 325.
c. For CPN providers, please use the bariatric surgery referral in the ccLink Provider Portal.

How do I order a mental health evaluation?
a. For CCRMC providers, please order the mental health evaluation prior to gastric bypass ext ref 630 at the same time as ext ref 325 in ccLink.
b. For CPN providers, please use the mental health evaluation prior to bariatric surgery referral in the ccLink Provider Portal.

Any challenges, please email CCHPauthroizations@cchealth.org. If no response, please email or inbasket John Carpetta (John.Carpetta@cchealth.org) and Josephine Nwosu (Josephine.Nwosu@cchealth.org)

CalAIM Enhanced Care Management (ECM) and Community Supports Criteria:
1. Referrals can be submitted by providers through ccLink (CCRMC) or the ccLink Provider Portal (CPN)
2. Criteria for ECM and Community Supports can be found on the CCHP webpage

Interactive No Authorization List

The electronic Interactive No Authorization Required List (List) is located on our website at https://cchealth.org/healthplan/providers and **applies to providers who are in-network for the patient based on the patient's CCHP coverage**. Out of network providers for a patient based on their coverage must obtain an authorization.
- Commercial A patients - The List only applies to CCRMC providers. CPN providers and all other providers must obtain prior authorization.
- Commercial B and Medi-Cal patients - The List only applies to CCRMC and CPN providers. All other providers must obtain prior authorization.
- UCSF and Stanford providers - The List does NOT apply. Prior authorizations are required.
- All other providers - The List does NOT apply. Prior authorizations are required.

This List can be searched by CPT code and should be checked periodically for updated versions. When the service is on the List, a Prior Auth request is not required as long as the service is medically necessary and covered under the member's benefit package **and rendered by a contracted in-network provider** for that member based on the member's benefit plan (insurance plan). Some things on the List require a PCP or other provider referral and some do not. Please refer to the CCHP Provider Manual for further information.

Any issues or problems you encounter, please reach out directly to the Authorization Department at CCHPauthorizations@cchealth.org. Please ensure any Protected Health Information (PHI) is encrypted.

CCHP Referral and Prior Authorization Reminder

CCHP would like to remind all CPN providers that they should be submitting referrals to CCHP via the ccLink Provider Portal for prior authorizations requests. This includes all physical health as well as mental health/behavioral health requests along with any supporting documents (e.g. ABA reports to support an authorization for an ABA treatment plan). Other 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. Requests take 3-4 weeks.
- Once complete, email the application and any questions to the ccLink Provider Portal Support team at CCHPPortalSupport@cchealth.org.

CCHP Behavioral Health Unit Updates

CCHP has spent the last few months revamping the workflow of the Behavioral Health Treatment Unit to ensure timely processing of referrals for comprehensive diagnostic evaluations (CDEs) as well as applied behavioral analysis (ABA).

As a reminder, all CPN providers are to use the ccLink Provider Portal to submit Behavioral Health Treatment (BHT) referrals, CDE/ABA requests, prior authorizations, and supportive documentation for the requested service(s). If you are currently submitting referrals/PAs via fax/email, CCHP is kindly asking you to stop.

If you do not have access or are having issues accessing the ccLink Provider Portal, please contact the ccLink Portal Support team immediately at (925) 313-7102 or email at CCHPportalsupport@cchealth.org.

The ccLink Provider Portal Agreement forms and tip sheets can be found on our website here: https://cchealth.org/healthplan/providers/

New Legislation—Senate Bill No 242, Chapter 538

Under Senate Bill No 242, Chapter 538 requires a health care service plan or health insurer, but not a Medi-Cal managed care plan, to reimburse contracting health care providers for their business expenses to prevent the spread of respiratory-transmitted infectious diseases causing **public health emergencies for respiratory-transmitted infectious diseases only, declared on or after January 1, 2022.** This bill applies to CCHP contracted providers delivering services to CCHP's commercial members for a Public Health emergency declared after January 1, 2022. Does not apply to the current COVID-19 pandemic.

Preoperative Workup for Elective Cosmetic Surgery
(Not a CCHP Covered Benefit if the Surgery is not Covered)

CCHP would like to remind providers that CCHP does not cover preoperative evaluations for elective cosmetic surgeries if these surgeries are not covered by CCHP. CCHP providers have shared with us that they have seen a number of complications from these surgeries, including, but not limited to procedures such as the "Brazilian butt lift," liposuction, and other such cosmetic procedures (not related to treatment of gender dysphoria). Often these procedures are done by providers in other places (out of state and/or out of country) but follow-up then has to occur locally in Contra Costa County.

CCHP would like to discourage providers from providing pre-operative workups in scenarios such as these and furthermore, remind providers that they should not be billing CCHP for office visits, lab work, EKGs, imaging and/or other procedures related to these pre-operative workups. Please let us know if you have any concerns or questions.

California Children's Services (CCS)

CCS Eligible Medical Conditions — Members under the age of 21 may have a health condition that is covered under CCS. Providers and CCHP may refer a member to CCS. Once eligibility for the CCS program is established, CCHP will continue to provide all medically necessary covered services that are not related to the CCS eligible condition(s). PCPs are responsible for ongoing medically necessary diagnostic, preventive treatment and services not covered by CCS. **CCS reimburses only CCS-paneled providers and CCS-approved hospitals within Plan's network; and only from the date of referral.**

CCS offers medical coverage and case management services to children for catastrophic or chronic illness on a financial sliding scale. When a CCHP Medi-Cal child has a CCS condition, the medical services related to the CCS condition are covered by CCS. CCHP will cover eligible medical services until CCS eligibility is determined and will cover services that are not related to the CCS condition. Submitting a completed Prior Authorization Form through the CCHP ccLink Provider Portal when requesting services assures that the request will be evaluated by the Utilization Review Team and referred to CCS for ongoing medical supervision if the condition is eligible. The physician's office can also send a direct referral by fax to CCS at (925) 313-6115. In either instance, copies of medical documentation must accompany the referral.

A listing of CCS eligible providers can be found on the CCS website here: https://www.dhcs.ca.gov/services/ccs/Pages/CCSProviders.aspx. CCS reimburses only CCS-paneled providers and CCS-approved hospitals within Plan's network; and only from the date of referral.

Additional information can be found in the CCHP Provider Manual.

Potential Quality Issue (PQI)

A Potential Quality Issue (PQI) is a suspected deviation from expected provider performance, clinical care, or outcome of care. A PQI requires further investigation to determine whether an actual quality issue or an opportunity for improvement exists. PQIs can range from quality of care issues to system issues. Not all PQIs are related to quality of care. PQIs can be identified from many sources, such as grievances and appeals, referrals, facility site reviews, and much more. Anyone can identify a PQI, including members, providers, hospitals, and more. If you believe you identified a PQI, please submit it to us for review. Providers can submit a PQI to Contra Costa Health Plan's (CCHP's) Quality Management department by sending an **ENCRYPTED** e-mail to our PQI Nurse Kathie Phun at Kathie.Phun@cchealth.org. Please include the following information when referring a PQI for review:

- The member's full name
- The provider's name
- The name of the person(s) reporting the issue
- Contact information

- The member's date of birth
- The date the issue occurred
- Description of the issue identified

For more information, please e-mail Kathie Phun at Kathie.Phun@cchealth.org.

Reminder – Requesting Your Assistance with our annual HEDIS Medical Record Retrieval Activities

Please pass this message along to the appropriate staff in your organization

Summary: Contra Costa Health Plan conducts comprehensive reviews of clinical data each year in support of the Healthcare Effectiveness Data and Information Set or HEDIS. As a provider of services to our members, please be aware that you may be asked to submit copies of encounters, lab reports, or other clinical documentation to support accurate reporting of the performance measures in this data set. **Your assistance is vital.**

Action Needed:
We ask for your **timely assistance** with any documentation requests you may receive and remind you that this is required by the Health Plan. **Any change of contact information** needs to be communicated to CCHP.

Permissions and Use of Information:
Please keep in mind that under HIPAA regulations providers are permitted to share patient medical documentation with the health plan for the purposes of billing and payment. No other special authorization is required for you to share member medical record information with CCHP.

The documentation you submit is used to assess the health plan at a population level, not on a member-by-member basis. HEDIS allows health plans to assess, design, and implement population health strategies to improve the overall care and services offered to health plan members.

Questions:
If you have questions regarding this request or would like additional information about HEDIS the please contact the Contra Costa Health Plan HEDIS Manager, Shari Jones at **(925) 313-6497 or** Shari.Jones@cchealth.org**.**
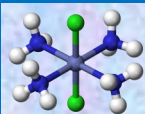
Pharmacy and Therapeutics Committee News
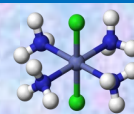
The CCHP P&T committee met on 12/2/2021. Updates from the meeting are outlined below:
Changes to the PDL will be effective by mid-January 2022

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 contact CCHP Pharmacy Department for more details.

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):

Changes Made	Drug Name
Created new PA criteria:	Botox (onabotulinum toxin A) Wakix (pitolisant) Wegovy (semaglutide) Lomaira (phentermine)
Modified PA criteria:	Vascepa (icosapent ethyl) Otezla (apremilast)
ADDED to the CCHP formulary:	Vesicare (solifenacin) Colcrys (colchicine) 0.6 mg tablet 30 tablets per 30 days Prevnar 20 IM syringe Vaxneuvance IM syringe
Removed from CCHP formulary:	Carac (fluorouracil) 0.5% topical cream Fluoroplex (fluorouracil) 1% topical cream Xyrem (sodium oxybate) 500 mg/mL oral solution Methitest (methyltestosterone) tablet Oxandrin (oxandrolone) tablet

- **Newly Established criteria for Botox (onabotulinum toxin A)**: For chronic migraines, requires a trial and failure of at least 2 of the following medications: beta blockers, amitriptyline, venlafaxine, topiramate, divalproex or valproic acid.   For overactive bladder, requires trial and failure of 2 formulary medications. For hyperhidrosis, requires trial and failure of a prescription strength antiperspirant.

- **Newly Established criteria for Wakix (pitolisant)**: For a diagnosis of narcolepsy without cataplexy, requires a trial and failure of either modafinil or armodafinil AND Sunosi (solriamfetol). For a diagnosis of narcolepsy with cataplexy, requires a trial and failure of dextroamphetamine.

- **Newly Established criteria for Wegovy (semaglutide)**: Requires a trial and failure of orlistat AND Contrave or Qsymia.

- **Newly Established criteria for Lomaira (phentermine)**: Requires trial and failure or medical reason for not using generic phentermine.

- **Modification of criteria for Vascepa (icosapent ethyl):** For cardiovascular risk reduction, a statin is being used or documentation why a statin cannot be used. Establish preference for Vascepa 1 gm capsule usage before Vascepa 500 mg capsules.

- **Modification of criteria for Otezla (apremilast):** For psoriatic arthritis, require trial and failure of at least one NSAID, at least 2 conventional DMARDs, Enbrel and Humira.
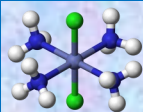
Pharmacy and Therapeutics Committee News
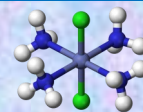
There are numerous ways to view the CCHP Preferred Drug List:

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

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

COVID-19 Updates

Contra Costa Health Services (CCHS):

For the latest CCHS COVID-19 testing, vaccination, and health services information, please refer to the following CCHS website: https://www.coronavirus.cchealth.org.

Department of Health Care Services (DHCS):

For the latest DHCS APL, FAQs and Response Plans regarding COVID-19, please refer to the following DHCS website: https://www.dhcs.ca.gov/Pages/DHCS-COVID-19-Response.aspx.

Interpreter Services

Do some of your patients struggle with Speaking English or have a disability? If so, Free Language Interpreter Services are available to them and/or American Sign Language!

If you are a CCRMC provider, you have access to interpreters through the Health Care Interpreters Network. See instructions here: https://cchealth.org/healthplan/pdf/provider/Interpreter-Services-RMC.pdf

If you are a CCHP Community Provider Network provider, go to the following website for details on how to access telephonic and face-to-face (if criteria is met) interpreter services: https://cchealth.org/healthplan/provider-interpretation.php

If you need assistance using interpreters for Telehealth appointments, you can email Otilia Tiutin at otiutin@cchealth.org or call (925) 313-6063.

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 patient interactions

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 due to embarrassment, protection, emotional involvement
• May cause guilt or trauma if they make a mistake
• May create liability issues
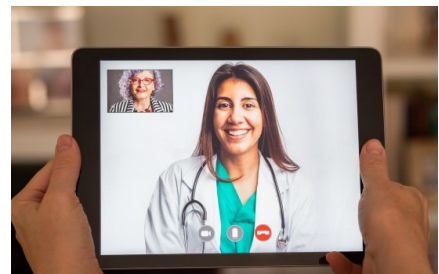
Claims Clearinghouse Support

CCHP transitioned to Availity Clearinghouse on September 20th, 2021. If you have any questions regarding the transition, or are experiencing claim submission related issues, including claim rejections, please contact Availity Customer Service at (800) 282-4548 or visit https://www.availity.com/ediclearinghouse.

Additional claims resources are available here: https://cchealth.org/healthplan/providers/claims.php

Claims Submission Timeline

Friendly Reminders

In order to meet the timely submission requirements, please make sure all claims are submitted to Contra Costa Health Plan (CCHP) within one-hundred and eight (180) days after the date of service for both contracted and non-contracted providers. Claims received after the one-hundred and eighty (180) days will be denied for non-timely filing. The three-hundred and sixty-five (365) days to appeal, remains the same. For claim dispute, please fill out the appeal and dispute form located at https://cchealth.org/healthplan/providers/

Corrected Claim Submission Guideline

Providers can submit a corrected claim to Contra Costa Health Plan (CCHP) if the claim submitted previously was incorrect or incomplete. The previous claim must be in Paid or Denied Status. Please refer to the Corrected Claim Submission Guideline on our website for details: https://cchealth.org/healthplan/providers/

For questions or concerns regarding Claims, please email ClaimStatus@cchealth.org.

Adverse Childhood Experiences (ACEs)

Top 5 ACEs Aware Webinars

The ACEs Aware Initiative is committed to offering communities the latest resources, tools, and educational opportunities. Below is a list of the most attended and most watched webinars.

Hear from leading ACEs experts on a variety of topics, including ACEs and toxic stress, clinical protocols, Network of Care, Grantee Spotlights, and more:

- **The Science of ACEs and Toxic Stress**
  - **Part 1**
  - **Part 2**
  - **Part 3**
- **The Trauma-Informed Network of Care Roadmap**
- **Implementing ACE Screenings: How-to-Guide**
- **Applying the Science of Toxic Stress to Support Children's Health**

Welcome Community Provider Network (CPN) Providers

Primary Care Providers

Kentaro Kaneko, NP	Internal Medicine, Mid-level - HIV/Aids	East Bay AIDS Center Medical Group, Oakland
Sarah Oven, MD	Family Medicine	LifeLong Medical Care, Berkeley
Mutuhi Mugo, MD	Internal Medicine	LifeLong Medical Care, Berkeley

Specialty Care Providers

Johanna Ho, PA	Mid-level - Surgery - General	BASS Medical Group, Inc., Oakland
Shayan Essapoor, DPM	Podiatry	BASS Medical Group, Inc., Walnut Creek, Antioch, Oakland
Michael Murray, MD	Otolaryngology (Ear, Nose & Throat), Pediatric Otolaryngology	BASS Medical Group, Inc., Walnut Creek, Oakland
Tracie Watson, DO	Hematology/Oncology	Contra Costa Oncology, Walnut Creek, Danville
Noel Concepcion, MD	Surgery - Thoracic Cardiovascular	East Bay Cardiovascular and Thoracic Associates, Danville
LeAnn Blankenship, MD	Hematology/Oncology	Epic Care, Pleasant Hill, Emeryville
Michael Wang, MD	Dermatology, Dermatopathology	Golden State Dermatology Associates, Inc., Walnut Creek
Erik Cabral, MD	Dermatology	Golden State Dermatology Associates, Inc., Walnut Creek, Brentwood
Robert Buckley, MD	Orthopaedics, Surgery - Orthopaedic	Muir Orthopaedic Specialists, Walnut Creek
Alison Young, CNM	Midwife	Planned Parenthood, Concord
Rachele Wyant, SLP	Speech Pathology	Seven Bridges Therapy, Oakland
Patricia Lutfy, MD	Wound Care	Wound MD, Mayfield Heights
Robyn Lakamsani, MD	Wound Care	Wound MD, Mayfield Heights

Behavior Analysis

Danahlynn Garay, BCBA	Qualified Autism Provider	ABA Plus Inc., San Ramon
Emilia Sheehan, BCBA	Qualified Autism Provider	Aura Behavioral Health, Sacramento
Manuel Ter-Pogosyan, BCBA	Qualified Autism Provider	Aura Behavioral Health, Sacramento
Amethyst dela Pena, MA	Qualified Autism Provider	Behavior Treatment and Analysis, Inc, Walnut Creek
Lydia Wattigny, BCBA	Qualified Autism Provider	Behavioral Health Works, Inc., Hayward
Elise Escobar, BCBA	Qualified Autism Provider	Butterfly Effects, LLC, Stockton
Sherry Marietta, BCBA	Qualified Autism Provider	Center for Social Dynamics, Alameda
Jordyn Leasure, BCBA	Qualified Autism Provider	Inclusive Hearts - Ability Development Center, Madera, Albany

Welcome Community Provider Network (CPN) Providers

Behavioral Health

Alex Castaneda, MFTI	Behavioral Health Telemedicine	3Prong Health, Fremont, San Francisco, Turlock
Ashley Horton, MFTI	Behavioral Health Telemedicine	3Prong Health, Fremont, San Francisco, Turlock
Vanessa Ortega, MFTI	Behavioral Health Telemedicine	3Prong Health, Fremont, Turlock
Manuel Jimenez, MFT	Behavioral Health Telemedicine	3Prong Health, Fremont, Turlock, San Francisco
Svetlana Troitskaia-Williams, MD	Behavioral Health Psychiatry	Comprehensive Psychiatric Services, San Francisco, San Rafael
Caroline Cangelosi, LCSW	Behavioral Health Clinical Social Work	LifeLong Medical Care, Berkeley
Kendall Ogorchock, MFTI	Behavioral Health Therapist/ Counselor	Pinnacle Mental Wellness Group, Pittsburg
Ruth Whittington, MFT	Behavioral Health Therapist/ Counselor	Pinnacle Mental Wellness Group, Pittsburg
Sarah Guzick, MFT	Behavioral Health Therapist/ Counselor	Pinnacle Mental Wellness Group, Pittsburg
Amanda Neiman, MFTI	Behavioral Health Telemedicine	Serene Health, Sacramento
Amy Duplan, APCC	Behavioral Health Telemedicine	Serene Health, Sacramento
Audra Sengstock, MFT	Behavioral Health Telemedicine	Serene Health, Sacramento
Benjamin Cobos, MFTI	Behavioral Health Telemedicine	Serene Health, Sacramento
Briana Henry, MFT	Behavioral Health Telemedicine	Serene Health, Sacramento
Carolina Myrvold, MFT	Behavioral Health Telemedicine	Serene Health, Sacramento
Cynthia Curnan, MFT	Behavioral Health Telemedicine	Serene Health, Sacramento
Jaimie Snyder, MFT	Behavioral Health Telemedicine	Serene Health, Sacramento
Krystle Tham, MFTI	Behavioral Health Telemedicine	Serene Health, Sacramento
Marisa Holt, MFTI	Behavioral Health Telemedicine	Serene Health, Sacramento
Sara Nona, MFT	Behavioral Health Telemedicine	Serene Health, Sacramento
Mei Wong, ASW	Behavioral Health Clinical Social Work	Silver Fern Child and Family Therapy, Inc,, Walnut Creek
Janet Rodriguez, MFT	Behavioral Health Telemedicine	TeleMed2U, Roseville
Mary Dirting, PA	Behavioral Health Telemedicine	TeleMed2U, Roseville

Welcome Community Provider Network (CPN) Providers

Facilities

DaVita - Pinole	Dialysis	Pinole
DaVita - Vacavalley Home Training	Dialysis	Vacaville
Fresenius Kidney Care Union City	Dialysis	Union City
Advanced Diabetes Supply	DME & Medical Supplies	Carlsbad
CardioNet, LLC	DME & Medical Supplies	Mercerville
Lincare	DME & Medical Supplies	Pleasanton
Bridge Home Health East Bay LLC	Home Health	Walnut Creek
One Access Medical Transportation North Bay	Non-emergency Transportation	Newark
Restore Orthotics & Prosthetics and TotalCare	Orthotic & Prosthetic	Santa Cruz
Alta Bates Summit Outpatient Pharmacy	Pharmacy	Berkeley
Central Pharmacy #002	Pharmacy	Vallejo
Central Pharmacy #003	Pharmacy	Fairfield
Delta Medical Pharmacy Antioch	Pharmacy	Antioch
Diablo Pharmacy	Pharmacy	San Ramon
East Bay Aids Center Outpatient Pharmacy	Pharmacy	Oakland
Haller's LTC Pharmacy	Pharmacy	Fremont
Omnicare of Hayward	Pharmacy	Hayward
Peralta Outpatient Pharmacy	Pharmacy	Oakland
Pharmerica	Pharmacy	Union City
Walgreens 15330	Pharmacy	Oakland
Zeta Pharmacy	Pharmacy	Pittsburg
Windsor Country Drive Care Center	Skilled Nursing Facility	Fremont
Windsor Elmhaven Care Center, LLC	Skilled Nursing Facility	Stockton
Windsor Gardens Care Center of Hayward	Skilled Nursing Facility	Hayward
Windsor Hampton Care Center	Skilled Nursing Facility	Stockton
Windsor Park Care Center of Fremont	Skilled Nursing Facility	Fremont
Windsor Post Acute Care Center of Hayward	Skilled Nursing Facility	Hayward
Windsor Vallejo Nursing and Rehab Center	Skilled Nursing Facility	Vallejo

Welcome Contra Costa Regional Medical Center (CCRMC) Providers

Rati Patel, MD	Diagnostic Radiology
Kunwardeep Sohal, MD	Internal Medicine
Jennifer Okwerekwu, MD	Internal Medicine
Ronald Alexander, DO	Internal Medicine
Chelsea Rhoades, MD	Internal Medicine
Molly Neal, NP	Obstetrics And Gynecology
Andrew Matthys, MD	Psychiatry
Arden Kwan, MD	Radiology
Jason Jun, MD	Radiology

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

01/17/2022 Dr. Martin Luther King, Jr. Day
02/21/2022 President's Day
05/30/2022 Memorial Day

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

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ccLink
PROVIDER PORTAL
Linking you to a Culture of Caring

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).

Please email any questions to the ccLink Portal Support Team at CCHPportalsupport@cchealth.org.

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

CONTRA COSTA
HEALTH PLAN
A Division of Contra Costa Health Services

A Culture of Caring for 45 Years

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