



Contra Costa Health Plan

COMMUNITY PROVIDER NETWORK MEETING

1350 Arnold Drive, Conference Room #103, Martinez

Tuesday, January 25, 2011 7:30 AM to 9:00AM

Continental Breakfast will be served

- | | |
|---------------------------------------|-----------------------|
| I. Call to order | J. Tysell, MD |
| II. Approval of Minutes | J. Tysell, MD |
| III. Medical Director's Report | J. Tysell, MD |
| IV. SPD/HCCI Programs | B. Jacobs, FNP |
| V. Provider Concerns | J. Tysell, MD |
| VI. Adjourn | J. Tysell, MD |

Next Meeting – April 26, 2011

Please RSVP: Provider Relations (925) 313-9500

CONTRA COSTA HEALTH PLAN
Community Provider Network – East County
Meeting Minutes – January 25, 2011

Attending:

J. Tysell, MD; Beverly Jacobs, FNP; Mary Berkery, RN; Myhoang Nguyen, MD; Juan O'Meany, MD;
Irene Salceda, PA; J. Gene Zimmerman, MD

Guests:

Discussion		Action	Accountable
I.	Meeting called to order.		J. Tysell, MD
II.	Agenda approved with no change.		J. Tysell, MD
III.	Approval of Minutes: Minutes approved as read.		J. Tysell, MD
IV.	Medical Director's Report: • Reviews of new programs pending under proposed Health Care restructure. • Discussion of Medical Home for health insurance coverage. • Discussion of which managed care plans are presently in place in Contra Costa County, and possible changes. • Discussion of medical insurance rate increases and possible impact on insured.		J. Tysell, MD/All
V.	SPD/HCCI Programs: • Presentation on impact of all Seniors and Persons with Special Needs receiving Medi-Cal being assigned to a Managed Care Plan and impact on both RMC network and PCP Network. • Number of persons impacted in C.C. County. • Assignment to commence in June and assignment will be by birthday of eligible persons for next twelve months. • Persons have choice of CC Health Plan and Community Providers. • Training on special needs for this population will be offered to community providers within the next four months.		J. Tysell, MD
VI.	Announcement of need to immunize all 7 th – 12 th graders next school year. Schools will be quite firm about accepting only students who can verify immunizations given. Providers urged to start contacting all patients in this age group to receive Tdap prior to August. All providers urged to use Immunization Registry to record injections given and verify for school.		B. Jacobs, FNP
VII.	Adjourn: Meeting adjourned.		J. Tysell, MD

Next meeting – April 26, 2011

CONTRA COSTA HEALTH PLAN
Community Provider Network – East County
Meeting Minutes – October 26, 2010

Attending:

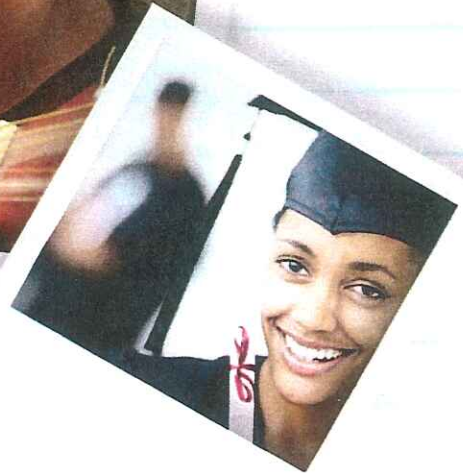
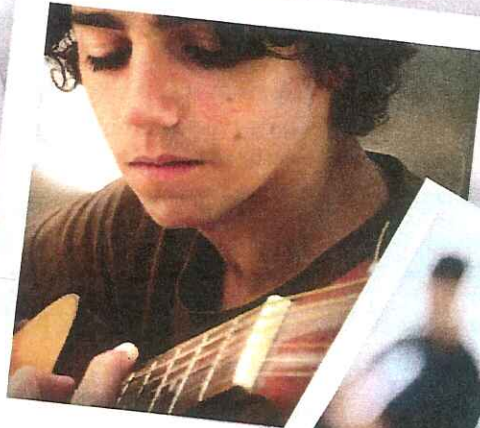
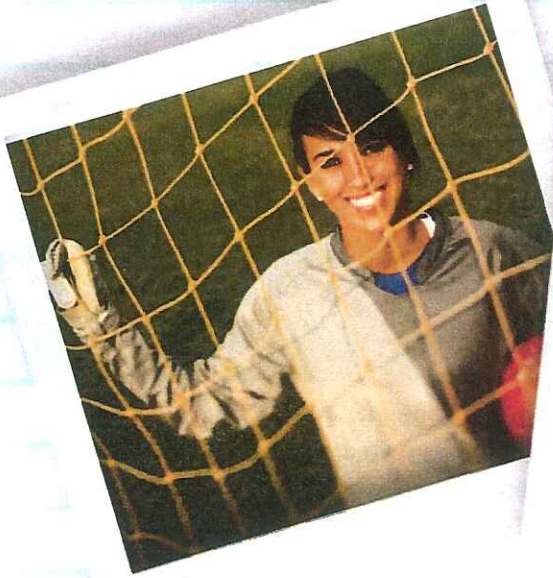
J. Tysell, MD; Beverly Jacobs, FNP; Mary Berkery, RN; Terri Lieder; J.G. Zimmerman, MD; G. Graves, MD; M. Nguyen, MD; H.G. Risgalla, MD; J.O'Meany, PA; S. Sachdeva, MD

Guests: P. Sanchez; C. Harrell; D. Dooley, MD

Discussion	Action	Accountable
I. Meeting called to order at 7:40am		J. Tysell, MD
II. Approval of Minutes: Minutes approved as submitted.		J. Tysell, MD
III. Medical Director's Report Discussed 1115 Waiver changes to Medi-Cal program. Biggest impact on Senior with Disabilities. (SPD). Those without Medicare will be moved into managed care beginning June 2011 in a phased approach based upon birthdate. HEDIS-Reviewed HEDIS 2010 Report-final for 2010.		J. Tysell, MD
IV. Dental Varnish Update Completed training for 6 providers. Well received. <i>Early Childhood Caries</i> new name for baby bottle caries. Varnish can be applied 3x a year. Training provided to provider and staff. \$18.00 payment for Medi-Cal members under 6 years of age. Use dental code for billing on the CMS1500 – Code #D1203.		B. Jacobs, FNP Mary Berkery, RN
V. Pediatric Obesity Program-New HEDIS measure. • Measure BMI %, Nutrition and Physical Activity • Obesity more prevalent in Hispanic children between the ages of 9-11. • Optimize by using interpreter service and bilingual materials • Websites to assist in calculating BMI %- kidshealth.org • Episodic recording chart available from CCRMC – BJ to get copies for these providers who are interested • Power Point presentation displaying data on age/ethnicity of obesity in children – available for providers if interested.		D. Dooley, MD P. Sanchez C. Harrell
VI. Provider Concerns: No provider concerns expressed.		J. Tysell, MD
VIII. Adjourn: Meeting adjourned at 9am		J. Tysell, MD

Next meeting – January 25, 2011

NEW RULE SHOTS BEFORE SCHOOL



**7TH-12TH graders are now required
to get a whooping cough shot before
starting the 2011-2012 school year**

Call your doctor today

ShotsForSchool.org



7TH – 12TH GRADE IMMUNIZATION CHART

What Shots Does My Child Need?

As parents, we can't be near our children every minute. Immunizing our children is one thing we can do to protect their health for years to come.

REQUIRED vaccine for 7th – 12th graders 2011-2012 school year	What this means for YOUR child
Tdap (tetanus, diphtheria, pertussis)	Tdap safely protects against 3 dangerous diseases: tetanus, diphtheria, and whooping cough (also called pertussis). Whooping cough has been increasing in the U.S. It continues to be widespread in California. For the 2011–12 school year only, children entering 7th–12th grade will need proof of a Tdap shot before starting school. For 2012-13 and beyond, only students entering 7th grade will need proof of a Tdap shot.

RECOMMENDED vaccines for 7th – 12th graders	What this means for YOUR child
Meningococcal	Meningococcal meningitis is easily spread by kissing, sharing drinks, coughing, or sneezing. This disease could cause your otherwise healthy child to lose an arm or leg, become paralyzed, or die. The shot can protect them from several types of this deadly infection.
Chickenpox (Varicella)	Chickenpox is usually worse for adolescents and adults than for kids. A total of two doses of chickenpox vaccine are needed if your child has never had chickenpox disease.
Human Papillomavirus (HPV)	This 3-shot vaccine series is recommended for girls to help protect them from cancer of the cervix (a part of their reproductive system) later in life. Boys ages 9 to 26 years may also receive the vaccine.
Seasonal Flu	The flu is a serious illness. Even young and healthy children need protection against the flu! This year's flu vaccine protects against 3 flu viruses, including the H1N1 flu virus.

Children should visit their doctor or health care provider to get their shots. Children 18 years old and younger who are uninsured or underinsured may qualify for the Vaccines for Children Program to get free or low cost immunization services. To find a provider near you, call **1-877-243-8832** or visit: www.eziz.org/pages/vfc_locations2.html. Some local pharmacies and Health Departments may also offer vaccines.





MARK B HORTON, MD, MSPH
Director

State of California—Health and Human Services Agency
California Department of Public Health



ARNOLD SCHWARZENEGGER
Governor

EARLY ALERT TO HEALTH CARE PROVIDERS
Assembly Bill 354 Becomes Law
2011 Pertussis (Whooping Cough) Immunization Requirements for Students
September 30, 2010 (Updated December 9, 2010)

Whooping cough (pertussis) has been widespread, including nine infant deaths, in California during 2010. The California Department of Public Health (CDPH) recommends that all Californians 10 years and older receive a booster shot against pertussis (also known as "Tdap"¹). Moreover, Assembly Bill 354, now chaptered into California law, requires students to be immunized against pertussis²:

For the 2011-12 school year only, all students entering 7th through 12th grades will need proof of a Tdap booster shot before starting school. This requirement:

- Begins July 1, 2011.
- Will be met by the CDPH recommendation to receive one dose of Tdap vaccine on or after the 10th birthday.³
- Applies to all public and private schools.
- Does not affect students enrolled in summer school.

Beginning July 1, 2012, and beyond, all students entering the 7th grade will need proof of a Tdap booster shot before starting school.

These requirements apply to millions of students in California. Please utilize every opportunity to provide a Tdap booster shot to adolescents and adults (10 years and older) who haven't yet received it. Give Tdap now to your unimmunized patients to protect them against the current threat and to meet the forthcoming school requirement. Schools may send communications about the Tdap requirement to the parents of your patients.

The California Immunization Registry (CAIR) is directly accessed by many schools to check student immunization records. We encourage you to join CAIR to help meet the new Tdap booster shot requirement ([click here](#) for CAIR contact information).

Updates on implementing this new law and information on pertussis will be posted later in the 2010-2011 school year at www.getimmunizedca.org.

¹ "Tdap" = Tetanus toxoid, reduced diphtheria toxoid and acellular pertussis vaccine.

² Exemptions permitted for verified medical conditions or personal beliefs.

³ If a student has received a dose of Tdap on or after the 7th birthday, the student will meet the school immunization requirement

Recommended Schedule of Childhood Immunizations

Birth-----	1 st Hep B
2 months old-----	1st DTaP, Polio, Hib, PnuCon, Rotavirus, 2 nd Hep B
4 months old-----	2nd DTaP, Polio, Hib, PnuCon, Rotavirus
6 months old-----	3rd DTaP, Hib, HepB, PnuCon, Rotavirus
6-18 months old-----	3rd Polio
6 months – 18 years old-----	Flu (during flu season)
12-15 months old-----	1st MMR, Varicella (chickenpox) 4th Hib, DTaP, PnuCon
1-2 years old-----	Hep A (2 doses 6-12 months apart)
4 - 6 years old (school entry)-----	5th DTaP, 4th Polio, 2nd MMR , Varicella
11-12 years old-----	Tdap booster, Meningococcal, HPV (3 dose series for girls)

Polio-----	Inactivated Polio Vaccine (IPV)
DTaP-----	Diphtheria, Tetanus, Pertussis vaccine
Hib-----	Hemophilus Influenza Type b Conjugate Vaccine
MMR-----	Measles, Mumps, Rubella vaccine
HepB-----	Hepatitis B Vaccine (Timing of HepB vaccine may vary)
Hep A-----	Hepatitis A vaccine
PnuCon-----	Pediatric Pneumococcal conjugate Vaccine
Rotavirus-----	Rotavirus vaccine
Tdap-----	Tetanus, Diphtheria, Pertussis vaccine
Meningococcal-----	Meningococcal conjugate vaccine
HPV-----	Human Papillomavirus vaccine

Contra Costa Health Services recommends that immunizations be obtained from one's private doctor whenever possible (schedules in private practice may differ slightly).

For more information call your doctor or Contra Costa Immunization Program
at: 925-313-6767

For vaccines recommended for adolescents and adults, visit www.cdc.gov/vaccines



2010
CONTRA COSTA PUBLIC HEALTH

Immunization Clinic Calendar

Clients are seen on a first come, first served basis. Please come early, as we stop accepting clients when the clinics are full. Our busiest time of year is during August and September. Vaccines are not given during pregnancy at any of the clinic sites (except flu vaccine). Clinics are closed on holidays. Cash or check only - no credit or ATM cards accepted.

1-800-246-2494

No appointment is needed at any of the clinic sites.

Richmond Public Health

39th Street & Bissell Avenue, 1st Floor, Richmond
Mondays, 1:00 – 4:30 p.m.

Brentwood Public Health

171 Sand Creek Road, Suite A, Brentwood
Tuesdays, 1:00 – 4:30 p.m.

Pittsburg Public Health

2311 Loveridge Road, Pittsburg
Wednesdays, 1:00 – 4:30 p.m.

Concord Public Health

2355 Stanwell Circle, Concord
Fridays, 1:00 – 4:30 p.m.

Fee Schedule effective 7/1/2010

(WAIVABLE FEES) 18 YEARS & YOUNGER

\$10.00 per person or \$30.00 per family (3 or more children)

DTaP or DT	Hib
Td	Meningococcal
Tdap	MMR
Polio (injectable)	Pneumococcal (Pediatric)
Hepatitis A	Rotavirus
Hepatitis B	Varicella-Chickenpox
HPV	Flu

(WAIVABLE FEES) AGES 19 & OLDER

Td	-----\$15.00	Polio (injectable)-----\$15.00
Tdap	-----\$15.00	Flu (Adult)----- \$15.00

(NON-WAIVABLE FEES) AGES 19 & OLDER

Hepatitis A	-----\$ 70.00 (each dose)	MMR-----\$ 80.00
Hepatitis B	-----\$ 65.00 (each dose)	Meningococcal-----\$140.00
HPV(ages 19-26 years)	----\$140.00 (each dose)	Pneumococcal (Adult) -----\$ 46.00
Varicella	-----\$120.00 (each dose)	Shingles (ages 60 & up) -----\$175.00

For travel immunizations call: 925-313-6488
or visit Contra Costa Health Services website at www.cchealth.org

Consent for minors:

- Children under 14 years of age must be accompanied by a parent, legal guardian or authorized relative or caretaker.
- Unaccompanied children 14-17 years must have an informed consent signed by the parent, legal guardian or authorized relative or caretaker. The parent, guardian, or authorized relative or caretaker needs to indicate their relationship to the child and give a phone number where they can be reached.



California law requires, that at the time of enrollment in California schools, children must have or must obtain the following immunizations (with some exceptions based on age, religious belief, or medical reasons):

IMMUNIZATIONS REQUIRED FOR SCHOOL ENTRY, K-12			
POLIO		4 doses	But... 3 doses meet requirement if at least one dose was given on or after the 4 th birthday.
DIPHTHERIA, TETANUS, AND PERTUSSIS Age 6 years and under (Pertussis is required) DTaP or DTP, or any combination of DTaP/DTP with DT or Td (Tetanus and Diphtheria)		5 doses but...	4 doses meet requirements for ages 4-6 if at least one dose was given on or after the 4 th birthday.
Age 7 years and older (Pertussis is not required) Td, DT, DTaP, DTP, Tdap or any combination of these		4 doses but...	3 doses meet requirement for ages 7-17 years if at least one dose was given on or after the 2 nd birthday. If last dose was given before the 2 nd birthday, one more (Td or Tdap) dose is required.
MEASLES, MUMPS, RUBELLA (MMR) Given together as one injection		1 or 2 doses (2)	Must be given on or after the 1st birthday.
HEPATITIS B		3 doses	Required for all children entering kindergarten on or after 8/97, and all children entering 7 th grade on or after 7/1/99.
VARICELLA		1 dose	Required for all children entering kindergarten, 18 months of age and older or as an alternative, provider documentation of chickenpox disease.

- (1) Mumps is recommended but not required for children over age 7.
(2) A second dose of MMR is legally required at kindergarten entry and 7th grade entry.

IMMUNIZATIONS REQUIRED FOR DAY CARE CENTERS, PRESCHOOLS, HEADSTART PROGRAMS, FAMILY DAY CARE HOMES, AND CALWORKS ELIGIBILITY

Age of Child	Number of doses required
Under 2 months.....	None required
2-3 months.....	1 Polio, 1 DTaP (or DTP), 1 Hib and 1 Hep B
4-5 months.....	2 Polio, 2 DTaP (or DTP), 2 Hib and 2 Hep B
6-14 months.....	2 Polio, 3 DTaP (or DTP), 2 Hib and 2 Hep B
15-17 months.....	3 Polio, 3 DTaP (or DTP) and 2 Hep B 1 Hib at any age 1 MMR is needed on or after the 1st birthday
18 months through 4 years.....	3 Polio, 4 DTaP (or DTP), 3 Hep B, 1 Hib 1 MMR given on or after the 1st birthday 1 Varicella required for all children 18 months of age and older or provider documentation of chickenpox disease



DOCUMENTATION: All pupils entering schools, day care, preschool, headstarts or family day care homes must present a written immunization record from a health care provider. Transfer students may present the California School Immunization Record (the blue card) from their prior school. The record must show the month and year for each vaccine received, and month, day, and year for MMR and Hib if received in the month of the first birthday.

Plan Recomendado de Vacunas Durante la Infancia

Al nacer -----	Primera dosis Hep B
2 meses de edad -----	Primera dosis contra DTaP, Polio, Hib, PnuCon, Rotavirus Segunda dosis contra Hep B
4 meses de edad -----	Segunda dosis contra DTaP, Polio, Hib, PnuCon, Rotavirus
6 meses de edad -----	Tercera dosis contra DTaP, Hep B, Hib, PnuCon, Rotavirus
6-18 meses de edad -----	Tercera dosis contra Polio
6 meses – 18 años de edad-----	Gripe (durante la temporada de la gripe)
12-15 meses de edad -----	Primera dosis MMR, Varicela (chickenpox) Cuarta dosis Hib, DTaP, PnuCon
1-2 años de edad -----	Hep A (dos dosis 6 a 12 meses aparte)
4 - 6 años de edad ----- (ingreso a la escuela)	Quinta dosis contra D Tap, cuarta dosis contra Polio, Segunda dosis MMR, Varicela
11-12 años de edad -----	Tdap refuerzo, Meningococcal, HPV (3 series de dosis para niñas)

Polio	-	Vacuna de Polio Inactivada (IPV)
DTaP	-	Difteria, Tétanos, Tos Ferina
Hib	-	Hemophilus Influenza Tipo b (Hib) vacuna conjugada
MMR	-	Sarampión, paperas y sarampión alemán
Hep B	-	Hepatitis B vacuna-(El tiempo para recibir esta vacuna puede variar)
Hep A	-	Hepatitis A vacuna
PnuCon	-	Pneumococcal para niños
Meningococcal -	-	Meningocócica vacuna conjugada
HPV	-	Human Papillomavirus vacuna
Tdap	-	Tétanos, Difteria, Tos Ferina

Servicios de salud de contra costa recomiendan obtener las vacunas con el médico personal de la familia cuando sea posible. (El Plan Recomendado de Vacunas puede variar ligeramente en consultorios privados).

Para mayor información llame a su doctor o al
Departamento de Salud Pública de Contra Costa: 925-313-6767

Para información acerca de las vacunas recomendadas para adolescents y
Adultos, visite www.cdc.gov/vaccines



2010

Departamento de Salud Pública de Contra Costa

Calendario de las Clínicas de Inmunizaciones

Las personas son atendidas por orden de llegada. Por favor llegue lo más temprano posible porque no se aceptan clientes cuando la clínica está llena. La época del año cuando estamos más ocupados es de Agosto a Septiembre. Las vacunas no se dan durante el embarazo en ninguna clínica (excepto la vacuna de la gripe). Las clínicas de vacunas están cerradas durante los días festivos. Solo dinero efectivo o cheques - no se acepta credito o tarjetas de ATM.

1-800-246-2494

No necesita cita en estas clínicas

Richmond Departamento de Salud Pública

Esquina de la 39 Calle y Avenida Bissell, 1 Piso, Richmond
Todos los Lunes, 1:00 – 4:30 pm

Brentwood Departamento de Salud Pública

171 Sand Creek Rd., Suite A, Brentwood
Todos los Martes, 1:00–4:30 p.m.

Pittsburg Departamento de Salud Pública

2311 Loveridge Rd., Pittsburg
Todos los Miércoles, 1:00 – 4:30 p.m.

Concord Departamento de Salud Pública

2355 Stanwell Circle, Concord
Todos los Viernes, 1:00 – 4:30 p.m.

Costo de Vacunas

18 Años O Menores

El costo es de \$10 por persona o \$30 por familia (3 niños o mas)
(a nadie se le negarán estas vacunas si no puede pagar)

DTaP or DT	Hib
Td	Meningococo
Tdap	MMR
Polio-(inyectable)	Pneumococcal (para niños)
Hepatitis A	Rotavirus
Hepatitis B	Varicela <i>Chickenpox</i>
HPV	Gripe

(OPTAR PAGO) 19 Años Y Mayores

Td -----	\$15.00	Polio (inectable)-----	\$15.00
Tdap-----	\$15.00	Flu/Gripe (para adulto)-----	\$15.00

(VACUNAS QUE HAY QUE PAGAR) 19 AÑOS Y MAYORES

Hepatitis A -----	\$ 70.00 (cada dosis)	MMR -----	\$ 80.00
Hepatitis B -----	\$ 65.00 (cada dosis)	Meningococo -----	\$140.00
HPV(edades 19-26 años)-	\$140.00 (cada dosis)	Pneumococcal (para adulto)-----	\$ 46.00
Varicela -----	\$120.00 (cada dosis)	Herpes Zoster-(edades 60 años y mayores)-	\$175.00

Para vacunas de viajeros llame: 925-313-6488

O visite nuestro sitio en el internet www.cchealth.org

Consentimiento para menores de edad:

Todos los menores de 14 años de edad deben venir acompañados por uno de lospadres, apoderado legal o la persona autorizada por los padres.

Niños de 14 a 17 años de edad que no estén acompañados por un adulto, deben de tener un consentimiento firmado por los padres, apoderado legal o persona autorizada por los padres

La persona que firme el consentimiento debe indicar en el mismo su parentezco con niño y el número de teléfono a donde se les pueda localizar



La ley de California requiere, que cuando los niños se registren en las escuelas de California, tienen que tener, o deben obtener las siguientes vacunas (con algunas excepciones dependiendo de la edad, creencias religiosas o por razones médicas):

VACUNAS REQUERIDAS PARA INGRESAR A LA ESCUELA			
POLIO	4 dosis	3 dosis cumplen con el requisito si por lo menos recibió una dosis después del cuarto cumpleaños.	
DIFTERIA - TETANOS - TOS FERINA (DTP) Menores de 6 años (Requieren la vacuna contra la Tos Ferina) DTP/DTaP o cualquier combinación de DTP/DTaP con DT ó Td (Tétanos y Difteria) Mayores de 7 años (No requieren la vacuna contra la Tos Ferina) Td, DT, ó DTP/DtaP, Tdap ó cualquiera combinación de estas.	5 dosis pero...	Cuatro dosis cumplen con el requisito si la última dosis se administró después de los 4 años de edad.	
	4 dosis pero...	3 dosis llenan los requisitos para las edades de 7 a 17 años si por lo menos una dosis fue dada el día del segundo cumpleaños o después. Si la última dosis se dió antes del segundo cumpleaños se requiere una dosis más de Td.	
SARAMPION, SARAMPION ALEMAN, PAPERAS - MMR Son administradas juntas en una sola inyección.	1 o 2 dosis (2)	Debe darse en el primer año o después del primer año de edad.	
HEPATITIS B	3 dosis	Requerida para entra al kinder durante el mes de Agosto de 1997 o después y para todos los niños que entren al 7o. grado el 1 de Julio de 1999 o después.	
VARICELA	1 dosis	Requerida para todos los niños que entran a kinder, niños de 18 meses y mayores. Como alternativa se acepta documentación del porveedor médico indicando que el niño tuvo varicela.	

- (1) Para niños mayores de 7 años se recomienda la vacuna contra las Paperas, pero no es obligatorio.
- (2) Una segunda dosis de la vacuna MMR (Sarampión, sarampión alemán, paperas) es un requisito legal para ingresar al kinder y para ingresar al 7 grado.

VACUNAS REQUERIDAS PARA NIÑOS QUE ATIENDEN CENTROS DE CUIDADO DURANTE EL DÍA, JARDINES INFANTILES, PROGRAMAS DE HEADSTART Y ELEGIBLES PARA CALWORKS	
Edad del niño	Vacunas y número de dosis requeridas
Menos de 2 meses	Ninguna
2 a 3 meses	1 Polio, 1 DTaP (o DTP) , 1 Hib, y 1 Hep B
4 a 5 meses	2 Polio, 2 DTaP (o DTP) , 2 Hib, y 2 Hep B
6 a 14 meses	2 Polio, 3 DTaP (o DTP) y 2 Hib y 2 Hep B
15 a 17 meses	3 Polio, 3 DTaP (o DTP) y 2 Hep B 1 Hib Una de MMR es requerida al año de edad o después
18 meses a 4 años	3 Polio, 4 DTaP (o DTP), 3 Hep B y 1 Hib 1 MMR es requerida al año de edad o después. La vacuna de varicela es requisito en niños mayores de 18 meses . Como alternativa se acepta documentación de un proveedor de salud indicando que el niño tuvo varicela.



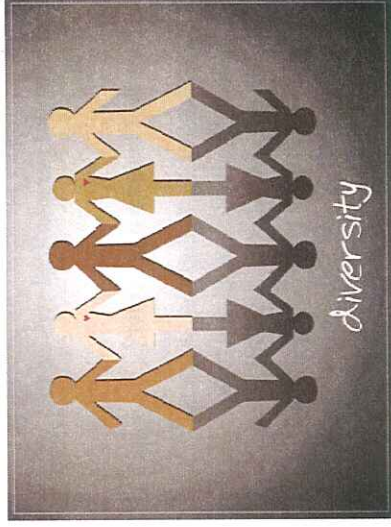
DOCUMENTACION: Todos los estudiantes que entren a una escuela guardería o programa de aprendizaje en California deben presentar una prueba por escrito del doctor o clínica de inmunizaciones, indicando fechas de vacunas recibidas. Los estudiantes que se estén cambiando de escuela pueden presentar la documentación de la escuela anterior. Esta documentación debe indicar el mes y el año en que se recibió cada vacuna; si la vacuna MMR y Hib fue recibida en el mes del primer cumpleaños, debe indicarse el mes, día y año.

Contra Costa Health Plan
along with our
community and county
partners, is committed to
ensure our diverse
customers receive
compassionate,
comprehensive, quality
health care services.

Contra Costa Health Plan



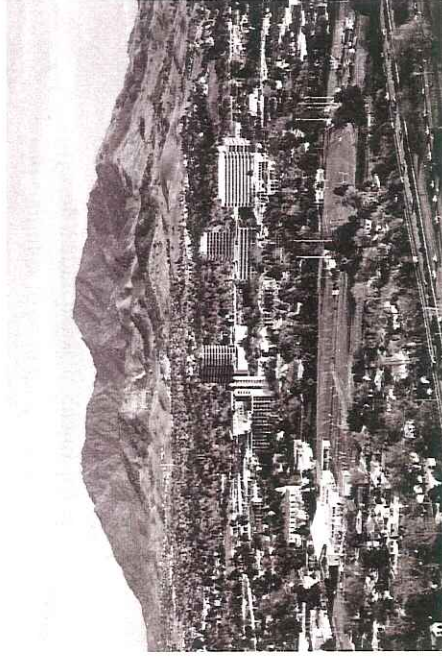
A Division of Contra Costa Health Services



**A Culture of Caring
for over
35 years**

Contra Costa Health Plan
595 Center Ave Ste 100
Martinez, CA 94553
Phone: 925-313-9500
Fax: 925-646-9907

E-mail: ProviderRelations@hdsd.cccounty.us
www.contracostahealthplan.org



What is Contra Costa Health Plan (CCHP)?

We are a local health plan associated with Contra Costa County Health Services, and have over 36 years of experience in providing health care. Coverage. CCHP is a federally qualified HMO which serves almost 100,000 member lives in Contra Costa County and continues to be in the forefront in offering comprehensive, quality health coverage for people who live and/or work in our community.

Who are CCHP's members?

CCHP serves Medi-Cal and Medicare recipients as well as County employees, individuals, families, employees of business groups and IHSS homecare workers. We are also a carrier under the State's Healthy Families, Access for Infants and Mothers and Major Risk Medical Insurance Programs. Additionally, we coordinate the care of low income, uninsured County residents under the County's Basic Health Care, and Health Care Coverage Initiative programs and the new Medi-Cal Expansion Program.

How do I check member eligibility?

CCHP has a toll free eligibility and PCP assignment verification number available 24/7. Eligibility requests can also be faxed to CCHP for confirmation. PCP's receive a weekly fax listing of members assigned to their panel.

What resources within CCHP will help me manage a member's care?

CCHP has a **24 hour Advice Nurse line** available to all health plan members that can **assist you with off hours coverage at no cost to you or the members.** Our Case Management unit works closely with members and their families, and provider to achieve the highest positive health outcomes for each individual. Also, there are valuable **member support programs** such as **asthma and diabetes management, prenatal follow-up and referrals for mental health services**

What about referrals to specialty providers?

CCHP maintains a comprehensive listing of contracted Specialty Care Providers. PCP's may refer members to a specialist by completing a referral form or by obtaining prior authorization for specialty care.

What about pharmacy coverage?

CCHP contracts with a pharmacy benefits manager (PBM) that subcontracts with local pharmacies to fill prescriptions. Our formularies can be easily found on our website and via Epocrates.

What is the turnaround time for claims?

For most of our programs, provider claims are submitted directly to CCHP. CCHP pays clean Medicare member claims within 30 business days and all other member claims within 45 business days.

What are the advantages of being a CCHP contracted provider?

With the advent of health care reform within the next few years, CCHP is in the forefront of implementing the proposed changes. **Beginning in June, CCHP expects to enroll up to 1,000 per month, new Medi-Cal members, eligible Fee For Service adult Medi-Cal patients, who are Seniors and Persons with Disabilities (SPDs), over a 12 month period.** Many of these are **patients you may currently be seeing and we feel that these special patients deserve every opportunity to continue to be cared for by the Primary Care Providers and Specialists that they know and trust, like you. CCHP is dedicated to meeting the needs of our providers and members by providing timely and personalized service to both.**

How do I become a provider?

All providers, including non-physician medical practitioners, applying to the CCHP network must be credentialed and contracted prior to providing services to members. CCHP follows National Committee for Quality Assurance (NCQA) guidelines and standards for initial credentialing and recertification. For more information, contact the CCHP Credentialing unit at **925-313-9500** or by e-mail to:

ProviderRelations@hdsd.cccounty.org

Website: www.contracostahealthplan.org