



PROVIDER NEWSLETTER

IN THIS ISSUE:

- ⇒ Updated Medical Policies, Pg. 2
- ⇒ Behavioral Health, Pg. 2
- ⇒ Pharmacy Updates, Pg. 3
- ⇒ Specialty Medication Program, Pg. 3
- ⇒ Provider Satisfaction Survey, Pg. 4
- ⇒ Access to Specialty Care, Pg. 5

We're Here for You 24/7!

The Ventura County Health Care Plan (VCHCP) understands that providers often need to contact the Health Plan outside of regular business hours. VCHCP always has someone on-call to speak with you. For urgent prior authorizations, information on contracted tertiary hospitals, coordination of hospital-to-hospital transfers (including air transports) or other urgent health plan related matters, please contact VCHCP 24 hours per day, 7 days a week at (805) 981-5050 or toll free at (800) 600-8247 and our answering service will contact an on-call clinical staff member to help you.

Contracted tertiary hospitals include:

- Children's Hospital of Los Angeles (CHLA)
- UCLA Medical Center
- Mattel Children's Hospital (UCLA Children's Hospital)

VCHCP Utilization Management uses Milliman Care Guidelines, VCHCP Medical Policies and VCHCP Prior Authorization Drug Guidelines as criteria in performing medical necessity reviews. Due to proprietary reasons, we are unable to post the Milliman Care Guidelines on our website, but hard copies of the guidelines can be provided as requested.

A complete listing of VCHCP medical policies and prescription drug policies can be found at:
<http://www.vchealthcareplan.org/providers/providerIndex.aspx>

To obtain printed copies of any of our VCHCP Medical/Drug Policies or Milliman Care Guidelines, please contact Member Services at (805) 981-5050 or at (800) 600-8247.



Summer 2014

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

Provider Services Email:

VCHCP.Providerservices@ventura.org
(Email is responded to Monday - Friday,
8:30 a.m. - 4:30 p.m.)

Health Plan Contact Information

Ventura County Health Care Plan
2220 East Gonzales Road, Suite 210 B
Oxnard, CA 93036

Hours: 8:30 am to 4:30 pm
Phone: (805) 981-5050 or (800) 600-8247
FAX: (805) 981-5051
TDD to Voice: (800) 735-2929
Voice to TDD: (800) 735-2922
Language Assistance: (805) 981-5050 or
(800) 600-8247

To contact the Utilization Management
Department please call the Health Plan at
the numbers listed above.

Behavioral Health Contact Information

OptumHealth Behavioral Solutions
Physician Consultation Line
(800) 292-2922
Provider website
<https://www.providerexpress.com/>



IMPORTANT! NEW AND UPDATED MEDICAL POLICIES

New and updated medical policies are posted on The Plan's website
at www.vchealthcareplan.org/providers/medicalPolicies.aspx and
include the following:

- **Medical Policy For Noninvasive Prenatal Testing For Fetal Aneuploidy (NIPT) (NEW)**
- **Policy on Pediatric Tonsillectomy for Obstructive Sleep Apnea (UPDATED)**
- **Medical Policy for Low Dose Computed Tomography for Lung Cancer Screening (NEW)**
- **Injectable Medication Coverage Policy (UPDATED)**

EPOCRATES

Last year the VCHCP Formulary became available on Epocrates. If you have Epocrates on your phone or computer you can access the VCHCP formulary status of any drug through the Epocrates App or Website.

Medical and Behavioral Health Coordination of Care

In our effort to improve care to our members with the diagnosis of psychosis with the goal of decreasing relapses and hospitalizations, we have teamed up with Optum Behavioral Health (Life Strategies) to offer injectable antipsychotic medications to appropriate members. These medications can be given in the psychiatrist's office. However, if that office does not administer medications, we would encourage the primary care physician to facilitate administration in their office. The psychiatrist would prescribe the medication, and after consulting with the PCP, would instruct the member to fill the prescription and bring the medication to the PCP office to be given. The following medications are on the Plan formulary: Risperdal Consta, Haldol, Fluphenazine Decanoate (Prolixin), Invega Systema,

Abilify Maintena and Zyprexa Relprev. All of these medication do require a Prior Authorization (please see the Plan's Prior Authorization Drug Guidelines at <http://www.vchealthcareplan.org/providers/providerIndex.aspx> for more information).

All PCPs are encouraged to obtain a release of information from their patients who are receiving behavioral health care services. You can download the Optum/Life Strategies Behavioral Health Solutions Release of Information form from our website, or use your standard office release of mental health information (which on many forms is routinely excluded).



Prescription Drug Update

The following is a list of additions and deletions for the Ventura County Health Care Plan's formulary that was recently approved by the Plan's Pharmacy & Therapeutics Committee. The High Performance Formulary is posted on our website at www.vchealthcareplan.org/providers/providerIndex.aspx or a printed copy is available upon request*. This document also includes information about prior authorizations, quantity limits, restrictions and preferences.

Note: Nine (9) new Drug Policies were recently approved by the Plan's Pharmacy & Therapeutics Committee. The Plan's drug policies, updated Step Therapy and Preferred Drug List can be accessed at:

<http://www.vchealthcareplan.org/providers/priorAuthDrugGuidelines.aspx>*

Additions

Specialty Drugs

ADEMPAS
VALCHLOR
RIXUBIS
TIVICAY
AZACITIDINE

BETHKIS

GAZYVA

GRANIX

OPSUMIT

OLYSIO

SOVALDI

TOBRAMYCIN

Deletions

No deletions for the quarter

Recently Approved Drug

Policies

ADCIRCA

CAYSTON (aztreonam)

GATTEX

GEL-ONE

SYNAGIS (palivizumab)

TOBI

XEOMIN

XYREM

ZEMAIRA

***For questions or concerns, or to have a printed copy of any of the Plan's online documents mailed to you, please call VCHCP at (805) 981-5050 or (800) 600-8247. You may also contact Express Scripts directly at (800) 811-0293**

VCHCP's Specialty Medication Program

Often times patients need "Specialty" medications. They are considered "Specialty Medications" because they are high-cost medications and biologicals, regardless of how they are administered (injectable, oral, transdermal, or inhalant), and are often used to treat complex clinical conditions that require close management by a physician due to their potential side effects and the need for frequent dosage adjustments. VCHCP wants to help ensure that these patient needs are met in a timely and efficient manner. This requires the involvement of both the prescribing doctor, VCHCP, and the patient. The following is a brief outline of the process:

- The Medical Provider
 - ◊ Completes a Treatment Authorization Request (TAR) form and submits it to The Plan for prior approval
 - ◊ Completes the Doctor/Prescriber Prescription Enrollment form on the VCHCP Provider Website located under the heading Specialty Medication Program at <http://www.vchealthcareplan.org/providers/providerIndex.aspx>. This document is faxed to the Curascript fax number on the form.
 - ◊ If medically necessary, provides the member with a prescription to cover one (1) month's supply of the same medication. This prescription can be filled at a local pharmacy.
- The Member:
 - ◊ If applicable, the member can fill the one month supply prescription at a local pharmacy once the Treatment Authorization Request has been approved by The Plan.
 - ◊ The member can contact Curascript at (866) 848-9870 with any questions.
 - ◊ The member can contact the Health Plan with any questions at (805)981-5050.
- The Health Plan:
 - ◊ When the health plan approves the medication, the utilization management nurse will also complete the high dollar override, just in case this applies to the medication. This helps to decrease any delay in filling the prescriptions.
 - ◊ The approval is then documented in the pharmacy management online system.
- Curascript:
 - ◊ Will complete the prescription order that was faxed in by the Provider when the Treatment Authorization Request has been approved by The Plan.
 - ◊ Will verify approval through the pharmacy management online system.
 - ◊ Will provide any necessary equipment that is needed for the member to take the medication.
 - ◊ The medication is shipped within 24-48 hours after they note the approval.

Provider Satisfaction Survey 2014

Catherine Rajala Sanders, MD, Medical Director

VCHCP recently received the results of our annual provider satisfaction survey conducted by the Myers Group, a National Committee for Quality Assurance (NCQA) Certified Survey Vendor. The survey went out to all of our primary care providers and specialists and could be responded to by mail, internet or phone. This is an important tool for the Plan to use to improve our performance for you, our contracted physicians; so we greatly appreciate the time you take to complete them. Thank you to all who participated in the surveys.

The results were analyzed by the Myers Group in relation to the 2013 scores, to the Myers Book of Business and to other Health Plans. The Plan scored 88.5% for overall satisfaction and loyalty which is similar to last year and better than the Myers Group Book of Business. The Plan also scored significantly higher than all other Health Plans in the Call Center/Member Services Staff, Provider Relations and Continuity/Coordination of Care composites. However, there was a decrease in satisfaction with some network issues such as the number of high-quality specialists to refer to, access to urgent care, non-urgent primary care and non-urgent ancillary diagnostic and treatment services, and the ability to refer patients to specialists when needed as well as Utilization Management (UM) issues such as the process and timeliness of the UM treatment authorization requests.

In response to these results, we have partnered with VCMC to work on access issues and when necessary, have obtained additional contracts for those specialists with impacted schedules. We again have increased the scope of the direct referral

process, (i.e. those services that do not require an authorization) and continue to add to the direct referral list. We are concerned about the perception of lack of timeliness of UM referrals as we continue to meet close to 100% of our turnaround time requirements. Perhaps it is the access issue that is driving this score instead of the actual turnaround time in the UM department. One of our committee member providers suggested that those filling out the survey may not easily separate VCHCP patients and other Health Plans' patients. We would like to hear from you directly about any issues, comments or suggestions. Direct feedback will give us the best information on what to improve or change or keep the same. You can contact Provider Services at 981-5121, or you can contact me directly at 981-5024. To contact the Utilization Management Department please call 981-5060.

Again, thanks to all of you who contribute to our surveys and gave us feedback. In this way we can continually improve our services for our providers and members.

In the next newsletter we will be updating you on the most current HEDIS (Healthcare Effectiveness Data and Information Set) and CAHPS (Consumer Assessment of Healthcare Providers and Systems) numbers.

VCHCP Wants to Help Patients Access Specialty Care

In January 2011, The Ventura County Health Care Plan greatly expanded the specialties available for direct referral. This has been very successful for the Plan, the providers and the members. Following are some tips for a smooth process:

- The Plan occasionally receives calls from members who have received a direct referral to a specialist, but are confused about how to make the appointment. These appointments can be made by the referring doctor or by the patient. When making a direct referral, please help your patient understand who will be responsible for making the appointment.
- Requests from the primary care physician or specialist for additional visits beyond two (2) follow up visits no longer require prior authorization, as long as the member has seen the specialist within a year for the original problem.
- Physical therapy and occupational therapy with a contracted provider is allowed for the initial evaluation and seven (7) additional visits, for a total of eight (8) visits. Requests for additional therapy require prior authorization via a Treatment Authorization Request and the submission of the initial evaluation and treatment notes.
- In addition to primary care physicians, the following specialists can make direct referrals for physical therapy: Orthopedics, Rheumatology, Neurosurgery, Neurology, Podiatry, Physiatry.
- Once the Health Plan authorizes a Hand/Plastic Surgery specialist to see VCHCP members, the Hand/Plastic Surgery Specialist may directly refer members to physical therapy and to occupational therapy.

- The Plan is required to provide appointments within a specific time frame. Those time frames are: Non-urgent – 15 business days Urgent – 48-96 hours
 - ◇ If the soonest available appointment is outside of the above time-frames, and there would be no compromise of care to your patient, please check the box on the referral form that it is permissible to go past these time standards. In addition, if you become aware that your patient cannot get an appointment within an acceptable time frame please contact the Plan Member Services at 805-981-5050 so that we can make the appropriate arrangements for timeliness of care.
- Primary Care Providers have been informed about the Ventura County Medical Center (VCMC) Referral Center Process. Many specialists in the Plan's network are specialists within the Ventura County Medical Center (VCMC) health system and new appointments for them are made through the VCMC Referral Center. Those specialties are Endocrinology, Neurology, Rheumatology, Pulmonology, and ENT. For a referral to any of the VCMC specialists in these specialties, please send the direct referral form to the VCMC Referral Office via fax or E-Referral system. The number is (805) 677-5263.

The Direct Referral Policy can also be accessed online at: <http://www.vchealthcareplan.org/providers/providerIndex.aspx>

To request a printed copy of the policy, please call Member/Provider Services at 805-981-5050 or email your request to vchcp.providerservices@ventura.org.

WHAT IS A STANDING REFERRAL??



A standing referral allows a member to see a specialist or obtain ancillary services, such as lab, without needing

new referrals 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 the guidelines outlined below.

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

- Chronic health condition (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

The number of visits authorized should be sufficient to cover the duration of the

condition, up to a maximum of 6 months at a time, but can be reviewed as needed at the end of the 6 months.

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.

Additional information regarding Standing Referrals is located on our website: <http://www.vchealthcareplan.org/providers/providerIndex.aspx>, or you can call us at (805) 981-5050.

Standards for Members' Rights and Responsibilities

Ventura County Health Care Plan (VCHCP) is committed to maintaining a mutually respectful relationship with its Members that promotes effective health care.

Standards for Members Rights and Responsibilities are as follows:

1. Members have a right to receive information about VCHCP, its services, its Practitioners and Providers, and Members' Rights and Responsibilities.
2. Members have a right to be treated with respect and recognition of their dignity and right to privacy.
3. Members have a right to participate with Practitioners and Providers in decision making regarding their health care.
4. Members have a right to a candid discussion of treatment alternatives with their Practitioner and Provider regardless of the cost or benefit coverage of the Ventura County Health Care Plan.
5. Members have a right to make recommendations regarding VCHCP's Member Rights and Responsibility policy.
6. Members have a right to voice complaints or appeals about VCHCP or the care provided.
7. Members have a responsibility to provide, to the extent possible, information that VCHCP and its Practitioners and Providers need in order to care for them.
8. Members have a responsibility to follow the plans and instructions for care that they have agreed upon with their Practitioners and Providers.
9. Members have a responsibility to understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.

For information regarding the Plan's privacy practices, please see the "[HIPAA Letter and Notice of Privacy Practices](#)" available on our website at: <http://www.vchealthcareplan.org/members/memberIndex.aspx>. Or you may call the Member Services Department at (805) 981-5050 or toll free at (800) 600-8247 to have a printed copy of this notice mailed to you.

VCHCP Network Provider Updates

New to the Network

West Coast Hearing & Balance Center, an audiology facility in Camarillo, Oxnard, Simi Valley, and Thousand Oaks, has been added, effective April 2014.

Paul Nazemi, M.D., an ophthalmologist at Thousand Oaks Eye Center, has been added, effective April 2014.

P. Micky Obradovic, M.D., a pediatrician, has joined Surfside Pediatrics in Ventura, effective May 2014.

Julie Schreiner, N.P., has joined Surfside Pediatrics in Ventura, effective May 2014.

Sherif Aboseif, M.D., a urologist, has joined Anacapa Urology Clinic (VCMC) in Ventura, effective May 2014.

Wallace Baker, M.D., a family medicine physician, has joined Academic Family Medicine Center (VCMC) in Ventura, effective June 2014.

Carol Ann Sherman, F.N.P., has joined Sierra Vista Family Medical Clinic (VCMC) in Simi Valley, effective June 2014.

Gerri Sylvester, M.D., an internist, has joined West Ventura Medical Clinic (VCMC) in Ventura, effective June 2014.

Shawn Steen, M.D., an oncology surgeon, has joined Anacapa Surgical Associates (VCMC) in Ventura, effective June 2014.

Elisabeth Bertoline, P.A., has joined Magnolia Family Medical Clinic West (VCMC) in Oxnard, effective July 2014.

Paulette Mahurin, N.P., has joined Las Islas Family Medical Group (VCMC) in Oxnard, effective July 2014.

Aristotle Tuano, F.N.P., has joined Sierra Vista Family Medical Clinic (VCMC) in Simi Valley, effective July 2014.

Casey Barbaro, M.D., a trauma surgeon, has joined Anacapa Surgical Associates (VCMC) in Ventura, effective July 2014.

Elizabeth Morrison, M.D., a neurologist, has joined Anacapa Neuroscience Center (VCMC) in Ventura, effective July 2014.

Hessam Siavash, M.D., D.D.S., an oral & maxillofacial surgeon at Oral & Maxillofacial Surgery of San Buenaventura in Ventura, effective July 2014.

Lawrence Borelli, M.D., an orthopedist, has joined Conejo Valley Family Medical Group (VCMC) in Thousand Oaks, effective July 2014.

Ivet Hartonian, M.D., a pediatric neurologist, has joined Pediatric Diagnostic Center (VCMC) in Ventura, effective July 2014.

Daniel Lee, M.D., a physical medicine & rehabilitation physician, joins Anacapa Neuroscience Center (VCMC) in Ventura, effective August 2014.

Leaving the Network

Joyce Altschule, R.N.P. left Alta California Medical Group in Simi Valley, effective January 2014.

Michele Oliver, N.P. left Surfside Pediatrics in Ventura, effective January 2014

Timothy Harthorn, M.D. has left Orthopedic Clinic (VCMC) in Ventura, effective April 2014.

Christian Dequet, M.D. has left Conejo Valley Family Medical Group in Thousand Oaks, effective April 2014.

Elisabeth Bertoline, P.A. has left Clinicas Del Camino Real - Ojai, effective June 2014.

Susan Johnson, M.D. has left Las Islas Family Medical Group (VCMC) in Oxnard, effective June 2014.

Rose Milanese-Skopp, D.O. has left Las Posas Family Medical Group (VCMC) in Camarillo, effective June 2014.

Sunitha Adigopula, M.D. has left Clinicas Del Camino Real - Moorpark and El Rio in Oxnard, effective June 2014.

Mirela Cernaianu, M.D. has left Clinicas Del Camino Real - Meta in Oxnard, effective June 2014.

Tiffany Shu, M.D. has left Clinicas Del Camino Real - Moorpark and Santa Paula, effective June 2014.

Ray Ruiz, P.A. has left Magnolia Family Medical Clinic West (VCMC) in Oxnard, effective July 2014.

Eric Watson, D.O. has left Anacapa Neuroscience Center (VCMC) in Ventura, effective July 2014.

Changes

Sara Hemmer, M.D. has left Santa Paula West Pediatric Clinic (VCMC), effective May 2014 but is still at Pediatric Diagnostic Center (VCMC) in Ventura.

Niloofer Famani, M.D. has left Medicine Specialty Center West (VCMC) in Ventura, effective July 2014 but is still at Conejo Family Medical Group (VCMC) in Thousand Oaks.

Calbert Wong, M.D. has left Medicine Specialty Center West (VCMC) in Ventura, effective July 2014 but is still at Magnolia Medicine Specialty Clinic East (VCMC) in Oxnard.

Leslie Lynn Pawson, M.D. has left Academic Family Medicine Center (VCMC) in Ventura, effective June 2014 but is still at the Immunology Clinic (VCMC) in Ventura.

Robert Gonzalez, M.D., a rheumatologist, has joined Magnolia Medicine Specialty Clinic East (VCMC) in Oxnard, effective April 2014. This is in addition to currently working at Medicine Specialty Center West (VCMC) in Ventura.

Lilly Mallare, M.D., an OB/GYN physician, has joined Fillmore Medical Clinic (VCMC), effective May 2014. This is in addition to currently working at West Ventura Medical Clinic (VCMC).

Menashe Ehrenberg, D.O., an OB/GYN physician, has joined Clinicas Del Camino Real - Meta in Oxnard, effective May 2014. This is in addition to currently working at Clinicas Del Camino Real - Ventura.

Theresa Enriquez, M.D., a family medicine physician, has left Rose Avenue Family Medical Group in Oxnard to open a solo practice in Oxnard, effective June 2014.

Marta Sarransingh, M.D., a family medicine physician, has changed locations from Clinicas Del Camino Real - El Rio in Oxnard to Clinicas Del Camino Real - North Oxnard, effective June 2014.

David Araujo, M.D. at Academic Family Medicine Center (VCMC) in Ventura, is now open to new patients, effective June 2014.

Jacob David, M.D. at Academic Family Medicine Center (VCMC) in Ventura, is now open to new patients, effective June 2014.

John Ippolito, M.D. at Moorpark Family Care Center (VCMC), is now open to new patients, effective June 2014.

J. Paulo Carvalho, M.D. at Conejo Family Medical Group in Thousand Oaks (VCMC), is now closed to new patients, effective June 2014.

Santa Paula West Medical Group (VCMC) has a new phone number: 805-229-0200, extension 1, effective June 2014.

Santa Paula West Pediatric Clinic (VCMC) has a new phone number: 805-229-0200, extension 2, effective June 2014.

Tihel Walkowsky, M.D., an OB/GYN physician, has left Clinicas Del Camino Real - Fillmore, effective July 2014 but remains at Clinicas Del Camino Real - Ojai. In addition, she is now at Clinicas Del Camino Real - Moorpark and Meta in Oxnard, effective July 2014.



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

