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.
As this seems to be a point of confusion, this article is meant to clarify the VCHCP PEND process for authorizations. When a Treatment Authorization Request (TAR) form is received and the physician reviewer requires more information than that submitted, the reviewer can PEND the request for additional documentation. A letter is sent to the requesting provider and the member with the specific instructions on what more is needed to make a decision. The word PEND will appear in the upper left hand portion of the letter (instead of approve or denied). The response needed from you will be printed in the box near the bottom of the page. This needed information can be faxed to the UM department, or you can write directly on the PEND letter and fax that back. Also you can call or email me or the UM department about the patient. The PEND letter is not a denial of services but if the required information is not received, the request may be denied. Our regulatory requirements state that we have to give you 45 days for additional documentation to be submitted. After more information is received or at the end of the 45 days, we then have the customary 5 business days to make a final decision. The sooner the information is sent in, the sooner the decision will be made. Now, if you agree that the request does not meet policy standards (i.e. a request for a lumbar spine MRI and the patient has not had the requisite 6 weeks of nonoperative treatment such as physical therapy), please also let us know that you are withdrawing the request. That way, you and the member will not have to receive a denial letter. The PEND process is meant to decrease the number of denials that may be based on insufficient information, so please take advantage of the extra time given to you to give us the full story on the patient.

Please feel free to call or e-mail me with questions, comments or concerns.

Catherine R. Sanders, MD, Medical Director, VCHCP
catherine.sanders@ventura.org
(805) 981-5024
REQUEST FOR CASE MANAGEMENT AND DISEASE MANAGEMENT

Members now have an opportunity to seek assistance for complex and/or chronic medical needs such as asthma, diabetes, and coordination of challenging care online! You can encourage patients to visit www.vchealthcareplan.org, and on the right side of the site, click “Request Case Management or Disease Management”. They will then be prompted to enter member specific information. The information will be submitted to a secure email. A nurse will evaluate the request and call the member within 2 business days. If the member would like to speak directly with a nurse, please direct them to call 805-981-5060 and ask for a Case Management Nurse.
The Nurse Advice Line
The nurse advice line is available at:
1-800-334-9023, 24 hours a day, 7 days a week
for Member questions regarding their medical status, about the health plan processes, or just general medical information.

There is also a link on the member website:
www.vchealthcareplan.org/members/memberInfo.aspx that will take Members to a secured email where they may send an email directly to the advice line. The nurse advice line will respond within 24 hours.

Patient Emergency & Provider After Hours Contact

Ventura County Medical Center -
Emergency Room
3291 Loma Vista Road, Ventura, CA 93003
(805) 652-6185 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

Ventura County Health Care Plan
on call Administrator available 24 hours per day for emergency Providers
(805) 981-5050 or (800) 600-8247

To speak with VCHCP UM Staff, please call The Ventura County Health Care Plan at the numbers listed below.

PROVIDER CONNECTION SITE
The VCHCP Website offer Providers a wide range of useful tools and information to help assist our members, your patients, in the most efficient and successful manner. Please visit the Plan website at www.vchealthcareplan.com to learn about all of the information available to you.

- Timely Access Requirements
- Direct Specialty Referral Policy and Forms
- Health Education Materials for Members
- Heath Services Approval Process and Forms
- Language Assistance Program and Form
- National Provider Identifier Information
- OPTUM Behavioral Healthcare Information
- Complete Physicians Operations Manual
- Preferred Medications Lists
- Preventive Services & HEDIS Measurements
- Prior Authorization Drug Guidelines
- Prior Authorization Template for Common Procedures
- Provider Disclosure about fees, claims, etc.
- Provider Dispute Resolution Process and Forms
- Specialty Medication Program
- Standing Processes and Treatment Authorization Form (TAR)
- Pharmacy Exceptions Online Request
- Provider Newsletters
- And much more…
VCHCP has two programs for members with severe illnesses and chronic diseases to help them plan their care with their primary doctor and learn more about self-care. These programs have nurses who work with members over the phone to guide them towards the best possible health for their conditions.

The two programs are described below.

**Complex Case Management**

VCHCP has created a Complex Case Management Program to help our high-risk members to work closely with their doctors to plan their care. The goals of Complex Case Management are to help members get to their best health possible in the right setting; coordinate and manage healthcare resources; support the treatment plan ordered by the doctor; and to take action to improve member overall quality of life and health outcomes. As a member in Complex Case Management, members with complicated health care issues and their family have a coordinated plan of care integrating all clinical services.

VCHCP identifies members for Complex Case Management through a number of referral sources, including health care provider referrals and member self-referrals. Some examples of eligible medical conditions or events include multiple hospital admissions or re-admissions, multiple chronic conditions, major organ transplant candidates, and major trauma. After a nurse Case Manager evaluates a member, the Case Manager creates a care plan with member, member caregiver and healthcare team input. The care plan is shared with the member’s doctor for his/her input and review. The care plan is monitored by the Case Manager and coordinated with the member and doctor.

Participation in the program is free and voluntary for eligible members. Members can opt out at any time after enrolling in Complex Case Management. Being in the program does not affect benefits or eligibility. For more information or to submit a referral for the Complex Case Management Program, please call Case Management at 805-981-5060. Members can also self-refer to the program online on the Member page at vchealthcareplan.org and click on the box labeled “Request Case Management or Disease Management”.

**Disease Management**

The VCHCP Disease Management Program coordinates health care interventions and communications for members with conditions where member self-care can improve their conditions. VCHCP has two Disease Management programs: Asthma and Diabetes. Members with these chronic conditions can come from referrals from a number of sources: VCHCP staff, practitioners, facility staff, vendors, or self-referral by a Member or caregiver. The Disease Management team works with doctors and licensed professionals at VCHCP to improve these chronic conditions so members get the best possible quality of life and functioning. Included in the Disease Management Program are mailed educational materials, provider education on evidence-based clinical guidelines, member education over the phone, and care coordination. VCHCP has a variety of materials about diabetes and asthma that they give to members to help members better understand their condition and manage their chronic disease.
Ventura County Health Care Plan 2014 Affirmative Statement Regarding Utilization-Related Incentive*

- Utilization Management (UM) decision making is based only on appropriateness of care and service and existence of coverage
- The organization does not specifically reward practitioners or other individuals for issuing denials of coverage or care
- Financial incentives for UM decision makers do not encourage decisions that may result in underutilization
- VCHCP does not use incentives to encourage barriers to care and service
- VCHCP does not make hiring, promotion or termination decisions based upon the likelihood or perceived likelihood that an individual will support or tend to support the denial of benefits

*Includes the following associates: Medical and Clinical Directors, Physicians, UM Directors and Managers, licensed UM staff including Management personnel who supervise clinical staff and any associate in any working capacity that may come in contact with members during their care continuum.

New to Ventura County Health Care Plan
Ventura County Health Care Plan Wellness and Prevention

The Ventura County Health Care Plan (VCHCP) is proud to announce the new Wellness and Prevention Program. This interactive program allows adult members of The Plan access to online health appraisals and self-management tools. The health appraisal is a health behavior questionnaire that calculates health risks for each member individually. Health appraisal results are available immediately. Self-management articles and workshops are then provided based on risks. This program benefits members by helping to decrease risks and manage health conditions. Additional resources including exercise and meal planners, healthy recipes, food logs, and a calendar of events in our community are available. Physicians can encourage members to go to https://vchcp.cernerwellness.com, or connect from The Plan website at http://www.vchealthcareplan.org/members/memberIndex.aspx. Members have been notified of this service via phone calls and mailed flyers.

Physicians who are VCHCP Providers are encourage to visit the site as well.
Online Formulary Pharmacy Exception

VCHCP members can now electronically request exceptions for non-covered medications through our website. To make this electronic request, members can visit our website at www.vchealthcareplan.org, click on the “For Members” link, and then click “Request Pharmacy/Formulary Exception”. A form will appear requiring member information and the requested exception information. The member will then submit this form to a secure email. A nurse will evaluate the request and call the member within 2 business days. If you or the member would like to speak directly with a nurse, please call 805-981-5060 and ask for a Utilization Management Nurse.

Online Personal Health Record

Members of the VCHCP can now keep track of their Personal Health Record online through doclopedia.com. This free service allows members to privately and securely input and store their personal health record. Information members can keep track of include: health history, past surgeries, current diagnosis, medications, physician and insurance information. Members can access this website through The Plan website at http://www.vchealthcareplan.org/members/memberIndex.aspx, click on “For members” and click the blue box labeled “Click Here to Manage Your Personal Health Records” and access the doclopedia.com website.

Diabetes Roadmap Sessions

The Ventura County Health Care Plan (VCHCP) now provides a great learning opportunity for members with diabetes. The Diabetes Roadmap Sessions are collaborative group discussions lead by a nurse facilitator. The goals of these sessions are to provide support and knowledge to help achieve a healthier life and prevent complications of diabetes. These sessions are scheduled for four Saturdays that last approximately two hours each from 9-11 a.m. Roadmap sessions will start on a monthly basis (Start dates 1/3/15, 2/7/15, 3/7/15). For more information or to register, please call (805) 981-5060 and ask to speak with the Wellness and Prevention Program Administrator. Registration is also available through the events calendar at https://vchcp.cernerwellness.com.
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.

Direct Specialty Referrals

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

- 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, Physical Therapy.
- 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.
- Note that for certain referrals within the VCMC health system, appointments are made through the VCMC Referral Department. These specialties include Endocrinology, Neurology, Rheumatology, Pulmonology and ENT. In these cases, the direct referral form is to be faxed to (805) 677-5243 or sent through the E-referral system, directly from the Referral Center at (805) 677-5245 or Ambulatory Care Administration at (805) 677-5355. Please review these requirements prior to referring the member in order to facilitate the scheduling process. Urgent referrals require a provider to specialist conversation.
- For other VCMC specialties, such as Orthopedics, and for referrals outside the VCMC health system (remember that direct referrals can only be used for contracted providers), the appointment can be made by the member or the requesting provider's office. A copy of the direct referral form is to be given to the member to take with them to the appointment. The other copy of the form should remain with the provider. It is also recommended that a copy of the form be faxed to the requested specialist's office.
- 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.

The Direct Specialty 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.
Effective November 28, 2014, the Department of Managed Health Care (DMHC) is requiring that all Health Plans accept only the Prescription Drug Prior Authorization Request Form provided by DMHC. The Prescription Drug Prior Authorization Request Form and the legislation from DMHC are located on the Ventura County Health Care Plan’s (VCHCP) website:


For Ventura County Medical Center (VCMC) ambulatory clinics/providers, the Prescription Drug Prior Authorization Request Form has been configured in CERNER. Please utilize this form and follow the usual process for electronically sending your request to Ventura County Health Care Plan (VCHCP) in CERNER.

For non VCMC providers, please utilize the Prescription Drug Prior Authorization Request Form and fax to VCHCP Utilization Management Department at fax (805) 658-4556.

Please note that effective November 28, 2014 any requests received by VCHCP, not utilizing the DMHC’s required Prescription Drug Prior Authorization Form, will be returned to the requesting provider.

If you have any questions, please do not hesitate to call the Plan at (805) 981-5060.

Ventura County Health Care Plan’s Referral & Prior Authorization Process and Services Requiring Prior Authorization

Providers have the ability to review how and when to obtain referrals and authorization for specific services. They are directed to visit our website at www.vchealthcareplan.org, click on “Provider Connection”, and then click on “Health Services Approval Process”. This area offers links for providers to obtain specific information on the Plan’s prior authorization process, what services require prior authorization, timelines, and direct referral information. If you have any questions, please call Member Services at (805) 981-5050.

Migration from CuraScript to Accredo

The VCHCP utilizes Express Scripts as a pharmacy benefit manager. Specialty medications, typically used to treat complex medical conditions and usually requiring close management by a physician, are further managed within Express Scripts by CuraScript. As of November 24, 2014, Express Scripts transitioned the management of specialty medications from CuraScript to Accredo. This migration will not impact or change the actual pharmacy benefit structure.

If you have any questions regarding this migration, please call Member Services at (805) 981-5050 or. For general prescription medication questions, call Express Scripts at (800) 811-0293. For specialty medication contact Accredo directly at: Phone: (800) 987-4904 option 5, or fax: (800) 391-9707.
VCHCP recently updated the Prosthetics and Orthotics policy to make it easier to understand and to clarify some exclusions.

We continue to cover appropriate splints, casts and other orthotic devices in post-surgical cases and in cases involving fractures or dislocations. We also cover foot orthotics when used to treat diabetes related complications and for a diagnosis of plantar fasciitis.

Prefabricated non-prescription and prescription orthotics, other than those just mentioned, are not a covered benefit and the member should be directed to purchase these items on their own, either in a retail store, a specialty store or on-line. Custom braces are covered under certain limited conditions. However, before you are tempted to order a custom brace initially, please realize that it would be covered only when there is clinical documentation indicating that a non-custom made (pre-fabricated) orthotic is not appropriate for the condition or diagnosis.

We have also been receiving requests for orthotics to be used for sports. Our policy is as follows: orthotics that are to be used for sports-related activities intended to prevent injury or re-injury related directly to the risks of engaging in said sport (for example, a knee brace to prevent injury to the knee while playing football), even in post-operative cases, are not covered. Prophylactic orthotics used to prevent injury in a previously uninjured body part are also excluded from coverage.

The VCHCP policy on PROSTHETICS AND ORTHOTICS is available on our website at www.vchealthcareplan.org along with all of our other medical policies. Please feel free to call or e-mail me with questions, comments or concerns.

Catherine R. Sanders, MD, Medical Director, VCHCP
catherine.sanders@ventura.org
(805) 981-5024

CLINICAL PRACTICE GUIDELINES

VCHCP encourages providers to practice evidence-based medicine. VCHCP has links to our adopted clinical practice guidelines addressing frequently seen conditions. All guidelines have been reviewed and approved by the VCHCP Quality Assurance Committee.

Access the VCHCP website: http://www.vchealthcareplan.org/providers/medicalPolicies.aspx to view VCHCP’s policy on clinical practice guidelines and the following specific guidelines.

- Clinical Guidelines for treatment of adults with Diabetes adopted from guidelines published by the Joslin Diabetic Center and Joslin Clinic.
- Guidelines for the Diagnosis and Management of Asthma recommended by the National Asthma Education and Prevention Program Expert Panel.
- Guideline for treatment of Major Depressive Disorder adopted by Optum and developed by the American Psychiatric Association.
- Attention Deficit Hyperactivity Disorder Guidelines adopted by Optum from the American Academy of Child and Adolescent Psychiatry.
- Preventative Clinical Practice Guidelines for perinatal care, children birth-24 months, children 2-19 years old, adults ages 20-64, and adults 65 years and older. These include our adopted guidelines recommended by the Institute for Clinical Systems Improvement, the Advisory Committee on Immunization Practices of the CDC, and the U.S. Preventive Services Task Force.

You may obtain hard copies of the above listed Clinical Practice Guidelines or the Policy on Clinical Practice Guidelines by calling VCHCP at (805) 981-5050.
PHARMACY UPDATES

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

Note: Fifteen (15) 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 also be accessed at: http://www.vchealthcareplan.org/providers/priorAuthDrugGuidelines.aspx*

Recently Approved Drug Policies

**Specialty Drugs**
- ADCIRCA
- ATGAM
- CYCLOSPORINE
- FLOLAN (EPoprostenol)
- LETAIRIS
- POMALYST
- PROGRAF
- RAPAMUNE (sirolimus)
- REVATIO
- SIMULECT
- THYMOGLOBULIN
- TRACLEER
- TREPROSTINIL
- VENTAVIS
- ZORTRESS

**Additions**
- CYRAMZA
- KEYTRUDA
- PARAGARD
- AVED
- RUCONEST
- HYGVIA
- NORTHERA

**Deletion**
- INCIVEK

**Upcoming Medication Changes in 2015!**

NONPREFERRED TO PREFERRED
- ZUBSOLV
- AUVI-Q

PREFERRED TO NONPREFERRED
- PRADAXA
- EFFIENT
- LETAIRIS
- EPIPEP, EPIPEP JR
- PREMPRO/PREMPHASE
- SPIRIVA
- OPAHA ER
- OXYCONTIN
- SEROQUEL XR
- MOXEZA
- INCIVEK
- PULMICORT FLEXHALER
- ADCIRCA
- EURAX

*For questions or concerns, please call Ventura County Health Care Plan at (805) 981-5050 or (800) 600-8247 or, to request a hard copy please call Member Services at (805) 981-5050 or toll free (800) 600-8247. You may also contact Express Scripts directly at (800) 811-0293

CHLAMYDIA SCREENING GUIDELINES

Now that the requirements for cervical cancer screening/paps have been changed for women under 30 years old to every 3 years and for women age 30 and over to every 3 years, if pap alone, or every 5 years, if pap + HPV testing, many women do not come in to see their PCP or OB/GYN every year. This makes getting the recommended yearly chlamydia screening test more of a challenge. The HEDIS standard is a yearly chlamydia test for sexually active women age 16-24. The ACA also adds yearly testing for women age 25 and over with multiple partners or a new partner. Unfortunately, our chlamydia HEDIS score is quite low so we are encouraging our providers to order this important test as well as getting the word out to our members that they could be infected but not have any symptoms. A suggestion from one of our network providers was to think about ordering this test at the time of refilling a birth control pill prescription. If you have any other ideas to help improve our screening numbers, please call or email. We appreciate your help in keeping up with all the recommended preventive health services.
VCHCP Network Update

NEW TO THE NETWORK!

Jahangir Ayromlooi, M.D., a maternal & fetal medicine physician at Perinatal Diagnostic Center in Thousand Oaks and Ventura, has been added, effective February 2014.

Daryoush Jadali, M.D., a maternal & fetal medicine physician at Perinatal Diagnostic Center in Thousand Oaks and Ventura, has been added, effective February 2014.

Spanish Hills Surgery Center, an outpatient surgery center in Camarillo, has been added, effective July 2014.

Spanish Hills Interventional Pain Specialists, a pain management facility, has been added, effective July 2014.

Susan Chang, M.D., a nephrologist at Renal Consultants of Ventura County in Camarillo, Oxnard, and Ventura, has been added, effective July 2014.

Vimal Vermani, M.D., a nephrologist at Renal Consultants of Ventura County in Camarillo, Oxnard, and Ventura, has been added, effective July 2014.

Calbert Wong, M.D., a nephrologist at Renal Consultants of Ventura County in Camarillo, Oxnard, and Ventura, has been added, effective July 2014.

Yu-Cheng Liao, M.D., a neurologist in Oxnard, has been added, effective July 2014.

Conejo Valley Physical Therapy in Thousand Oaks, has been added, effective August 2014.

Teresa Ku Borden, M.D., a family medicine physician at Las Islas Family Medical group North (VCMC) in Oxnard, has been added, effective August 2014.

Javier Orosco, M.D., a pediatrician in Oxnard, has been added, effective August 2014.

Jacyln D'Orazio, M.D., a family medicine physician at Moorpark Family Care Center (VCMC), has been added, effective August 2014.

Ameeta Mehta, M.D., a family medicine physician at Clinicas Del Camino Real - Moorpark, has been added, effective August 2014.

Habib Khan, M.D., a family medicine physician at Clinicas Del Camino Real - Simi Valley, has been added, effective August 2014.

Megan Krispinsky, M.D., a family medicine physician at Las Islas Family medical group North (VCMC) in Oxnard, has been added, effective August 2014.

Angela Singh, M.D., a family medicine physician at Clinicas Del Camino Real - El Rio in Oxnard, has been added, effective August 2014.

Autumn Edwards, M.D., a family medicine physician at Las Islas Family Medical Group South (VCMC) in Oxnard, has been added, effective August 2014.

Paulette Mahurin, N.P. at Las Islas Family Medical Group South (VCMC) in Oxnard, has been added, effective August 2014.

Alicia Guevera, M.D., a family medicine physician at Las Islas Family Medical Group South (VCMC) in Oxnard, has been added, effective August 2014.

Erik Bezema, M.D., a family medicine physician at Moorpark Family Care Center (VCMC), has been added, effective August 2014.

Jaime Arana, M.D., a general surgeon at Anacapa Surgical Associates (VCMC) in Ventura, has been added, effective August 2014.

Darren Chambers, M.D., a family medicine physician at Las Islas Family Medical Group South (VCMC) in Oxnard, has been added, effective August 2014.

Carlos O'Bryan-Beccerra, M.D., a family medicine physician at Las Islas Family Medical Group South (VCMC) in Oxnard, has been added, effective August 2014.

Theresa Cho, M.D., a family medicine physician at Las Islas Family Medical Group South (VCMC) in Oxnard, has been added, effective August 2014.

Catherine Sever, M.D., a family medicine physician at Las Islas Family Medical Group South (VCMC) in Oxnard, has been added, effective August 2014.

Pardis Dana, M.D., a nephrologist at Vista Del Mar Medical Group in Oxnard and Ventura, has been added, effective August 2014.

Koosha Mortazavi, M.D., a nephrologist at Vista Del Mar Medical Group in Camarillo and Oxnard, has been added, effective August 2014.

Ray Ruiz, P.A. at Las Posas Family Medical Group (VCMC) in Camarillo, has been added, effective September 2014.
Micah Dickey, D.O., a family medicine physician at Identity Medical Group in Oxnard and Santa Paula, has been added, effective September 2014.

Tadashi Takara, M.D., an orthopedist at Fillmore Family Medical Clinic (VCMC) and the Orthopedic Clinic (VCMC) in Ventura, has been added, effective September 2014.

Scott Luttge, M.D., an urologist at Anacapa Urology Clinic (VCMC) in Ventura, has been added, effective September 2014.

Nina Stefanova, M.D., a family medicine physician at Clinicas Del Camino Real - Maravilla in Oxnard, has been added, effective September 2014.

Thuc Ta, M.D., an OB/GYN physician at Clinicas Del Camino Real - Santa Paula, has been added, effective September 2014.

Elizabeth Redican, D.O., a family medicine physician at Las Islas Family Medical Group North (VCMC) in Oxnard, has been added, effective September 2014.

Josefina Garcia, F.N.P. at Santa Paula Hospital Clinic (VCMC) and Santa Paula West Medical Group and Pediatrics (VCMC), has been added, effective September 2014.

Christine Ruby, P.A.-C. at Anacapa Plastic, Reconstructive, and Hand Surgery Clinic (VCMC) in Ventura, has been added, effective September 2014.

Damayea Hargett, M.D., an orthopedist at Fillmore Family Medical Clinic (VCMC), Las Islas Family Medical Group South (VCMC) in Oxnard, and the Orthopedic Clinic (VCMC) in Ventura, has been added, effective September 2014.

Parth Rajaguru, M.D., an internal medicine physician at West Ventura Medical Clinic (VCMC), has been added, effective September 2014.

Nisha Agrawal, M.D., a family medicine physician at Santa Paula Hospital Clinic (VCMC) and Santa Paula West Medical Group and Pediatrics, has been added, effective September 2014.

Smita Mandal, M.D., an internal medicine physician at Sierra Vista Family Medical Clinic (VCMC) in Simi Valley, has been added, effective September 2014.

Sonia Pinzon-Arellano, M.D., a pediatrician at Las Islas Family Medical Group South (VCMC) in Oxnard, has been added, effective September 2014.

Carlos Leal, P.A.-C. at West Ventura Medical Clinic (VCMC), has been added, effective September 2014.

Hazen Hashisho, M.D., a thoracic and vascular surgeon at Anacapa Surgical Associates (VCMC) in Ventura, has been added, effective October 2014.

W. Michael Hogan, M.D., a gynecological oncologist at Gynecologic Oncology Specialists in Ventura, has been added, effective October 2014.

Anne Rodriguez, M.D., a gynecological oncologist at Gynecologic Oncology Specialists in Ventura, has been added, effective October 2014.

Megan Mescher-Cox, M.D., a family medicine physician at Identity Medical Group in Camarillo and Oxnard, has been added, effective October 2014.

Benedict Taylor, M.D., a thoracic and vascular surgeon at Anacapa Surgical Associates (VCMC) in Ventura, has been added, effective October 2014.

Robert Dacus, A.R.N.P. at Alta California Medical Group in Simi Valley, has been added, effective October 2014.

Wanda Hu, M.D., an ophthalmologist at Miramar Eye Specialists in Camarillo and Ventura, has been added, effective October 2014.

Vikram Sarva, M.D., a pediatrician at Clinicas Del Camino Real - Moorpark and North Oxnard Pediatrics, has been added, effective October 2014.

Audrey Zeh, F.N.P. at Alta California Medical Group in Simi Valley, has been added, effective October 2014.

Tipu Kahn, M.D., a family medicine physician at Academic Family Medicine Center (VCMC) in Ventura, has been added, effective October 2014.

Joni Bhutra, M.D., a pediatrician at Sierra Vista Family Medical Clinic (VCMC) in Simi Valley, has been added, effective October 2014.

Joseph Chen, M.D., an ophthalmologist at Miramar Eye Specialists in Ventura, has been added, effective October 2014.

Thomas Ellis, P.A.-C. at Magnolia Family Medical Clinic West (VCMC) in Oxnard, has been added, effective October 2014.
LEAVING THE NETWORK

**Derek Wong, MD** has left Pediatric Diagnostic Center (VCMC) in Ventura, effective May 2014.

**Soraida Rodriguez, CPNP-AC** has left Pediatric Diagnostic Center (VCMC) in Ventura, effective July 2014.

**Ivet Hartonian, M.D.** did not join Pediatric Diagnostic Center (VCMC) and was removed, effective August 2014.

**Ellie Rogers, D.O.** has left Clinicas Del Camino Real - Meta in Oxnard and Simi Valley, effective August 2014.

**Micah Dickey, D.O.** has left West Ventura Medical Clinic (VCMC), effective August 2014.

**Tung-Hua Chieng, M.D.** has left Anacapa Urology Clinic (VCMC) in Ventura, effective September 2014.

**Steve Kim, M.D.** has left Mandalay Bay Women and Children’s Medical Group (VCMC) in Oxnard, effective September 2014.

**Olga Thorne, M.D.** has left Clinicas Del Camino Real - Maravilla in Oxnard, effective September 2014.

**Robert Fan, M.D.** has left Sierra Vista Family Medical Clinic (VCMC) in Simi Valley, effective September 2014.

**Parviz Gholami, M.D.** has left Sierra Vista Family Medical Clinic (VCMC) in Simi Valley, effective September 2014.

**Adebambo Ojuri, M.D.** has left Sierra Vista Family Medical Clinic (VCMC) in Simi Valley, effective September 2014.

**Rosalie Patricio, M.D.** has left Clinicas Del Camino Real - Maravilla in Oxnard, effective September 2014.

**Catarina Castaneda, M.D.** has left Las Islas Family Medical Group North in Oxnard, effective September 2014.

**Sonia Pinzon-Arellano, M.D.** has left Clinicas Del Camino Real - Newbury Park, effective September 2014.

**Gerri Sylvester, M.D.** has left West Ventura Medical Clinic (VCMC), effective October 2014.

**Maura Woznica, M.D.** has left Moorpark Family Medical Group (VCMC), effective October 2014.

**Jody Balloch, M.D.** has left, effective October 2014.

**Ryan Nakasone, P.A.-C.** has left Anacapa Neuroscience Center (VCMC) in Ventura, effective October 2014.

**Scott Underwood, DO** has left Magnolia Family Clinic West and East (VCMC) in Oxnard, effective October 2014.

**Stephanie Goldman, P.A.-C.** has left West Ventura Medical Clinic (VCMC) in Ventura, effective November 2014.

CHANGES

**Wilson Fung, M.D.**, a family medicine physician, has relocated from Camarillo to Oxnard, effective August 2014.

**Soraida Rodriguez, C.P.N.P.-A.C.** at Pediatric Diagnostic Center (VCMC) in Ventura and Anacapa Surgical Associates (VCMC) in Ventura, has changed her last name from Valencia, effective August 2014.

**James Sands, M.D.**, a family medicine physician at his private practice in Ventura, is now closed to new members, effective October 2014.

**Robert Dodge, M.D.**, a family medicine physician at Identity Medical Group in Ventura, is now open to new members, effective October 2014.

**Carey Chronis, M.D.**, a pediatrician at his private practice in Ventura, has relocated his office, effective October 2014.

**Pacific Therapy Services** in Ventura, has relocated their office, effective October 2014.

**Wendy Francke, M.D.**, a family medicine physician at West Ventura Medical Clinic (VCMC) in Ventura, is now open to new members, effective October 2014.

**John Davidson, M.D.**, an ophthalmologist at Miramar Eye Specialists in Camarillo and Ventura, is no longer seeing pediatric members, effective October 2014.

**Nancy Merrick, M.D.**, a family medicine physician at Magnolia Family Medical Clinic West (VCMC) in Oxnard, is now open to new members, effective November 2014.
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](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.