

FALL/WINTER 2012



The Plan

FROM YOUR VENTURA COUNTY HEALTH CARE PLAN

News You Can
Use from VCHCP

Have You Had
Your Flu Shot?

Nurse
Advice Line

Keeping You
Healthy



The Plan

Fall/Winter 2012 newsletter of your
Ventura County Health Care Plan

For Medical Emergencies:

Call 911, or go to the nearest emergency room if you believe that an emergency medical condition exists.

Ventura County Medical Center
Emergency Room • 3291 Loma Vista
Road • Ventura, CA 93003 (805) 652-6165
or (805) 652-6000

Santa Paula Hospital, A Campus of
Ventura County Medical Center • 825 N
Tenth Street • Santa Paula, CA 93060 •
(805) 933-8632 or (805) 933-8600

Your Primary Care Physician is available
24 hours a day. (See ID card for phone
number.)

Ventura County Health Care Plan 24-hour
Medical Director access for emergency
providers. (805) 981-5050 or
(800) 600-8247

For Assistance:

Ventura County Health Care Plan • 2220
E. Gonzales Road Suite, 210-B, Oxnard,
California 93036

Member Services • Monday - Friday, 8:30
a.m. to 4:30 p.m. • Phone: (805) 981-5050
FAX (805) 981-5051 • TDD to Voice: (800)
735-2929 • Voice to TDD: (800) 735-2922
www.vchealthcareplan.org

OptumHealth Behavioral Solutions
(24-hour assistance) (800) 851-7407

Pharmacy Help (800) 233-8065
www.express-scripts.com

If you would like to receive or view this
newsletter in Spanish, please contact
Member Services at (805) 981-5050 or visit
our website at vchealthcareplan.org.



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New Conejo Valley Family Care Center and Moorpark Family Medical Clinic Now Open

We are pleased to announce the opening of two new VCMC Ambulatory Care affiliated clinics, serving our Ventura County Health Care Plan members. These beautiful new facilities are offering the same quality health care services that members have grown to expect from the County's clinic system. Accessing the right care for your needs never looked so good!

The Conejo Valley Family Care Center re-located in Thousand Oaks to 125 W. Thousand Oaks Boulevard, Suite 300. The clinic's hours are Monday through Friday from 8:00 a.m. to 5:00 p.m. Conejo Valley Family Care Center also offers Lab Draw Services Monday through Friday from 8:00 a.m. to 4:00 p.m.



Conejo Valley Family Care Center

In addition, Urgent Care and basic radiology services are also available at the Conejo site Monday through Friday from 9:00 a.m. to 7:00 p.m. Beginning January 12, 2013, Urgent Care and X-ray will also be available on Saturdays from 9:00 a.m. to 5:00 p.m.



Moorpark Family Care Center

The Moorpark Family Care Center re-located in Moorpark to 612 Spring Road, Building A. Basic radiology services are available at this location. The clinic's hours are Monday through Thursday from 8:30 a.m. to 7:00 p.m. and Fridays from 8:30 a.m. to 5:00 p.m.

The Ventura County Health Care Plan is proud to have these two beautiful clinics as part of our continued efforts to provide you with exceptional health care in a neighborhood near you.

For a listing of the providers at these clinics, as well as the other numerous clinics that are contracted with the Health Plan, please view the

Provider Directory, located on our website at: <http://www.vchealthcareplan.org/members/physicians.aspx>.





Focus on Quality

Ongoing Quality Improvement VCHCP Responds to Member Survey Results

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey collects information on a member's experience and satisfaction with health care during the previous year. Using a combination of mail and telephone surveys, The Myers Group, a certified survey vendor randomly selects eligible members to participate in the survey. It is important that VCHCP members complete and return the survey.

The 2012 survey results are in. Below is a brief summary of what the Health Plan learned from member responses and how we are making changes to improve services.

- ◆ The overall response rate for the survey was 35.1 %
- ◆ VCHCP has focused on two areas where improvements can be made based on your response — “Getting Care Quickly” and “Coordination of Care”.

The “Getting Care Quickly” area involves receiving care and getting appointments in a reasonable time for non-urgent appointments.

We are working with our provider network to address the issue of getting care quickly for non-urgent care appointments. Improvements are in process. As a reminder, keep the following care options in mind:

By contract with The Health Plan, your primary care provider (PCP) must see you in the following timeframes:

Preventive Care: within 6 weeks of calling for an appointment. This visit occurs when you are not sick and provides you an opportunity to discuss preventive screenings for your age and gender, including lab screenings/testings.

Routine, Non-Urgent Care: within 10 business days for an appointment with your PCP; 15 business days for a specialist.

Urgent Care: within 48 hours (without prior authorization); within 96 hours (requiring prior authorization) after you call the office or if your con-

dition is progressing. If not seen by a doctor, you may require a more intense level of treatment. If your PCP is not available or unable to see you, ask for advice and instructions. You may also self-refer to a Ventura County Urgent Care Center (see your provider directory for locations and hours of business).

Nurse Advice Line - a toll-free service for VCHCP members - Members can call for medical assistance/advice when PCP offices are closed. 1-800-334-9023. Phone number is also located on the back of your membership card.

The “Coordination of Care” area involves how members felt their PCP seemed informed and up-to-date about the care they received from a specialist or other health care provider.

Ventura County Health Plan identified ways to improve the score of this survey question by:

A survey was sent to private network providers to identify responsiveness by specialists and other health services in notification of specialist care and test results.

As a result of your concerns, we are working with our Physicians to help them improve coordination of care between network providers to address your healthcare needs and concerns.

The information you provide helps the Health Plan assure that our Members are receiving the highest quality of care and service.



Have You Had Your Flu Shot?

Flu season is upon us, and the VCHCP strongly recommends that all of our members who do not have a contraindication (a medical reason for withholding vaccination) receive a flu immunization.

This year it is easier than ever to receive a flu shot if you are covered by the Health Plan. Besides being available through your doctor's office, flu shots are available at pharmacies that give the shots and are providers for the Express Scripts Pharmacy Network.

There is no cost or co-pay to members receiving the flu immunization.

The Health Plan will cover the flu shot (inactivated vaccine) and the flu mist nasal spray (live weakened flu virus) vaccines. The flu mist is approved for use in healthy people 2 to 49 years of age who are not pregnant. The Health Plan will not be covering the intradermal flu vaccine except in special circumstances that will require a prior authorization.

The Plan particularly stresses the immunization of those who are at high risk for complications if they were to get the flu. Those groups who are at high



risk are children 6 months to 4 years, people over 50, people with chronic lung, heart, kidney, liver, neurologic, hematologic, or metabolic (including diabetes) diseases.

Other groups at high risk are immunosuppressed individuals (for example, a patient whose immune system is suppressed by medications during the treatment of other disorders); those who expect to be pregnant during the flu season; Native Americans and Alaskan natives; people under 19 receiving aspirin therapy; residents of nursing homes; and the morbidly obese.

Health care personnel and those caring for the following groups—children under 5, people at high risk, and adults over 50—should also receive the flu immunization.

Check Out www.vchealthcareplan.org for Plan Information

Search for Providers

Our Provider Directory and search engine are now updated quarterly, giving you the most up-to-date information about our Primary Care and Specialist providers.

New Pharmacy List

Updated frequently so you can check which local pharmacies are on our preferred list so that you can select the right pharmacy for you.

Updated Drug Formulary

Updated frequently, you can view the list of medications that are covered by the Health Plan.

Updated Quick Reference Guide (QRG)

The best place to look up common coverages and their copayments including behavioral health available through OptumHealth Behavioral Solutions (Life Strategies).

Direct Specialty Referrals



Ventura County Health Care Plan's expansion of its direct specialty referral policy nearly two years ago has proven highly successful, Plan officials report. They say the change has streamlined and facilitated the referral process and has benefitted the members, the Plan and the providers.

The direct specialty referral allows Primary Care Physicians to directly refer members to certain specialty providers for an initial consult and two follow-up visits without requiring prior authorization from the Health Plan.

Direct referral appointments can be made either by the referring doctor or by the patient. Doctors are asked to make it clear to the patient who is responsible for making the appointment.

The Plan is required to provide appointments within a specific time frame. Those time frames are:

- ◆ Non-urgent – 10 business day for PCP; 15 business days for specialists;
- ◆ Urgent – 48-96 hours.

The direct referral process is to be used only for the adult commercial patients in the Plan. Direct referrals of pediatric members are problematic because of cross coverage of many of the pediatric patients by another insurance.



Standing Referrals

A standing referral allows members to see a specialist or obtain ancillary services, such as lab, without needing new referrals from their primary care physician for each visit. Members may request a standing referral for a chronic condition requiring stabilized care.

The member's primary care physician will decide when the request meets these guidelines:

1. A standing referral may be authorized for the following conditions when it is anticipated that the care will be ongoing:

- ◆ Chronic health condition (such as diabetes, COPD etc.).
- ◆ Life-threatening mental or physical condition.
- ◆ Pregnancy beyond the first trimester.
- ◆ Degenerative disease or disability.
- ◆ Radiation treatment.
- ◆ Chemotherapy.
- ◆ Allergy injections.
- ◆ Defibrillator checks.
- ◆ Pacemaker checks.
- ◆ Dialysis/end-stage renal disease.
- ◆ Other serious conditions that require treatment by a specialist.

2. The number of visits authorized must be sufficient to cover the duration of the condition. A standing referral is limited to 6 months, but it can be reviewed as needed. Renewals of standing referrals must be done every six months.

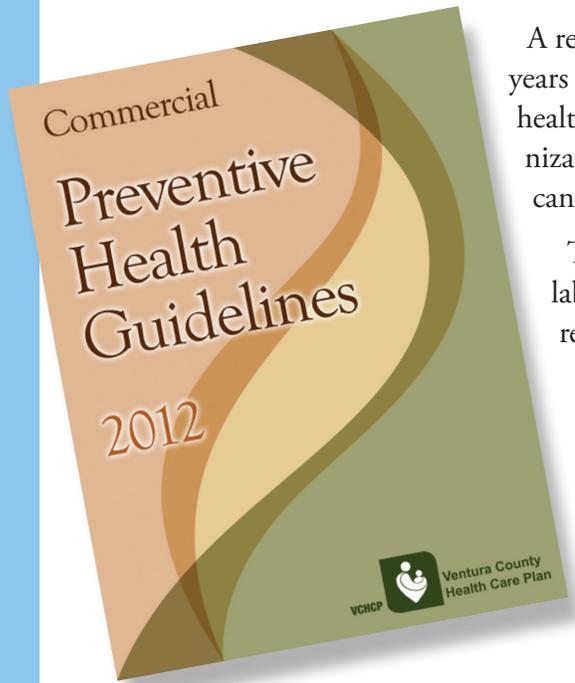
3. Members who change clinics will need to check their standing referral with their new primary care physician. Changing clinics may change the specialist to whom the member's primary care physician makes referrals.

4. Additional information regarding Standing Referral is located on our website:
<http://www.vchealthcareplan.org/providers/providerIndex.aspx>

Coming in 2013 . . .

The VCHCP has entered into an agreement with TriZetto, to develop and implement a new claim processing system for the Plan. In addition, we will introduce a new Member Portal and Provider Portal. Members will have the ability to go on line to check the status of claims, while Providers will be able to go on line to check eligibility. Look for more details in the Spring, of 2013.

VCHCP Keeping You Healthy



A recap: As your partner in health, we've worked with you in the last two years to ensure that you receive reminders and education on preventive health services such as well child visits, adolescent well child visits, immunizations, lead screening, breast cancer screening, colonoscopy, cervical cancer screening and others.

This was done through member mailing, focus phone calls and collaboration with your primary care physicians to ensure that your doctor reminds you to obtain these preventive health services.

We also mailed a Preventive Health Guideline brochure which can also be accessed on our website at:

<http://www.vchealthcareplan.org/members/healthEducationInfo.aspx>

Complex Case Management Program Seeks to Enhance Doctor-Patient Relationship

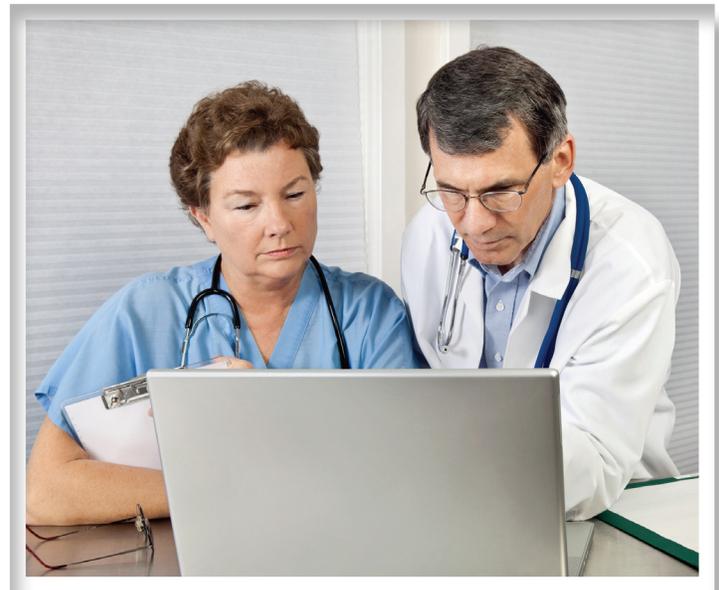
Designed to enhance the physician-patient relationship, the Ventura County Health Care Plan's new Complex Case Management program (CCM) is helping coordinate health care benefits for Plan members who have complex or chronic care needs.

The program serves several categories of patients, for example: those with diabetes or asthma; multiple diagnoses; members who had organ transplantation; and members with diagnoses of cancer, cystic fibrosis and others.

A nurse case manager who is assigned to the specific member develops an individualized case management plan to help meet the needs of the member.

The nurse case manager is available to help support the physician's prescribed treatment plan by helping the patient to better understand his/her disease, identify and overcome barriers to adherence, develop a goal-directed care plan to support the physician's prescribed treatment plans and work collaboratively with the physician to coordinate requested services using available benefits and resources for the patient.

The components of the Complex Case Management program include identification of members likely to benefit from CCM services, engagement of the healthcare team involving members in all aspects of CCM process and measuring outcomes to validate effectiveness of the CCM program.



Quitting tobacco? Don't give up!



Do you or someone you care about smoke or use tobacco products? If so, you have probably tried to quit in the past. Don't give up. Quitting often takes multiple tries.

Nicotine is an addictive drug. Nicotine withdrawal is a temporary part of recovery.

Withdrawal can cause nausea, sleeplessness, headache, anxiety, irritability and even sadness. These symptoms can last a couple of weeks or longer. Using counseling, medication and a support system can help with symptoms and setbacks, and increase the chance of a quit attempt being successful.

Quitting works best when you're prepared. **FOUR** important things to think about:

- ◆ Making the decision to quit and seek support.
- ◆ Setting a quit date and choosing a quit plan that works for you.
- ◆ Dealing with nicotine withdrawal.
- ◆ Staying positive.

Talk to your primary care provider. Ask about programs and medicines available to help you. A support program can increase your chances for success. Below are a few options to consider:

Tobacco Cessation Plan. Use this interactive tool to create a plan that will help you succeed at quitting tobacco. Sponsored by United Behavioral Health:

<https://www.liveandworkwell.com/smoking/plan/>

California Smoker's Helpline
1-800-NO-BUTTS

Ventura County Public Health Services
Tobacco Education & Control Program
805-652-3377 or (805) 201-STOP
(Call it Quits Phone-line)

If you have questions about coverage, call our Customer Service Department.

New Year's Resolutions

Have you thought about your New Year's resolutions yet? As each year comes to a close, we think about ways to change our lives for the better. Quitting smoking is a common New Year's resolution for Americans each year—but it's easier said than done. Six out of 10 smokers require multiple quit attempts to stop smoking.

"The start of the New Year is a terrific time for smokers to implement their plan to quit," said Norman H. Edelman, M.D., chief medical officer of the American Lung Association. "The benefits of a smoke-free lifestyle include improved overall health, economic benefits, and protecting loved ones from harmful secondhand smoke."

It may be the end of 2012, but remember that it's never too late to stop smoking!

What's the Big Deal about BMI?



You probably know your child's height and weight. But do you know your child's Body Mass Index (BMI)?

BMI is a calculation that uses height and weight to estimate a person's body fat. Although BMI is not a perfect way to judge if your child is underweight or overweight, it is often a good way to check on how your child is growing.

Once you know your child's BMI, you will see that he or she is in one of four categories:

Underweight: less than the 5th percentile

Healthy weight: Between 5th and 84th percentile

Overweight: Between 85th and 94th percentile

Obese: 95th percentile and above

A child whose BMI is at the 50th percentile is close to average compared with kids of the same age and gender who were measured. A child at the 85th to 94th percentile is considered overweight. And a child who measures at or above the 95th percentile is considered obese.

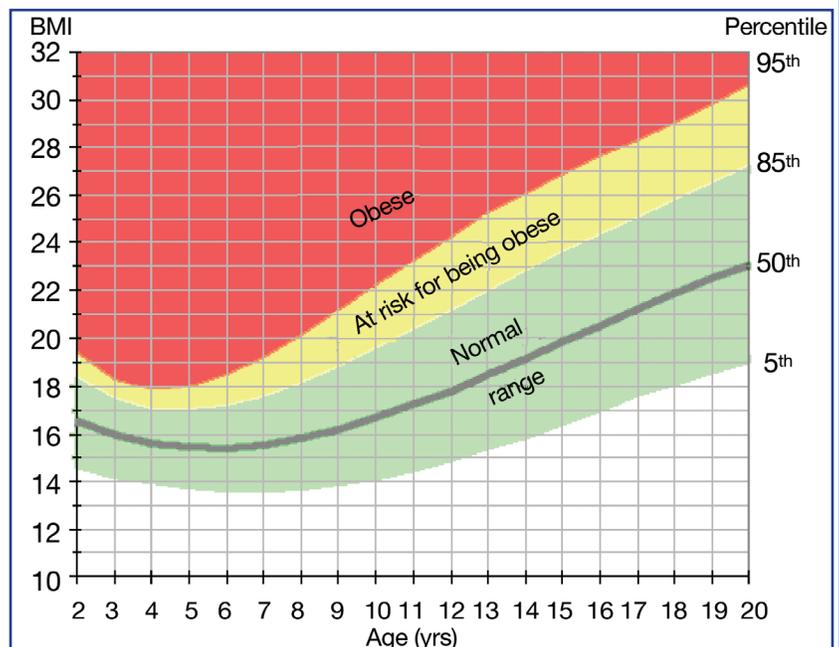
You can use the BMI calculator at www.kidshealth.org to determine your child's BMI, but it's also important to have your doctor perform regular BMI measurements. That way, you'll know the number is accurate and the doctor can discuss the results with you. See:

http://kidshealth.org/parent/growth/growth/bmi_charts.html

BMI is not the whole story when it comes to a child's weight. A muscular child might have a higher weight and BMI without having a lot of body fat. A smaller child may have an ideal BMI, but might have less muscle and too much body fat.

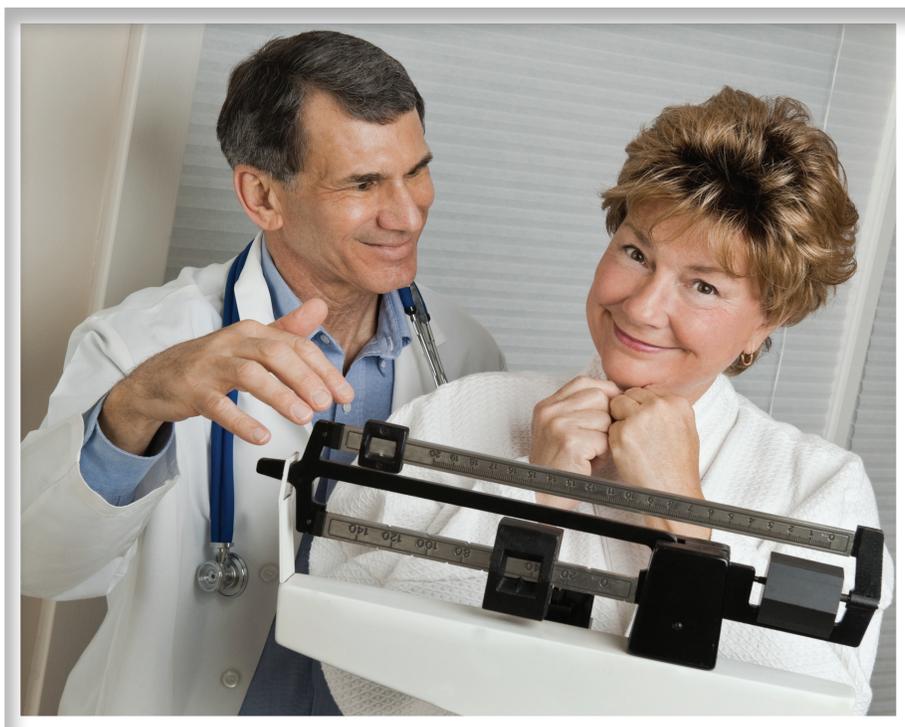
And it's very common for kids to gain weight quickly during puberty, which makes their BMI rise temporarily. It's always a good idea to talk to your child's primary care provider (PCP) if you have concerns about your child's weight.

If your PCP tells you that your child's BMI is high, ask what you can do to help lower it. In almost all cases, it's as simple as eating healthier and getting more exercise.





Weight Loss Program Now Available



The Ventura County Medical Center and Ambulatory Clinics now have a weight loss program available locally to members of the Ventura County Health Care Plan.

Components include both medical weight loss and a bariatric surgery program.

This service is available to Plan Members who meet nationally-recognized guidelines based on Body Mass Index (BMI). (BMI, which is a number calculated from a person's weight and height, provides a reliable indicator of body habitus relative to healthy norms. It is used to screen for weight categories that

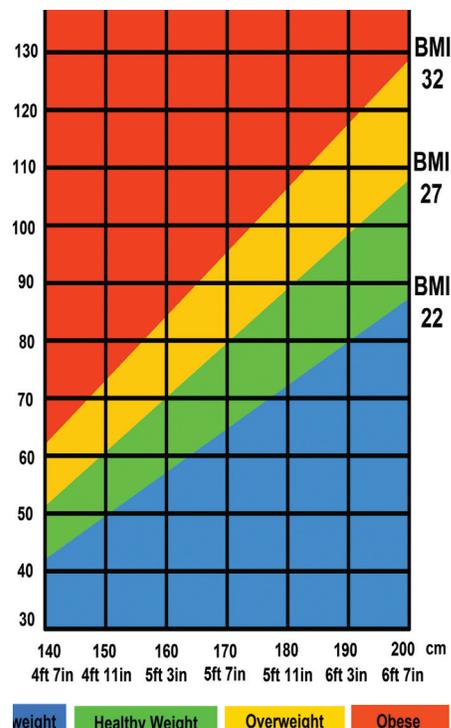
may lead to health problems.)

The member must have a BMI of over 40 kg/m². Or with certain other medical problems such as diabetes, sleep apnea and hypertension, they would qualify with a BMI of 35 kg/m².

The medical weight loss program is headed by Dr. Leah Kory.

The bariatric surgery program is led by Dr. Barry Sanchez. Dr. Sanchez is accredited by the American Society of Metabolic and Bariatric Surgeons as a bariatric surgeon. He trained for bariatric surgery at Stanford University and has 7 years of experience in providing this service.

Generally, VCHCP members would need to participate and be successful in the medical weight loss program before they would be eligible for bariatric surgery. If you think that you qualify and are interested in participating in this program, discuss it with your primary care doctor and if he or she agrees, can refer you to the program.

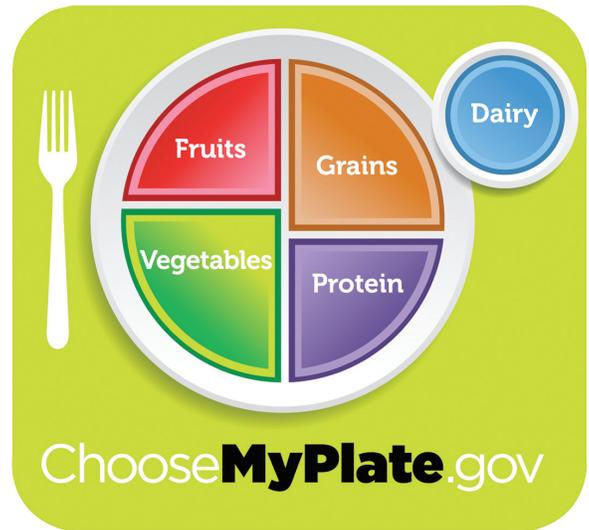


Heart-Healthy Cooking in 2013

The new year is here and that means you might be looking for ways to make some healthy lifestyle changes for you and your family.

Here, from the Academy of Nutrition and Dietetics, are some heart-healthy tips to keep in mind when you are cooking your favorite foods with friends and family:

- ♥ Use oils that are higher in “good fat.” For example: vegetable oil, canola oil, olive oil and sunflower oil. These are your monounsaturated and polyunsaturated fats. They are low in saturated fat.
- ♥ Limit adding extra salt to your foods. Most foods contain enough sodium.
- ♥ Use spices, herbs, garlic or lemon juice to season your foods. Too much salt intake can lead to high blood pressure.



- ♥ People who have high blood pressure, diabetes and/or chronic kidney disease should decrease their sodium intake by 1500 mg. a day.
- ♥ Eat fish regularly, at least two times per week. Try different ways of cooking, such as baking, broiling, grilling and poaching to add variety.
- ♥ Bake, roast, broil or grill your chicken instead of frying.
- ♥ Cook Canadian bacon or lean ham as a substitute for bacon.
- ♥ If you love potatoes, choose sweet potatoes over the others. They are high in fiber, low in sodium, a good source of protein and more.

Take the time to enjoy your meals and eat the sweets and starches in moderation. Remember, portion control is key! Small lifestyle changes can lead to big health rewards!



VCMC Network Update

New to the Network

Todd Monroe, M.D., an OB/GYN physician, has joined Clinicas Del Camino Real - Meta in Oxnard, effective June 2012.

Forrest Hsu, M.D., a neurosurgeon, has joined Anacapa Neuroscience Center in Ventura, effective July 2012.

Helen John-Kelly, M.D., a pediatric gastroenterologist, has joined Pediatric Diagnostic Center in Ventura, effective July 2012.

Drew Kelts, M.D., a pediatric gastroenterologist, has joined Pediatric Diagnostic Center in Ventura, effective July 2012.

Iлона Sylvester, M.D., an internal medicine physician, has joined Clinicas Del Camino Real - North Oxnard and Simi Valley, effective July 2012.

Alejandro Andrade, M.D., a family medicine physician, has joined Magnolia Family Medical Clinic in Oxnard, effective August 2012.

Ryan Bowman, M.D., a urologist, has joined Anacapa Urology Clinic in Ventura, effective August 2012.

Darren Bray, M.D., a pediatrician, has joined Mandalay Bay Women & Children's Medical Group in Oxnard, effective August 2012.

Stephanie D'Augustine, M.D., a pediatrician, has joined Santa Paula West Pediatric Clinic, effective August 2012.

Seong Kang, M.D., a family medicine physician, has joined Conejo Valley Family Medical Group in Thousand Oaks, effective August 2012.

Shadi Al Khatib, M.D., a pediatrician, has joined Clinicas Del Camino Real - El Rio & Maravilla in Oxnard, effective August 2012.

Udit C. Kondal, M.D., a family medicine physician, has joined Clinicas Del Camino Real - Meta in Oxnard, effective August 2012.

Robert Levin, M.D., a pediatrician, has joined Santa Paula West Pediatric Clinic, effective August 2012.

Connie J. Li, M.D., a pediatrician, has joined Clinicas Del Camino Real - El Rio & North Oxnard, effective August 2012.

Anagha Suresh, M.D., a pediatrician, has joined Clinicas Del Camino Real - North Oxnard, effective August 2012.

Derek Wong, M.D., a pediatric clinical geneticist, has joined the Pediatric Diagnostic Center in Ventura, effective August 2012.

Michelle Yates, M.D., a family medicine physician, has joined Conejo Valley Family Medical Group in Thousand Oaks, effective August 2012.

Niloofer Farmani, M.D., a rheumatologist, has joined Conejo Valley Family Medical Group in Thousand Oaks, effective October 2012.



Ellie E. Rogers, D.O., an OB/GYN physician, has joined Clinicas Del Camino Real - Moorpark, effective October 2012.

Robert Ryan III, M.D., a pediatrician, has joined Clinicas Del Camino Real - Maravilla in Oxnard, effective October 2012.

Olga Thorne, M.D., an OB/GYN physician, has joined Clinicas Del Camino Real - North Oxnard, effective October 2012.

New Facilities

Clinicas Del Camino Real has opened two new clinics, one in Simi Valley at 1424 Madera Road and the second in Moorpark at 4279 Tierra Rejada Road.

New Clinical Laboratory Draw Sites

Quest Diagnostics, Inc. in Camarillo at 500 Paseo Camarillo #103 and Ventura at 7880 Telegraph Road Suite. D.

Change of Facility Name

Camarillo Imaging Center has changed their name to Rolling Oaks Radiology - Camarillo, effective November 2012.

Ventura Coast Imaging Center has changed their name to Rolling Oaks Radiology - Ventura, effective November 2012.

Change of Locations

David R. Hantke, M.D., an ENT, has left Ventura Ear, Nose, and Throat Associates and has opened his own practice in Ventura, effective July 2012.

Lisabeth Carlisle, M.D., a family medicine physician, has left Santa Paula Hospital Clinic and has joined Magnolia Family Medical Clinic in Oxnard, effective August 2012.

Eric Leibovitch, M.D., an internal medicine physician, has left Academic Family Medical Clinic in Ventura, effective August 2012 but continues to work out of Magnolia Medicine Specialty Center East in Oxnard.

Pamela Holbrook, D.O., a family medicine physician, has transitioned from the Conejo Valley Family Medical Group to the Conejo Valley Urgent Care Center, effective September 2012.

Leaving the Network

Johannes Ramirez, M.D. has left Clinicas Del Camino Real - El Rio and North Oxnard, effective June 2012.

Marvin Ament, M.D. has left Pediatric Diagnostic Center in Ventura, effective July 2012.

Rashmi Menon, M.D. has left the Hematology/Oncology Clinic & Infusion Center in Ventura, effective July 2012.

Alexander Bove, M.D. has left Las Islas Diabetes Clinic in Oxnard and Pediatric Diagnostic Center in Ventura, effective August 2012.

David Ziring, M.D. has left Pediatric Diagnostic Center in Ventura, effective August 2012.

Albert E. Amorteguy, M.D., has left the Plan, effective October 2012.

Lourdes Trazo-Lazatin, M.D., has left Clinicas Del Camino Real - Maravilla, North Oxnard, and Ocean View, effective October 2012.



Ventura County Health Care Plan
2220 E. Gonzales Road, Suite 210-B
Oxnard, CA 93026



A Valuable Source of Information for Plan Members

To learn about the criteria that the Ventura County Health Care Plan (VCHCP) uses in performing medical necessity reviews, Plan members are advised to visit the VCHCP website, which offers a wealth of information.

VCHCP Utilization Management utilizes Milliman Care Guidelines, VCHCP Medical Policies and VCHCP Prior Authorization Drug Guidelines as criteria in performing medical necessity reviews.

You can view our VCHCP Medical Policies in our Website: <http://www.vhealthcareplan.org/providers/medicalPolicies.aspx>.

Due to proprietary reasons, we are unable to post the Milliman Care Guidelines in our website, but hard copies of the guidelines can be provided as requested.

You can view our Prior Authorization Drug Guidelines in our website: <http://www.vhealthcareplan.org/providers/priorAuthDrugGuidelines.aspx>