



A Message from our Chief Medical Officer

I hope that all of you are having a good summer. Contra Costa Health Plan (CCHP) just finished its annual Department of Healthcare Services (DHCS) Audit and I look forward to sharing the results with all of you in our next newsletter. In this issue, I'd like to welcome Dr. Nicolás E. Barceló, our new Medical Director. Dr. Barceló joins us from Los Angeles where he has just finished his training as part of the National Clinician Scholars Program at UCLA. He has an introduction to follow where you can learn more about him.

I'd also like to welcome Dr. David Goldstein, to CCHP as one of our new UM medical consultants. Dr. Goldstein has worked with Contra Costa Health Services (CCHS) for a long time in many roles and we welcome the expertise, perspective, and experience he brings to CCHP. I'd also like to thank Dr. Annie Cherayil for her time with CCHP as one of our UM medical consultants and congratulate her on her retirement.

I'd like to highlight a few changes occurring here at CCHP and some of the new programs that are coming. First off, we are bringing some changes to our case management department. We have updated the referral pathway in both cLink and the provider portal and you or a member of your team can now

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A Message from our Chief Medical Officer (*continued*)

refer via cLink or the CCHP provider portal to CCHP case management. Second, I'd like to thank all of our CPN providers for their patience and to our IT team for all of their hard work on the CCHP provider portal. Access has been granted as of late May for all requests and turn arounds on new requests should be in the 1–2-week range. This has been a huge project with much learning, and we appreciate everyone for working with us through this transition over the last 18 months. Third, there are a number of changes for Medi-Cal patients aimed at improving care and expanding benefits.

These changes include: 1) Mental health: ensuring patients have needed services covered (Coordination with Contra Costa Behavioral Health Services on treatment of individuals with eating disorders, No Wrong Door when it comes to accessing care for individuals who move between the mild to moderate and moderate to severe treatment for mental health); 2) Assistance with scheduling non-emergency medical transportation (NEMT): CCHP will now assist with arranging for NEMT; 3) Expansion of CalAIM Community Supports (expanded Medically Supportive Foods and Medically Tailored Meals providers + the new housing deposit community support) and many other new benefits. More information is provided in the rest of this newsletter on these and many other things.

We are also constantly providing a number of updates to different processes that are covered in different areas of this newsletter with the goal of improving both the CCHP provider and CCHP patient experience. If you have any suggestions for improvements or changes or any questions, please feel free to reach out to me directly at dhsieh@cchealth.org. Thank you all for all of your hard work in caring for our patients as we continue to work through COVID-19 and now have added monkeypox to the mix.

With Gratitude,

Dennis Hsieh, MD, JD



A Message from our Medical Director

Though new to this role, I am proud to say that I was born here in Martinez (at the old CCRMCI!) and have countless lifetime memories of time spent with family and friends throughout the county. With that in mind, I couldn't be more excited to land (back) in Contra Costa after spending the last several years in LA.

By way of professional background, I am a psychiatrist and health services researcher with a particular interest in improvement science. Since my arrival with CCHP (June!), it has been a thrill to put these skills to work in a whirlwind of activity here in Contra Costa and in Medi-Cal Managed Care.

It has been particularly rewarding to jump into the implementation of new programs! These include building up CALAIM and specifically ECM for multiple populations of focus (members experiencing homelessness, clinically complex with high utilization, with concerns related to SMI/SUD, and/or with prior justice-involvement) as well as the Medically-Tailored Meals community support. This work has also been a great opportunity to meet with colleagues working in divisions across CCHS - including but not limited to folks in BI, BHS, Public Health, and H3. Together, we've collaborated to meet the needs of some of our most at-risk members – still so much work to be done. Although further down the road, I am excited to roll-out doula benefits in Jan of 23 (more information to come in future newsletters)!

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A Message from our Medical Director *(continued)*

As we embark on new challenges, I am happy to also have contributed to baseline CCHP operations and of particular importance, recent state audits – these include yearly audits from both the Department of Health Care Services (DHCS - July 22) and in preparation for Department of Managed Health Care (DMHC - Nov 22). These CA state agencies regulate Medi-Cal and all Managed Care plans, respectively, and therefore govern both how we do business and how the plan interfaces with members as well as providers. This experience has felt very important to witness the alignment between state auditors, ourselves here at the plan, and of course, you all – the front-line providers, in prioritizing the health and rights of individual members / patients.

In addition to participating in CCHP Case Management, Quality operations, Appeals and Grievances, etc., as a psychiatrist I am also excited to join our Behavioral Health Authorization Unit (BHAU). Across our system, I hope this role will serve to improve access and outcomes for a range of mental and behavioral health services across the county. These include Comprehensive Diagnostic Assessments (CDE) and Applied Behavioral Analysis (ABA), as well as referrals for neuropsychology, and collaboration with our colleagues in BHS to optimize access for mild-to-moderate mental health. Many of you may also have heard regarding “No Wrong Door” and the Student Behavioral Health Incentive Program – as before, plenty of work to be done.

Finally, and of particular personal importance, it has been an honor to join conversations and collaborate within the plan and across the division in efforts intended to promote health equity. Justice and Equity have long been personal and professional passions and it is imperative that processes and outcomes for our most marginalized remain at the forefront of our priorities. I am hopeful to join efforts that will build equity-by-design and that the good work already being done by equity leaders through out the county, both within CCHP, the broader county infrastructure, as well as within partnering organizations (including schools, churches, non-profit organizations, etc.), will continue to yield success.

I’ll end it there, but want to repeat how great it feels to be here in Contra Costa County and sincerely looking forward to working with you all.

Nicolás E. Barceló , MD
Medical Director, CCHP

Bariatric Surgery Reminder/Clarification

As a reminder, as there is ongoing confusion about the bariatric surgery process, to submit a request for a bariatric surgery consult, please use cclink or the CCHP Provider Portal. The cclink order and the CCHP Provider Portal referral contain all of the necessary questions that have to be answered for a bariatric surgery consult. Both should be coupled with a request for mental health evaluation, which is required by most bariatric surgeons as it is part of their center of excellence guidelines. The mental health evaluation can be performed by a social worker, LMFT, psychiatrist, psychologist or any other licensed mental health professional.

The guidelines can be found here: <https://cchealth.org/healthplan/pdf/provider/Appendix-M-PA-Bariatric-Surgery.pdf>

Please let CCHP UM know if you have any questions or concerns at auth-umsupport@cchealth.org.

UM Tips, Tricks, and Reminders

General - For timely processing of referrals

- Please check the [Interactive No Authorization Required List](#) (No Auth List) on our [website](#) and do not send us referrals that do not require authorization (Reminder that the No Auth List only applies to an in-network, non-tertiary care provider for the patient. Thus, for Commercial A and IHSS Commercial A2 members, the No Auth List only applies to CCRMC providers with limited exceptions (e.g. also applies to CPN optometry and DME providers for Commercial A and IHSS Commercial A2). We will not send authorization letters for these referrals.
- CPN providers: Please submit all referrals via the Provider Portal (and not by fax). Most Provider Portal concerns should have been address and please let us know if new issues arise. For any concerns, please contact cchpauthorizations@cchealth.org.
- Please attach clinical documentation/relevant notes to each referral. For all submissions (prior authorization, retro authorization, etc.), please attach clinical documentation/relevant notes to each referral.
- If/when specifying a provider, please provide location as well ("Please send to John Muir" is not specific as there are many JM locations)
 - Location changes do not require a new referral, please feel free to call, email, or send us a ccLink or Provider Portal message and we can update the referral.
- **PLEASE CHECK FOR DUPLICATES BEFORE SUBMITTING A NEW REFERRAL**
- Please provide CPT codes for requested procedures.
 - If a vendor needs to choose CPT codes then they should also submit referral (e.g. DME and HH)
- When submitting a RETRO request, please make sure to submit the notes *for the retro date of service*. Additionally, please note in your Provider Comments that it is a Retro and for what dates of service.

New Referrals available in ccLink and ccLink Provider Portal

- For Aquatic Therapy referrals, please use the new Aquatic Therapy referral (as opposed to Physical Therapy with notes to specify "aquatic").

Mental Health

- As a reminder, initiation of outpatient mental health services *does not require PA* (8 visits – intended for 1 intake and 7 follow up)
- All patients can directly go to a contracted mental health provider
- If patients need assistance:
 - For Medi-Cal members, call ACCESS at 1-888-678-7277 and
 - For Commercial members, call Member Services at 1-877-661-6230



NEMT

- Please make sure NEMT signatures are legible, and clearly document if they are MD, DO, NP, PA, dentist, podiatrist, etc.
- If submitting an NEMT referral for a whole year, please tell us an estimated number of trips you think will be needed and be sure to have a clear date range of 1 year or less indicated.

Neuropsychology

In hopes of addressing a few recent questions regarding referral to Neuropsychology (NPT).

- **ADHD** – From a review of the literature and in conversation with our NPT providers, as a clinical diagnosis, cognitive testing is not necessary for the diagnosis of ADHD. We understand that there are instances where specialty provider input is valuable. If you are facing challenges in making assessment or developing differentials and treatment plans, please refer Medi-Cal patients to the ACCESS line (1-888-678-7277) and Commercial patients to the provider directory or to members services (1-877-661-6230) for evaluation with a psychologist / psychiatrist. Patients are eligible for 1 intake + 7 follow up (8 visits) without prior authorization. If patients are already engaged in mental health treatment with psychology / psychiatry, and additional input from NPT would be helpful, please specify co-morbid processes and treatment efforts to date.
- **Dementia** – NPT is not intended as a screening provider for Alzheimer's or for the assessment of other neurodegenerative processes without preliminary assessment. Please remember / consider that medical workup as well as preliminary cognitive screening (MOCA is but one example) is appropriate and will be considered in all referrals.
- **Schizophrenia** – both new and chronic schizophrenia can result in cognitive deficits – including deficiencies in attention, memory, language, executive function, etc. These can profoundly impact the health and function of individual patients. Before referring these patients to NPT, please consider consulting with treating psychiatrist to articulate why cognitive deficits are not adequately explained by psychosis alone.

For neuropsychology providers, while CCHP is onboarding these new providers and these providers have strict limits of how many patients they can take, CCHP will assist with directing to specific neuro psych providers. If you or your patient wish to be sent to a specific provider, please be sure to indicate this in the referral.

Please let CCHP UM know if you have any questions or concerns at auth-umsupport@cchealth.org.

Dementia Care Aware Provider Training

The Department of Health Care Services (DHCS) is launching Dementia Care Aware, an initiative that will establish a statewide standard of care for dementia screening through an equity-focused, culturally appropriate provider training. Senate Bill 48, signed on October 4, 2021, establishes that an annual cognitive health assessment for Medi-Cal beneficiaries who are 65 years of age or older is a covered benefit if they are otherwise ineligible for a similar assessment under the Medicare program. A Medi-Cal provider shall only be eligible to receive payment for this new benefit if the provider completes the Dementia Care Aware Cognitive Health Assessment Training. To read more about this initiative, please click here: <https://www.dhcs.ca.gov/formsandpubs/laws/Documents/SPA-22-0046-PublicNotice.pdf>

COVID-19 Resources Updated

Updated COVID-19 Resources, including indications and availability of testing and outpatient pre-exposure prophylaxis and treatment for COVID-19 and how to access it:

- NIH COVID-19 treatment guidelines: <https://www.covid19treatmentguidelines.nih.gov/>
- COVID-19 Therapeutics Locator: <https://covid-19-therapeutics-locator-dhhs.hub.arcgis.com/>
- CDPH COVID-19 treatment resources: <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/Treatments.aspx>
- CDPH - Distribution and Ordering of Anti-SARS-CoV-2 Therapeutics: <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/COVID-19-Treatments-Distribution-and-Ordering.aspx>
- COVID-19 Test to Treat Locations: <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/Test-to-treat-locations.aspx>
- List of in-network infusion sites providing COVID-19 therapies: <https://cchealth.org/providers/>

CalAIM Update

Enhanced Care Management (ECM) will be expanding to include enrollment of individuals pre-release who are justice-involved from the Contra Costa jail system as of January 1, 2023. Currently individuals who are justice-involved are eligible and can be referred to CCHP via ccLink, the CCHP Provider Portal or via the CCHP Member Services Department. Individuals in Long Term Care will become eligible for CalAIM January 1, 2023.

In terms of Community Supports (CS), the CS housing deposits launched July 1, 2022. This is for members who are enrolled in CalAIM Housing Transition Navigation Services with an established housing plan in place and who will enroll in CalAIM Housing Tenancy Support and Sustaining Services to ensure maximum success in maintaining their housing.

More information can be found at: <https://cchealth.org/healthplan/provider-calaim.php>

Medically Tailored Meals & Medically Supported Foods

What Are Medically Tailored Meals & Medically Supported Foods?

The idea of Members with one or more chronic conditions eating the right foods to help one achieve the best health possible. CCHP's initial rollout is focusing on those with diabetes. To be eligible, the member must have CCHP Medi-Cal coverage, poorly controlled diabetes (HGB A1c > 8), must work with a dietician, and adhere to medications and appointments.

What Does the Process Look Like?

To refer, enter the other "Medically Tailored Meals and Medically Supported Foods. For CCRMC Providers, submit via ccLink while CPN Providers must submit in the CCHP Provider Portal. Referring Provider must choose a provider by reviewing [our vendor list here](#). After referral is submitted, a copy of the letter is sent to the member, Provider, and vendor. An initial 3 Month Authorization Period followed by additional period of determination for 6 months after initial period. Members can self-refer by calling CCHP Member Services Department at 877-661-6230, Option 2.

For Questions or Concerns, E-Mail CCHPAuthorization@cchealth.org

For more information, visit our CalAIM Programs page here: cchealth.org/healthplan/provider-calaim/php



Community Health Workers

A NEW BENEFIT TO HELP YOU CONNECT WITH YOUR MEMBERS

Community Health Workers (CHWs) are skilled and trained health educators who you can employ to work directly with members who may have difficulty understanding and/or interacting with providers due to cultural and/or language barriers. They can assist those individuals by helping them to navigate the relationship with their health care providers, assist them in accessing health care services, and provide key linkages with other similar and related community-based resources. They can also encourage early detection of disease through health education about appropriate screening, and promote effective, timely management of chronic conditions, which helps people avoid unnecessary care and complications that lead to costly emergency room visits.

Use these CPT codes when submitting claims:

| CPT code | Description | Length | Patients # | Rate |
|----------|---|---------|------------|---------|
| 98960 | self-management education and training, face-to-face, 30 mins | 30 mins | 1 | \$26.66 |
| 98961 | self-management education and training, face-to-face, 30 mins | 30 mins | 2-4 | \$12.66 |
| 98962 | self-management education and training, face-to-face, 30 mins | 30 mins | 5-8 | \$9.46 |

CHW services up to 2 hrs a day for up to a total of 6 hrs do not require prior authorization. Any amount beyond 2 hrs a day must be reviewed via prior authorization and may be authorized if medically necessary. After 6 total hrs, a treatment plan is required and CCHP will conduct retrospective review to ensure that the hours provided are medically necessary and within quantity limits based on the goals provided in the plan of care.

There are very specific Supervision Requirements and there are very specific CHW requirements as well as medical necessity, referral, and reporting guidelines.

For all the details: [Medi-Cal NewsFlash: Medi-Cal Coverage of Community Health Worker \(CHW\) Services is Effective July 1, 2022](#)

For More Info call Michael Chavez 925-608-7841 or email michael.chavez@cchealth.org.

Skilled Nursing Facilities - Long Term Care Benefit

Effective January 1, 2023, Department of Health Care Services (DHCS) will carve-in Skilled Nursing Facility (SNF) Long-Term Care (LTC) into managed care statewide. Therefore, all Managed Care Plans (MCPs), including Contra Costa Health Plan (CCHP), will be responsible for the SNF LTC benefit on January 1, 2023. This means that beneficiaries who enter SNF LTC and would otherwise have been disenrolled from the MCP will remain enrolled in managed care ongoing. In addition, all non-dual and dual eligible fee-for-service (FFS) beneficiaries residing in a SNF LTC facility on January 1, 2023, will be enrolled in an MCP effective January 1, 2023. Beneficiaries will be defaulted into an MCP if they do not make a choice of plans.

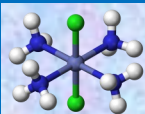
DHCS will issue a Provider Bulletin and Newsflash on the Medi-Cal website informing providers of the overall change in the MCPs responsibility for beneficiaries in LTC facilities. DHCS will also require MCPs to outreach to providers where the beneficiaries are residing in order to ensure that the facility is aware. DHCS will be hosting a series of LTC carve-in educational webinars to support LTC carve-in readiness for MCPs and SNFs/providers in the fall. The first webinar will be the CalAIM LTC 101 for MCPs, which will provide a high-level overview of the LTC carve-in requirements and an opportunity to discuss how MCPs may prepare for the transition. Additional information and materials will be provided to MCPs prior to the webinar.

For additional information from DHCS go to:

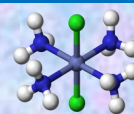
<https://www.dhcs.ca.gov/provgovpart/Pages/Long-Term-Care-Carve-in-Transition.aspx>

A list of approved and active LTC facilities can be found on CDPH's website here:

<https://www.cdph.ca.gov/Programs/CHCQ/LCP/CalHealthFind/Pages/SearchResult.aspx>



Pharmacy and Therapeutics Committee News



The CCHP P&T committee met on 6/17/2022. Updates from the meeting are outlined below:

****Changes to the PDL will be effective by mid-July 2022****

Updates/Announcements:

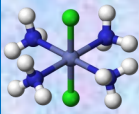
1. Medi-Cal Rx Reinstatement of Prescription Claims Edits:

Medi-Cal Rx is planning to start the phased reinstatement of prescription claims edits on 7/22/2022. This process will be done in waves and will begin with the turning on of the Drug Utilization Review reject codes 88 and 80. The next waves will be the promoting the adoption of Cover My Meds for prior authorizations and the reinstatement of prior authorization requirements for 11 drug classes for new start prescriptions. The next two phases of this project will include reinstatement of prior authorization requirements for 71 drug classes for new prescriptions and the eventual phasing out of the transition policy. DHCS has stated that there will be advance notice before these waves and phases go into effect. 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.

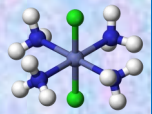
Quick reference table for all changes to the Preferred Drug List (PDL) and/or Prior Authorization (PA) criteria (for full details of each change, please see individual drugs listed below this table):

| Changes Made | Drug Name |
|------------------------------|---|
| Created new PA criteria: | Insulin Glargine Infliximab biosimilars Filgrastim biosimilars Pegfilgrastim biosimilars |
| Modified PA criteria: | Orilissa (elagolix) CGRP Receptor Antagonists for Headache Prevention Freestyle Libre Reader and Sensor Ingrezza (valbenazine) Austedo (deutetrabenazine) |
| ADDED to the CCHP formulary: | Nexium (esomeprazole) Ambien CR (zolpidem ER) Potassium chloride ER 10 mEq capsules Renvela (sevelamer carbonate) |
| Removed from CCHP formulary: | Sodium polystyrene sulfonate products |

- **Newly Established criteria for insulin glargine:** CCHP's preferred insulin glargine product is now insulin glargine-yfgn. Insulin glargine-yfgn will now be the formulary product (with a quantity limit) and pay without prior authorization. Brand name Lantus, Semglee and Basaglar will now require prior authorization.
- **Newly Established criteria for infliximab biosimilars:** CCHP's preferred infliximab products are now Avsola (infliximab) and Janssen branded infliximab. Brand name Remicade, Renflexis and Inflectra will now require trial and failure or inability to use of one the preferred infliximab products.



Pharmacy and Therapeutics Committee News



- **Newly Established criteria for filgrastim biosimilars:** CCHP's preferred filgrastim products are now Nivestym (filgrastim-aafi) and Releuko (filgrastim-avow). Brand name Neupogen, Zarxio and Granix will now require trial and failure or inability to use of one the preferred filgrastim products.
- **Newly Established criteria for pegfilgrastim biosimilars:** CCHP's preferred pegfilgrastim products are now Nyvepria (pegfilgrastim-apgf) and Ziextenzo (pegfilgrastim-bmez). Brand name Neulasta, Neulasta Onpro, Udenyca and Fulphila will now require trial and failure or inability to use of one the preferred pegfilgrastim products.
- **Modification of medical criteria for CGRP Receptor Antagonists for Headache Prevention:** CCHP's preferred CGRP Receptor Antagonist product is now Emgality (galcanezumab-gnlm). Other CGRP Receptor Antagonist such as Aimovig, Ajovy and Vyepti will now require trial and failure or inability to use Emgality (galcanezumab-gnlm).
- **Modification of medical criteria for Freestyle Libre Reader and Sensor:** removed requirement that member must be testing at least 4 times daily
- **Modification of criteria for Ingrezza (valbenazine) and Austedo (deutetrabenazine):** added additional strategies to manage a member's condition that meet requirements for prior authorization.

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 of request |
| URGENT CARE APPOINTMENTS FOR SERVICES THAT REQUIRE PRIOR AUTHORIZATION | Within 96 hours of request |
| NON-URGENT CARE APPOINTMENTS FOR PRIMARY CARE | Within 10 business days of request |
| NON-URGENT CARE APPOINTMENTS FOR SPECIALIST CARE | Within 15 business days of request |
| NON-URGENT APPOINTMENTS FOR ANCILLARY SERVICES FOR THE DIAGNOSIS OR TREATMENT OF INJURY, ILLNESS, OR OTHER HEALTH CONDITION. | Within 15 business days of request |
| EMERGENCY CARE | Immediately |
| FIRST PRENATAL VISIT | Within 14 calendar days of request |
| MENTAL HEALTH - ROUTINE NON-URGENT | Within 10 business days of request |
| MENTAL HEALTH - ROUTINE NON-URGENT FOLLOW UP | Within 10 business days of request |
| MENTAL HEALTH- URGENT | Within 48 hours of request |
| 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 | By the end of the next business day |
| TELEPHONE CALL BACK WAIT TIME – TRIAGE | 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. |
| SKILLED NURSING FACILITY/INTERMEDIATE CARE FACILITIES | Within 5 business days of request |

Initial Health Assessment

It is essential that Primary Care Providers (PCPs) complete the Initial Health Assessment in order to develop a complete picture of the member's health status and formulate a plan of care based on the patient's acute, chronic, and preventive health care needs. All components of the IHA must be completed within 120 days of member enrollment with CCHP.

According to the Department of Health Care Services (DHCS), the required IHA includes:

- A complete physical, mental health exam, and a comprehensive medical history including a complete social history (History and Physical).
 - If the H&P is not completed as required, then the reasons for this (e.g. member declined or appointment was missed, etc.) and efforts to reschedule should be documented in the medical record.
- An Individual Health Education Behavioral Assessment (IHEBA), such as the DHCS-approved Staying Healthy Assessment (SHA), should be completed within 120 days of the member being assigned to the provider.
 - If the IHEBA/SHA is not completed, then the reasons for this and efforts to reschedule any missed appointments that interfered with the completion of the IHEBA/SHA should be documented in the medical record.
- The provision of appropriate preventive services in accordance with the United States Preventive Screening Task Force (USPSTF) A and B recommendations.

The practitioner's signature with the date must be included on the IHEBA/SHA to indicate practitioner review of the patient's entries and so that follow-up may be done as needed. DHCS considers an IHEBA/SHA incomplete when the practitioner's signature and/or date are not found on the IHEBA/SHA.

In addition to the H&P and IHEBA/SHA, PCPs should ensure that the appropriate USPSTF screenings are conducted and that patient refusal or other reasons for them not having been done are documented in the medical record.

To review the CCHP Initial Health Assessment Tip Sheet go to: <https://cchealth.org/healthplan/providers/>

For additional information regarding the IHA, please refer to the following link:

<https://www.dhcs.ca.gov/provgovpart/Documents/AB340/AB340MediCalManagedCareScreeningTools.pdf>

SHA Questionnaires by Age:

<https://www.dhcs.ca.gov/formsandpubs/forms/Pages/StayingHealthy.aspx>

For the most current USPSTF Recommendations, please refer to the following link:

<https://www.uspreventiveservicestaskforce.org/Page/Name/uspstf-a-and-b-recommendations/>

Health Education Provider Resource Guide

The Health Education Provider Resource Guide can be found here:

[Health-Education-Provider-Resource-Guide.pdf \(cchealth.org\)](#)

The guide provides hotlines and websites for the following services:

- | | |
|-------------------------------|--|
| ▪ Asthma | ▪ HIV/AIDS |
| ▪ Behavioral Health | ▪ Nutrition, Exercise and Healthy Weight |
| ▪ Breastfeeding | ▪ Parenting |
| ▪ Case and Disease Management | ▪ Pregnancy and Childbirth |
| ▪ Dental | ▪ Smoking Cessation |
| ▪ Diabetes | ▪ Violence Prevention |

Member Rights and Responsibilities Annual Notice

The following section details information provided to members regarding their **rights** as members of CCHP. Providers are encouraged to assist members with their grievances and no punitive action will be taken against a provider who supports a member through the appeals process. Also, providers may not take any negative action against a member who files a complaint or grievance against the provider. You may also refer to Appendix J and our website at www.cchealth.org/healthplan.

Member *rights* and responsibilities include, but are not limited to, the following:

- the right to receive care with respect and recognition of their dignity and their right to privacy regardless of race, religion, education, sex, cultural background, physical or mental handicaps, or financial status.
- the right to receive appropriate accessible culturally sensitive medical services.
- the right to choose a Primary Care Physician in Contra Costa Health Plan's network who has the responsibility to provide, coordinate and supervise care.
- the right to be seen for appointments within a reasonable period of time.
- the right to participate in making in health care decisions with practitioners, including the right to refuse treatment, to the extent permitted by law.
- the right to receive courteous response to all questions from Contra Costa Health Plan and its Health Partners.
- the right to voice complaints orally or in writing, about Contra Costa Health Plan or the care it provides; and to disenroll.
- the right to ask for an appeal of decisions to deny, defer or limit services or benefits.
- the right to health plan information which includes, but is not limited to: benefits and exclusions, after hours and emergency care, referrals to specialty providers and services, procedures regarding choosing and changing providers, types of changes in services, and member rights and responsibilities.
- Medi-Cal recipients have the right to seek family planning services from a Medi-Cal provider outside the network without a referral or authorization if the member elects to do so.
- the right to get free legal help at local legal aid offices or other groups.
- the right to formulate advanced directives.
- the right to confidentiality concerning medical care
- the right to be advised as to the reason for the presence of any individual while care is being provided.
- the right to access personal medical record.
- the right to have access to emergency services outside of the Plan's provider network.
- the right to get care coordination.
- the right to request a State hearing if the member has Medi-Cal and a service or benefit is denied and an appeal had already been filed with CCHP and the member is still not happy with the decision, or the member did not get a an appeal decision after 30 days, including information on the circumstances under which an expedited hearing is possible.



Member Rights and Responsibilities Annual Notice (continued)

- the right to no-cost interpreter services.
- the right to access Federally Qualified Health Centers and Indian Health Services Facilities.
- the right to access minor consent services.
- the right to get no-cost written Member informing materials in alternative formats (such as Braille, large size print, or audio format) upon request and in a timely fashion appropriate for the format being requested and in accordance with Welfare & Institutions Code Section 14182 (b)(12).
- the right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- the right to receive information on available treatment options and alternatives, presented in a manner appropriate to the Member's condition and ability to understand.
- the right to freely exercise these rights without adversely affecting how the Member is treated by the health plan, providers or the state.
- the right to candid discussion of appropriate or medically necessary treatment options, regardless of cost or benefit coverage.
- the right to examine and receive an explanation of medical bills received.
- the right to make recommendations regarding Contra Costa Health Plan's Member's Rights and Responsibility policy

Member *responsibilities* include, but are not limited to:

- the responsibility to provide complete and accurate information about past and present medical illnesses including medications and other related matters.
- the responsibility to follow the treatment plan agreed upon with your health care practitioner.
- the responsibility to ask questions regarding condition and treatment plans until clearly understood.
- the responsibility to keep scheduled appointments or to call at least 24 hours in advance to cancel.
- the responsibility to call in advance for prescription refills.
- the responsibility to be courteous and cooperative to people who provide health care services.
- the responsibility to actively participate in their health and the health of the member's family. This means taking care of problems before they become serious, following provider's instructions, taking all medications as prescribed, and participating in health programs that keep one well.
- the responsibility to understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.
- the responsibility to supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
- the responsibility to understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.



Member Complaints and Grievances to Provider Offices

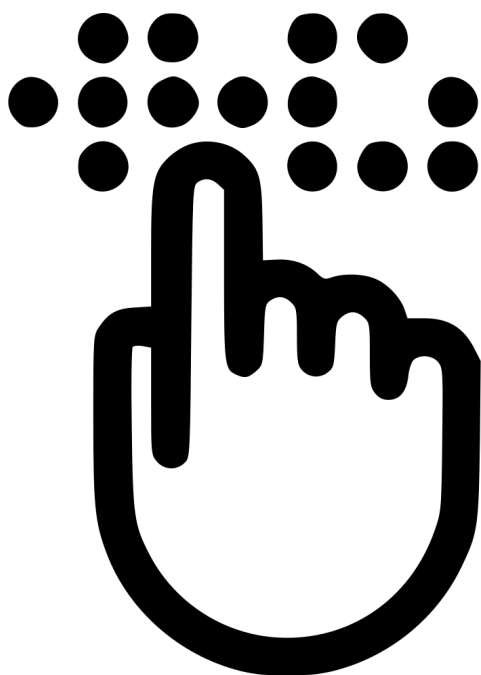
All member complaints and grievances, including those member grievances that are handled internally by the provider, must be forwarded to Contra Costa Health Plan (CCHP). If a member is dissatisfied with the service delivered by the provider, providers should offer the member the CCHP grievance form to complete and return it immediately to CCHP's Member Services Department or go online to fill out the grievance form <https://cchealth.org/healthplan/cchp/>. Or you may advise the member to call Member Services at 1-877-661-6230 (option 2) to help resolve the member's issue. The member may also go to the CCHP office to talk to Member Services staff in person.

The PCP office may use CCHP's or its internal complaint and grievance form and should immediately submit all complaints and grievances to the Plan's Member Services Department for resolution. Even in instances where the provider resolves the grievance, it must still be submitted to CCHP to verify that the grievance was addressed, investigated, and resolved appropriately.

If you have any questions, please contact CCHP by e-mail at Providerrelations@cchealth.org or by phone 925-313-9500.

Alternative Access

If you encounter a CCHP member who prefers to receive materials in an alternative format (e.g., Braille, Large Print, Audio file, Data file), please inform Medi-Cal through their website (<https://afs.dhcs.ca.gov/>) and follow the prompts to submit a CCHP member's alternative format preference with DHCS. In the field for CIN, a 14-character CIN is needed. If you only have a 9-character CIN, add "12345" immediately after the 9-characters for a total of 14-characters. The information provided to Medi-Cal will be shared with CCHP.





ATTENTION: Providers, NPs & PAs



New In-Home Lactation Services Available Now

- CCHP Member can access services by calling the Advice Nurse at 1-877-661-6230 option 1.
- Must be CCHP mother who cannot be seen by WIC or in the newborn clinic.
- No prior authorization required and limited to 3 home visits.
- Lactation consultant travels to client's home.

Coming August New Rheumatology Services Provider East Bay Rheumatology Medical Group, Inc.

Dr. Suneet Grewal from East Bay Rheumatology Medical Group, Inc. is joining our CCHP network this August and will be working at their new branch located at 3737 Lone Tree Way Suite E Antioch, CA.



Dr. Grewal is a board-certified Rheumatologist whose areas of expertise include, inflammatory arthritides (such as Rheumatoid Arthritis and gout), degenerative arthritides (such as osteoarthritis and degenerative disk disease), connective tissue disorders (such as Systemic Lupus Erythematosus), inflammatory myopathies, and fibromyalgia. After obtaining a Bachelor of Arts in Molecular and Cell Biology in 2004 from University of California, Berkeley, Dr. Grewal attended medical school at St. George's University.

She returned home to the Bay Area in 2008 where she did her Internal Medicine residency at Alameda County Medical Center in Oakland, CA. She then completed her Rheumatology fellowship at Cedars-Sinai Medical Center in Los Angeles, CA in 2013. Dr. Grewal has a passion for treating a diverse patient population and after becoming double board certified in Internal Medicine and Rheumatology she was eager to return to the East Bay, where she joined the East Bay Rheumatology Medical Group in 2013. In addition to treating patients with Rheumatologic conditions in her practice, she is also actively involved in clinical trials, evaluating novel medications, participating in patient education forums and teaching medical residents in training.



CONTRA COSTA COUNTY

3737 Lone Tree Way
Suite: E
Antioch, CA 94509



ALAMEDA COUNTY

13851 East 14th Street
Suite: 102A
San Leandro, CA 94578

Welcome Community Provider Network (CPN) Providers

Specialty Care Providers

| | | |
|----------------------------|---|--|
| Kaiulani Moku-Paiva, Au.D. | Audiology | Center For Early Intervention on Deafness, Berkeley |
| Laura Mount, Au.D. | Audiology | Center For Early Intervention on Deafness, Berkeley |
| Camilla McCalmont, MD | Dermatology | Golden State Dermatology Associates, Inc., Albany |
| Malu Trehan, RDN | Dietitian | Wellness Within, San Ramon |
| Ali Hamraz, MD | Endocrinology | BASS Medical Group, Inc., Walnut Creek |
| Devin Sack, HAD | Hearing Aid Dispensing | Connect Hearing, Inc., Oakland |
| Heather Porter, HAD | Hearing Instrument Specialist | Connect Hearing, Inc., Pleasanton, Livermore |
| Shelly Gupta, MD | Hematology/Oncology | Epic Care, Dublin, Castro valley |
| Krushangi Patel, MD | Hematology/Oncology | Epic Care, Pleasant hill |
| Kathryn Stemler, PA | Mid-level - Allergy & Immunology | Allergy & Asthma Medical Group of the Bay Area Inc, Brentwood, Pleasanton, San Ramon, Walnut Creek, Berkeley |
| Kelley Lang, PA | Mid-level - Orthopaedic Surgery Assistant | Golden State Orthopaedics & Spine, Walnut Creek |
| Gwendolyn Cashman, NP | Mid-level - Pulmonary Disease | BASS - Respiratory Medical Group, Walnut Creek |
| Cristina Yttrup, NP | Mid-level - Surgery - General | BASS Medical Group, Inc., Walnut Creek |
| Shaun Partlow, PA | Mid-level - Urgent Care | STAT Med Urgent Care, Brentwood, Concord, Lafayette, Livermore |
| Watipaso Ziba, NP | Mid-level - Urgent Care | STAT Med Urgent Care, Concord |
| Adrienne Coulter, OD | Optometry | LifeLong Medical Care, Berkeley |
| Randall Wenokur, MD | Otolaryngology (Ear, Nose & Throat) | BASS - Contra Costa ENT, Walnut Creek, Concord |
| Spencer Chin, DPT | Physical Therapy | JMPN - Rossmoor Outpatient Center, Walnut Creek |
| Renee Woo, DPM | Podiatry | Bay Area Podiatry Group, San Leandro |
| Casey Lewis, DPM | Podiatry | Vale Road Podiatry, San Pablo, Berkeley |
| Amish Shah, MD | Pulmonary Disease | Diablo Pulmonary Medical Group, Concord |
| Jennifer Chan, MD | Surgery - General, Surgery - Thoracic | BASS Medical Group, Inc., Walnut Creek |
| Coco Tsao, NP | Surgery - Thoracic | BASS Medical Group, Inc., Walnut Creek |
| Deron Warren, DO | Urgent Care | BASS Medical Group, Inc., Walnut Creek |

Primary Care Providers

| | | |
|---------------------|-------------------|--|
| Sara Jaka, MD | Internal Medicine | Springhill Medical Group, Pittsburg, Brentwood |
| Kara Percival, MD | Pediatrics | LifeLong Medical Care, Richmond |
| Doris Rosellini, MD | Family Medicine | La Clinica De La Raza, Pittsburg |
| Aimee Rowe, MD | Family Medicine | LifeLong Medical Care, Oakland |

Welcome Community Provider Network (CPN) Providers

Mental Health

| | | |
|---------------------------|---|--|
| Alexa Bustamante, APCC | Associate Professional Clinical Counselor, Telemedicine - Mental Health | 3Prong Health, Fremont, San Francisco, Turlock |
| Kathleen Flanigan, APCC | Associate Professional Clinical Counselor, Telemedicine - Mental Health | 3Prong Health, Fremont, San Francisco, Turlock |
| Olivia Strebe, APCC | Associate Professional Clinical Counselor, Telemedicine - Mental Health | 3Prong Health, Fremont, San Francisco, Turlock |
| Kimberly Kruse, LCSW | Clinical Social Work | Endurance - A Sports & Psychology Center, Inc., Pinole |
| Diana Valentine, LCSW | Clinical Social Work | Endurance - A Sports & Psychology Center, Inc., Pinole |
| Heather Ayers-Cluff, LCSW | Clinical Social Work | LifeLong Medical Care, San Pablo |
| Altaf Bhimji, LCSW | Clinical Social Work, Substance Abuse Professional | Altaf A. Bhimji, LCSW, El Cerrito, Brentwood |
| Andrea Campbell, LCSW | Clinical Social Work, Substance Abuse Professional, Telemedicine - Mental | Bright Heart Health Medical Group, Walnut Creek |
| Katherine Myers, LCSW | Clinical Social Work, Substance Abuse Professional, Telemedicine - Mental | Bright Heart Health Medical Group, Walnut Creek |
| Denise Charbonneau, ASW | Clinical Social Work, Telemedicine - Mental Health | 3Prong Health, Fremont, San Francisco |
| Tatiana Daniels, ASW | Clinical Social Work, Telemedicine - Mental Health | 3Prong Health, Fremont, San Francisco, Turlock |
| Martha Fernandez, ASW | Clinical Social Work, Telemedicine - Mental Health | 3Prong Health, Fremont, San Francisco, Turlock |
| Jason McClure, APCC | Clinical Social Work, Telemedicine - Mental Health | 3Prong Health, Fremont, San Francisco, Turlock |
| Yevett Ogea, ASW | Clinical Social Work, Telemedicine - Mental Health | 3Prong Health, Fremont, San Francisco, Turlock |
| Daushae Preciado, ASW | Clinical Social Work, Telemedicine - Mental Health | 3Prong Health, Fremont, San Francisco, Turlock |
| Doveina Serrano, ASW | Clinical Social Work, Telemedicine - Mental Health | 3Prong Health, Fremont, San Francisco |
| Shanique Walker, ASW | Clinical Social Work, Telemedicine - Mental Health | 3Prong Health, Fremont, San Francisco, Turlock |
| Erin Zadrozny, ASW | Clinical Social Work, Telemedicine - Mental Health | 3Prong Health, Fremont, Turlock, San Francisco |
| Mary Furman, LCSW | Clinical Social Work, Telemedicine - Mental Health | TeleMed2U, Roseville |
| Laura Murillo, LCSW | Clinical Social Work, Telemedicine - Mental Health | TeleMed2U, Roseville |
| Olivia Wernick, LCSW | Clinical Social Work, Telemedicine - Mental Health | TeleMed2U, Roseville |

Welcome Community Provider Network (CPN) Providers

Mental Health

| | | |
|-------------------------------|---|--|
| Amanda Wilkinson, LPCC | Licensed Professional Clinical Counselor, Telemedicine - Mental Health | Bright Heart Health Medical Group, Walnut Creek |
| Melody Sit, LCSW | Mental Health Therapist/Counselor | Endurance - A Sports & Psychology Center, Inc., Pinole |
| Shawn Phalen, MFT | Mental Health Therapist/Counselor, Substance Abuse Professional, Telemedicine - Mental Health | Bright Heart Health Medical Group, Walnut Creek |
| Helena Rouhe, MFT | Mental Health Therapist/Counselor, Substance Abuse Professional, Telemedicine - Mental Health | Bright Heart Health Medical Group, Walnut Creek |
| Anna Guha, MFTI | Mental Health Therapist/Counselor, Telemedicine - Mental Health | 3Prong Health, Fremont, San Francisco, Turlock |
| Mychael Jauregui, MFTI | Mental Health Therapist/Counselor, Telemedicine - Mental Health | 3Prong Health, Fremont, San Francisco, Turlock |
| Esther Kang, MFTI | Mental Health Therapist/Counselor, Telemedicine - Mental Health | 3Prong Health, Fremont, San Francisco, Turlock |
| Mashaal Khan, MFTI | Mental Health Therapist/Counselor, Telemedicine - Mental Health | 3Prong Health, Fremont, San Francisco |
| Christina Kilmade, MFTI | Mental Health Therapist/Counselor, Telemedicine - Mental Health | 3Prong Health, Fremont, Turlock, San Francisco |
| Jiyeon Kim, MFTI | Mental Health Therapist/Counselor, Telemedicine - Mental Health | 3Prong Health, Fremont, San Francisco, Turlock |
| Shauna Miranda, MFTI | Mental Health Therapist/Counselor, Telemedicine - Mental Health | 3Prong Health, Fremont, San Francisco, Turlock |
| Rachel Mitchell, MFTI | Mental Health Therapist/Counselor, Telemedicine - Mental Health | 3Prong Health, Fremont, Turlock, San Francisco |
| Roxana Montano-Gonzalez, MFTI | Mental Health Therapist/Counselor, Telemedicine - Mental Health | 3Prong Health, Fremont, San Francisco |
| Elizabeth Morowit, MFTI | Mental Health Therapist/Counselor, Telemedicine - Mental Health | 3Prong Health, Fremont, Turlock, San Francisco |
| Rachael Noble, MFTI | Mental Health Therapist/Counselor, Telemedicine - Mental Health | 3Prong Health, Fremont, San Francisco |
| Leanna Park, MFTI | Mental Health Therapist/Counselor, Telemedicine - Mental Health | 3Prong Health, Fremont, San Francisco, Turlock |
| Michelle Pinon, MFTI | Mental Health Therapist/Counselor, Telemedicine - Mental Health | 3Prong Health, Fremont, Turlock, San Francisco |
| Steven Samuels, APCC | Mental Health Therapist/Counselor, Telemedicine - Mental Health | 3Prong Health, Fremont, San Francisco, Turlock |
| Kataunya Cummings, NP | Mid-level - Psychiatry, Telemedicine - Mental Health | Bright Heart Health Medical Group, Walnut Creek |
| Tonya Escobar, NP | Mid-level - Psychiatry, Telemedicine - Mental Health | Bright Heart Health Medical Group, Walnut Creek |

Welcome Community Provider Network (CPN) Providers

Mental Health

| | | |
|------------------------|--|---|
| Mary Kastner, NP | Mid-level - Psychiatry, Telemedicine - Mental Health | Bright Heart Health Medical Group, Walnut Creek |
| Sharon Stetz, NP | Mid-level - Psychiatry, Telemedicine - Mental Health | Bright Heart Health Medical Group, Walnut Creek |
| Richard Leavitt, MD | Psychiatry | Brighter Beginnings Family Health Clinic, Antioch, Richmond |
| Patrick Nolan, MD | Psychiatry | Comprehensive Psychiatric Services, San rafael |
| John Chardavoyne, MD | Psychiatry, Substance Abuse Professional, Telemedicine - Mental Health | Bright Heart Health Medical Group, Walnut Creek |
| Heidi Joshi, Psy.D | Psychology | John Muir Physician Network, Walnut Creek |
| Jessica Quevedo, Psy.D | Psychology | Serene Health, San Diego |
| Rebecca Dubner, Psy.D | Psychology, Telemedicine - Mental Health | Serene Health, San Diego |

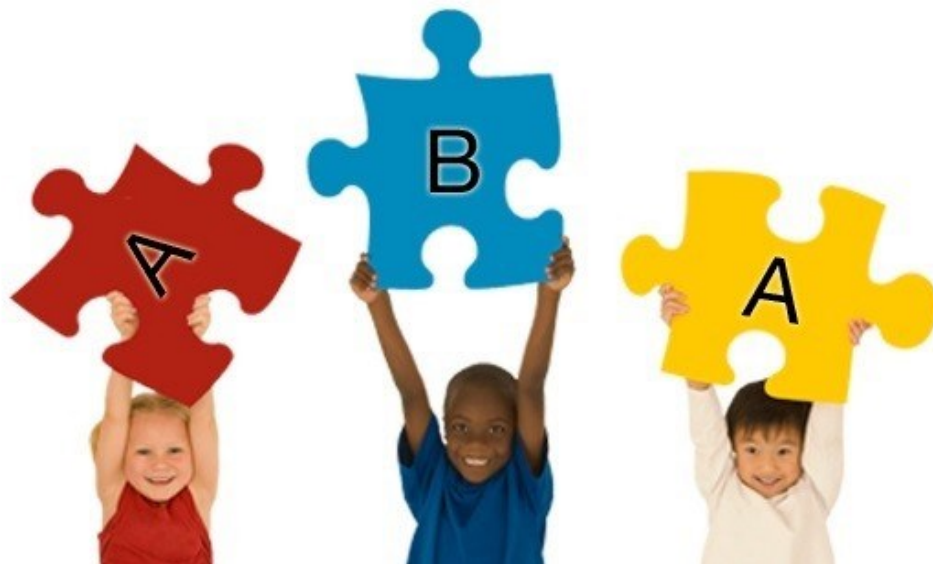
Behavior Analysts

| | | |
|-----------------------------|---------------------------|--|
| Mo Ying Tsui, BCBA | Qualified Autism Provider | Adapt A Behavioral Collective, Inc., San Francisco |
| Synthia Felipe, BCBA | Qualified Autism Provider | Bay Area Behavior Consultants, LLC, Pinole |
| Neidi Herreno, BCBA | Qualified Autism Provider | Bay Area Behavior Consultants, LLC, Pinole |
| Tyler Glassford, BCBA | Qualified Autism Provider | Behavior Nation LLC, Sacramento, Blackhawk |
| Caroline Kris, BCBA | Qualified Autism Provider | Behavior Nation LLC, Blackhawk, Newark |
| Ahilya Lakhanpal, BCBA | Qualified Autism Provider | Behavior Nation LLC, Blackhawk, Newark |
| Rachael Simmons, BCBA | Qualified Autism Provider | Behavior Nation LLC, Blackhawk, Sacramento, Newark |
| Sendy Artola, BCBA | Qualified Autism Provider | Behavior Treatment and Analysis, Inc, Walnut Creek |
| Dilexci Carrillo Juarez, MS | Qualified Autism Provider | Behavior Treatment and Analysis, Inc, Walnut Creek |
| Melanie Gibson, MS | Qualified Autism Provider | Behavior Treatment and Analysis, Inc, Walnut Creek |
| Marioly Gomez, MS | Qualified Autism Provider | Behavior Treatment and Analysis, Inc, Walnut Creek |
| Tamara Landicho, MA | Qualified Autism Provider | Behavior Treatment and Analysis, Inc, Walnut Creek |
| Keely Castillo Bernal, BCBA | Qualified Autism Provider | Behavioral Health Works, Inc., Hayward |
| Cindy Tran, BCBA | Qualified Autism Provider | Behavioral Health Works, Inc., Hayward |
| Kathryn Johnson, BCBA | Qualified Autism Provider | Butterfly Effects, LLC, Stockton |
| Jasmeet Kooner, BCBA | Qualified Autism Provider | Butterfly Effects, LLC, Stockton |
| Kimberli Santa Maria, BCBA | Qualified Autism Provider | Butterfly Effects, LLC, Stockton |

Welcome Community Provider Network (CPN) Providers

Behavior Analysts Continued

| | | |
|--|---------------------------|--|
| Zahiah Sarsour, BCBA | Qualified Autism Provider | Butterfly Effects, LLC, Stockton |
| Jessica Sturla, BCBA | Qualified Autism Provider | Butterfly Effects, LLC, Stockton |
| Ying Zhou, BCBA | Qualified Autism Provider | Butterfly Effects, LLC, Stockton |
| Shu-Wing Fu, BCBA | Qualified Autism Provider | Center for Social Dynamics, Alameda |
| Tiffany Nguyen, BCBA | Qualified Autism Provider | Center for Social Dynamics, Alameda |
| Antolyn Rosales, MA | Qualified Autism Provider | Center for Social Dynamics, Alameda |
| Abier Bilbeisi, BCBA | Qualified Autism Provider | Centria Healthcare Autism Services, Walnut Creek |
| Chelsea Cound, BCBA | Qualified Autism Provider | Centria Healthcare Autism Services, Walnut Creek |
| Christi Stencil, BCBA | Qualified Autism Provider | Centria Healthcare Autism Services, Walnut Creek |
| Amanda Kamp, MA | Qualified Autism Provider | FirstSteps for Kids - Bay Area, Walnut Creek |
| Alejandra Borges-Sanchez, BCBA | Qualified Autism Provider | Juvo Autism and Behavioral Health Services, Alameda, Concord |
| James Blevins, BCBA | Qualified Autism Provider | Maxim Healthcare Services, Inc., Emeryville |
| Lorien Quirk, BCBA | Qualified Autism Provider | Maxim Healthcare Services, Inc., Emeryville |
| Kitty Hoi, BCBA | Qualified Autism Provider | Star Future, Inc, Pleasanton |
| Jia Qiu, BCBA | Qualified Autism Provider | Star Future, Inc, Pleasanton |
| Nirina - Soa Andrianifahanana, BCBA | Qualified Autism Provider | Sunrise ABA LLC, Novato |
| Rachel Angeley, BCBA | Qualified Autism Provider | Sunrise ABA LLC, Novato |



Welcome Community Provider Network (CPN) Providers

Facilities

| | | |
|--|-------------------------------|----------------|
| G. A. Food Services of Pinellas County, LLC | Community Supports | St. Petersburg |
| Intend, Inc. dba Tangelo | Community Supports | Birmingham |
| Mom's Meals | Community Supports | Ankeny |
| Performance Kitchen, PBC | Community Supports | Blaine |
| Project Open Hand | Community Supports | San Francisco |
| RAI - E 14th Street San Leandro | Dialysis | Oakland |
| DJO, LLC | DME & Medical Supplies | Lewisville |
| Pacific Pulmonary Services | DME & Medical Supplies | San Francisco |
| Contra Costa Behavioral Health | Enhanced Care Management | Martinez |
| Contra Costa Public Health | Enhanced Care Management | Concord |
| ABL Health Care, LLC | Home Health | Daly City |
| JMJ Home Health Services | Home Health | Brentwood |
| One Health Home Health | Home Health | Livermore |
| Anchor Health, LLC | Hospice - Outpatient | Novato |
| HealthFlex Hospice | Hospice - Outpatient | Oakland |
| Seasons Hospice & Palliative Care of California, LLC | Hospice - Outpatient | Oakland |
| Exact Sciences Laboratories, LLC | Laboratory | Madison |
| Central Valley Specialty Hospital, Inc. | Long Term Acute Care Hospital | Modesto |
| Sonoma Specialty Hospital, LLC | Long Term Acute Care Hospital | Sebastopol |
| EZ RIDE LLC | Non-emergency Transportation | Richmond |
| Yellow Bay Cab | Non-medical Transportation | Richmond |
| Diablo Prosthetics & Orthotics, Inc | Orthotic & Prosthetic | Antioch |
| Anchor Health, LLC | Palliative Care | Novato |
| Seasons Hospice & Palliative Care of California, LLC | Palliative Care | Oakland |
| Danville Post-Acute Rehab | Skilled Nursing Facility | Danville |
| Stonebrook Healthcare Center | Skilled Nursing Facility | Concord |
| Tampico Terrace Care Center | Skilled Nursing Facility | Walnut Creek |



Welcome Contra Costa Regional Medical Center (CCRMC) Providers

| | |
|---------------------------|--|
| Kiki Hurt, MD | Anesthesiology |
| Andrew Yu, MD | Diagnostic Radiology |
| Erick French, MD | Emergency Medicine |
| Jasen Tjahjadi, MD | Family Medicine |
| Jacqueline Mostow, MD | Family Medicine |
| Inanna Carter, MD | Family Medicine |
| Harini Ushasri, MD | Family Medicine |
| Erica Mitchell, MD | Family Medicine |
| Lakhta Najibi, MD | Family Medicine |
| Onagh MacKenzie, MC | Family Medicine |
| Christine Krentz, MD | Family Medicine |
| Aemad Komarizadeh, MD | Family Medicine |
| Jordan Gemelas, MD | Family Medicine |
| Phoebe Bredin, MD | Family Medicine |
| Sarah Baranes, MD | Family Medicine |
| Emma Richardson, MD | Family Medicine |
| Nimeka Phillip, MD | Family Medicine, Obstetrics And Gynecology |
| Lauren Patrick, MD | Internal Medicine |
| Li Chen, NP | Internal Medicine |
| Paige Radell, MD | Internal Medicine |
| Nimisha Mishra-Shukla, MD | Internal Medicine |
| Britta Lindquist, MD | Neuroradiology |
| Stacia Mills, MD | Psychiatry |
| Jorien Campbell, MD | Psychiatry |



Reminder!

THE BULLETIN BOARD

Attention: Provider Network Trainings

Next Meeting Date: **October 25, 2022**

Times and Location: Zoom

Click to Register on the time you would like to attend:

7:30 AM – 9:00 AM

12:00 PM – 1:30 PM

Questions: Send an email to
Vanessa.Pina@ccehealth.org



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://ccehealth.org/healthplan/providers/> and download the PDF under the ccLink logo (right side of screen). For questions regarding ccLink, please email CCHPportalsupport@ccehealth.org.

Electronic Claim Submissions

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

For more information, email:
EDIsupport@ccehealth.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



HOLIDAYS OBSERVED BY CCHP

September 5, 2022 — Labor Day

November 11, 2022 — Veterans Day

Our **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 **(877) 661-6230, Option 1.**



CCHP Directory

595 Center Ave. Suite 100
Martinez, CA 94553
www.cchealth.org



Provider Online Forms and Resources

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

Authorization Department/Hospital Transition Nurse

(877) 800-7423, option 3

- Prior Authorization Requests—Please use ccLink or the ccLink Provider Portal for all communication with the following exceptions:
- Noncontracted providers and out-of-area hospitals Fax: (925) 313-6645
- Email Auth Questions (**do not email auth requests**): CCHPauthorizations@cchealth.org

Behavioral Health Unit (BHAU)

(877) 661-6230, option 4

- Requests should be submitted through ccLink or the ccLink Provider Portal.
- Fax for providers waiting for ccLink access: (925) 252-2626
- Email Behavioral Health Related Questions: CCHPBHAU@cchealth.org

ccLink Provider Portal

- ccLink Portal Application: cchealth.org/healthplan/providers
- Email ccLink Application and Questions: CCHPportalsupport@cchealth.org
- IT Support to reset password or access issues: (925) 957-7272

Claims Department

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

Facility Site Review Department

- Email: CCHPfsrc@cchealth.org

Interpreter Services

(877) 800-7423, option 4

Member Eligibility and PCP Assignment

- ccLink Provider Portal (web based eligibility checks) (877) 800-7423, option 1

www.cchealth.org

Member Services Department

(877) 800-7423, option 7

Pharmacy Department

(877) 800-7423, option 2

Provider Relations Department

(877) 800-7423, option 6

- Fax: (925) 646-9907
- Email General Questions: ProviderRelations@cchealth.org
- Email Contract Related Questions: CCHPcontracts@cchealth.org
- Email Credentialing Related Questions: CCHPcredentialing@cchealth.org