

PROVIDER NEWSLETTER

Winter 2015



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.

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Winter 2015

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

24-hour Administrator access
for emergency provider at:
(805) 981-5050 or (800) 600-8247

Ventura County Health Care Plan
Regular Business Hours are:
Monday - Friday, 8:30 a.m. to 4:30 p.m.

VCHCP Utilization Management Staff

(805) 981-5060
Regular Business Hours are:
Monday - Friday, 8:30 a.m. to 4:30 p.m.

- www.vchcalthcareplan.org
- Phone: (805) 981-5050
- Toll-free: (800) 600-8247
- FAX: (805) 981-5051
- Language Line Services:
Phone: (805) 981-5050
Toll-free: (800) 600-8247
- TDD to Voice: (800) 735-2929
- Voice to TDD: (800) 735-2922
- Pharmacy Help: (800) 811-0293 or
www.express-scripts.com
- Behavioral Health/Life Strategies:
(24 hour assistance)
(800) 851-7407 or
www.liveandworkwell.com

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INFLUENZA

According to statistics from our Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey, only 53% of our members who were surveyed received the flu vaccine last year. This rate decreased from 56% the previous year. Providers can assist in the effort of having all appropriate members vaccinated by providing education and having the vaccine available for administration. Other resources include the Ventura County Public Health Immunization Program at <http://www.vchca.org/public-health/immunization-program>, and for Ventura County Employees at the Ventura County Employee Health Services (805) 654-3813.



Dear Provider Community:

We are delighted to announce that Jackie Grissom



has joined the Ventura County Health Care Plan as Provider Services Program Administrator.

Jackie's role is to support our provider community. If you need assistance with the Provider Portal, Provider Disputes, Provider Materials, or just need assistance with a simple question, please feel free to reach out to her via email at: VCHCP.ProviderServices@Ventura.org or reach her directly at (805) 981-5121.

Patient Emergency & Provider AFTER HOURS CONTACT

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. 10th 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

THE NURSE ADVICE LINE **I-800-334-9023**

Available 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/memberIndex.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.



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

QUESTIONS? CONTACT US: **MONDAY - FRIDAY, 8:30 a.m. to 4:30 p.m.**

Phone: **(805) 981-5050** or toll-free **(800) 600-8247**
FAX **(805) 981-5051**, www.vchealthcareplan.org
TDD to Voice: **(800) 735-2929** Voice to TDD: **(800) 735-2922**
Ventura County Health Care Plan 24-hour Administrator access for emergency providers: **(805) 981-5050** or **(800) 600-8247**
Language Assistance - Language Line Services:
Phone **(805) 981-5050** or toll-free **(800) 600-8247**

SURVEY RESULTS 2015

Provider Satisfaction WITH UTILIZATION MANAGEMENT

VCHCP performs a Provider Satisfaction with Utilization Management Survey annually. The 2015 survey was performed by SPH Analytics (SPHA). VCHCP would like to thank the 155 providers who completed the survey, producing a mail/internet response rate of 27.2% and phone survey response rate of 30.8%.

Based on responses specifically related to provider experience with our Utilization Management (UM), the Plan is committed to improving provider experience and survey results. Below are the specific survey questions that pertain to provider satisfaction with our Utilization Management and scores.

Q3A. Access to knowledgeable UM staff.

The response of "Well above average/Somewhat above average" yielded the following rates: VCMC 67.4%, non VCMC 50.7%. Overall rate 57.4% which is the 99th percentile, well above our goal of the 75th percentile.

Q3B. Procedures for obtaining pre-certification/referral/authorization information.

The response of "Well above average/Somewhat above average" yielded the following rates: VCMC 54.2%, non VCMC 46.1%. Overall rate 49.6% which is the 83rd percentile, well above our goal of the 75th percentile.

Q3C. Timeliness of obtaining pre-certification/referral/authorization information.

The response of "Well above average/Somewhat above average" yielded the following rates: VCMC 62.7%, non VCMC 41.6%. Overall rate 50.7% which is the 89th percentile, well above our goal of the 75th percentile.

3D. The health Plan's facilitation/support of appropriate clinical care for patients.

The response of "Well above average/Somewhat above average" yielded the following rates: VCMC 58.6%, non VCMC 47.8%. Overall rate 52.8% which is the 89th percentile, well above our goal of the 75th percentile.

3E. Access to Case/Care Managers from this health plan.

The response of "Well above average/Somewhat above average" yielded the following rates: VCMC 42.2%, non VCMC 50.0%. Overall rate 46.6% which is the 74th percentile, just below our goal of the 75th percentile.

We have heard your feedback and we recognize our providers are satisfied; however, non VCMC providers are less satisfied. We have implemented actions to improve provider experience with our Utilization Management, such as:

- VCHCP has hired a new contract manager who works to negotiate contracts and facilitates case agreements with specialists for our members.
- VCMC is actively recruiting specialists.
- VCHCP has a direct specialty referral program for our VCHCP health plan members. The primary care physicians can directly refer members to certain in



network/contracted specialty providers without requiring prior authorization. This program was updated to include additional specialties, along with removal of the limitation of direct referral for an initial consult and two (2) follow-up visits as long as the member is seen by the specialists in the same year and for the same problem. This process was clarified and presented in the VCHCP Provider Newsletter.

- The Plan's UM collaborates with the VCMC providers to ensure timely receipt of treatment authorization requests for timely care of our members.
- Our UM department continues to monitor the timeliness of our UM prior authorization processing on a daily basis to ensure timely review. Generally, authorization requests are processed within 5 business days but there may be some variance with urgent and retrospective TAR requests. We are almost at 100% compliance in the timeliness of processing requests, and our goal is to meet 100% compliance.
- Our UM department implemented an electronic prior authorization referral process within the Ventura County Medical Center (VCMC) system through the Cerner system. This allowed ease in accepting requests for services, eliminating barriers to timely appointments.
- Our UM department implemented several interventions to ensure access to timely follow up appointments namely: post inpatient discharge calls, Emergency Room visit follow up calls and post-partum calls to our members. Nurses reach out to our members and assist those members who are identified as having access issues in obtaining timely appointments.
- VCHCP collaborated with VCMC to streamline their Referral Center process, removing barriers to direct specialty referrals for certain specialties, to ensure timely appointments.
- We are working with our provider network to address the issue of getting timely appointments with specialists for our members. Improvements are in process. In fact, the Plan has made concerted efforts to contract with needed specialists.

Your continued participation and feedback helps us identify areas of opportunity for improvement. We hope to continue to meet and exceed your expectation of VCHCP.

Please contact Member Services at (805) 981-5050 if you need assistance or hard copies.

Cerner Wellness

VCHCP offers all members access to a great online 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 include exercise and meal planners, healthy recipes, food logs, and a calendar of events in our community that are available. Providers are welcome to refer members to this site for meal plans and education.

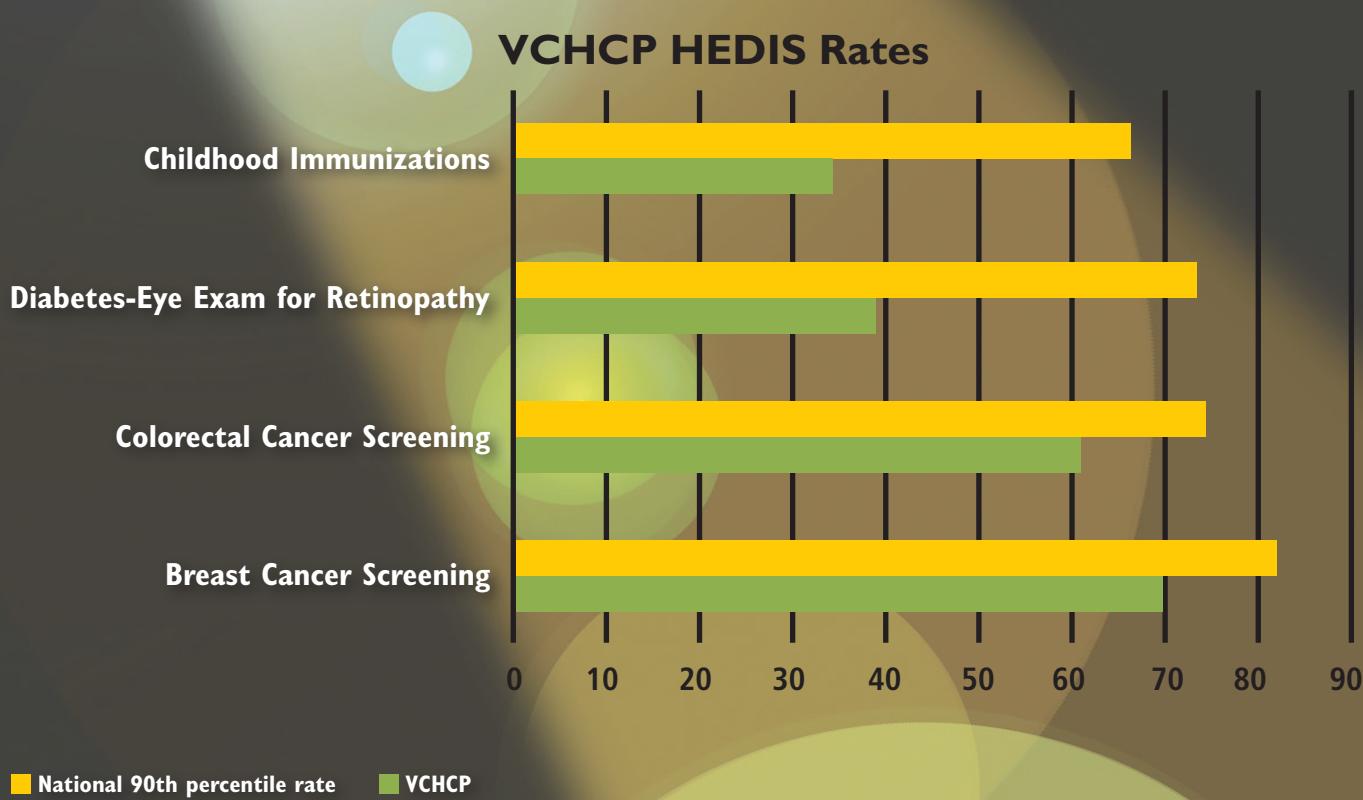
To sign up visit: <https://vchcp.cernerwellness.com>, or connect from the Plan website <http://www.vchealthcareplan.org/members/memberIndex.aspx> to get started and Take Charge of Your Health Today!

If your members do not have access to the internet, please call VCHCP at (805) 981-5060 to request a paper copy of the health appraisal, or to answer any questions you may have.



HEDIS Spotlight

Our final Health Effectiveness Data Information Set or HEDIS results are in! While we have increased in many measures, our rates are still below the Plan's goal of the 90th percentile in all measures. Examples of our rates based on 2014 data compared to the national benchmark:



VCHCP works diligently to communicate with providers and members about HEDIS measures to help ensure preventive care and treatment are provided. After an entire HEDIS season of medical record reviews and site visits, we have found many services are not captured because they are not coded or billed correctly. Please refer to your HEDIS Cheat Sheet and Quick Reference Guide for direction on specifications and coding for HEDIS. Also, each provider's office is sent an eligibility file each month with VCHCP members and their "care gaps". These care gaps are services needed throughout the year for HEDIS measures. Filling these gaps by directing the member to have the screenings done in a timely manner, will increase HEDIS scores and increase our members' health. If you have questions regarding HEDIS, or would like an additional copy of the Cheat Sheet or Quick Reference Guide, please call UM at 805 981-5060.

Prescription Drug Prior Authorization REQUEST FORM

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: <http://www.vchealthcareplan.org/providers/hsApprovalProcess.aspx>

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.

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. Additional information regarding the High Performance Formulary is available thru Express Scripts.

Nonpreferred to Preferred

ADEMPAS

AKYNZEO

ariPIPRAZOLE

bimatoprost

CORLANOR

esomeprazole magnesium delayed-release

INCRUSE ELLIPTA

PROAIR RESPICLICK

risedronate

SANDOSTATIN LAR DEPOT [INJ]

SOVALDI [ST]

TARGRETIN CAPSULE

VIOKACE

Preferred to Nonpreferred

ABILITY, ABILITY DISCMELT

SANDIMMUNE SOLUTION

TEV-TROPIN

VICTRELIS

Note: The Plan's Drug Policies, updated Step Therapy and Drug Quantity Limits can also be accessed at:
<http://www.vchealthcareplan.org/members/programs/cityEmployees.aspx>

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.

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.

Direct Specialty Referrals

A “Direct Specialty Referral” is a referral that a Primary Care Physician (PCP) can give to members so they can be seen by a specialist physician or receive certain specialized services.

Direct Specialty Referrals with a contracted provider do not need to be pre-authorized by the Plan. The following specialties are a part of the “Direct Specialty Referral” program:

Cardiology, Dermatology, Endocrinology, ENT, Gastroenterology, General Surgery, Hematology- Oncology, Neurology, Neurosurgery, Obstetrics-Gynecology, Ophthalmology, Orthopedics, Podiatry, Pulmonology, Rheumatology, Thoracic Surgery, Urology, Vascular Surgery, Physical Therapy and Occupational Therapy

Appointments to specialists for a direct referral from the PCP should be made either by the member or by the referring doctor. Make sure to communicate with your patient about who is responsible for making the appointment.

Appointments are required to be offered within a specific time frame, unless the doctor has indicated on the referral form that a longer wait time would not have a detrimental impact on the members’ health. Those timeframes are: Non-urgent within 15 business days, Urgent within 48-96 hours.

If the member is not able to get an appointment within an acceptable timeframe please contact the Plan’s Member Services Department at (805) 981-5050 or (800) 600-8247 so that we can make the appropriate arrangements for timeliness of care.

The Direct Referral Policy can also be accessed at: <http://www.vchealthcareplan.org/providers/providerIndex.aspx> To request to have a printed copy of the policy mailed to you, please call Member Services at the numbers listed above.

VCHCP Utilization Management

uses Milliman Care Guidelines (19th edition), 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 specific 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 (800) 600-8247.

COMPLEX Case Management & Disease Management SERVICES



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.

COMPLEX CASE MANAGEMENT

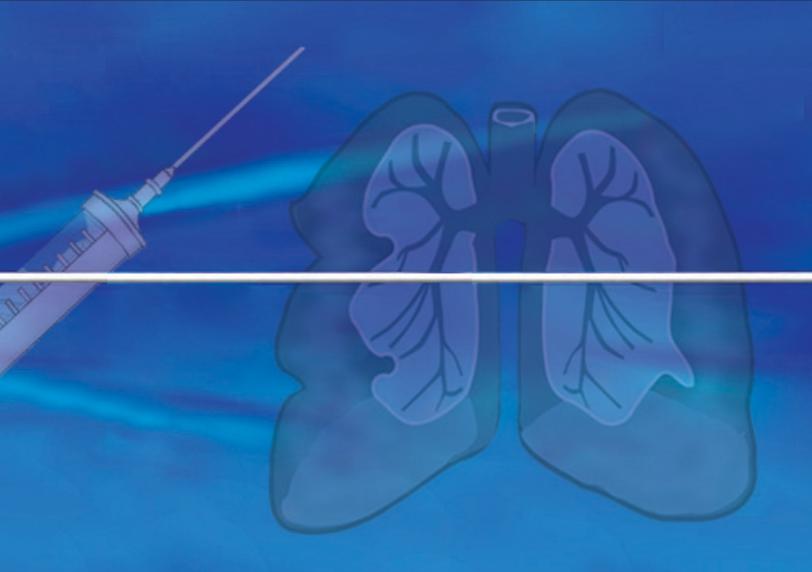
VCHCP has created a Complex Case Management Program to help our high-risk members to work closely with their doctors to plan their care. The goals of Complex Case Management are to help members get to their best health possible in the right setting; coordinate and manage healthcare resources; support 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 truly coordinated plan of care.

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, major trauma. After a nurse Case Manager evaluates a member, the Case Manager creates a care plan with member 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.

DISEASE MANAGEMENT

The VCHCP Disease Management Program coordinates health care interventions and communications for members with conditions where member self-care can really 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.



PARTICIPATION IN THESE PROGRAMS IS FREE

and voluntary for eligible members. Members with a diagnosis of Asthma or Diabetes are automatically enrolled in Disease Management. Members can opt out at any time and being in these programs does not affect benefits or eligibility. Providers can refer members to the Complex Case Management or Disease Management Programs by calling (805) 981-5060. Members can also self-refer to the programs online on the Member page at vchealthcareplan.org and click on the box labeled "Request Case Management or Disease Management".

COMMUNICATION WITH THE PHYSICIAN

Upon enrollment, the physician will be mailed a letter regarding the members' enrollment including: the triggering event as to why the member is in CCM or DM, the assessment and treatment plan, and interventions. Physicians are encouraged to call Case Management with any questions at (805) 981-5060.

Please contact Member Services at (805) 981-5050 if you need assistance or hard copies.

KUDOS!!!

Kudos to Dr. Charles Murphy and staff at Identity Medical Group. A member recently wrote to us about the "excellent care" she received from Dr. Murphy and his staff, in addition to stating... "I have NEVER had difficulty accessing treatment from his medical team." The Ventura County Health Care Plan would like to thank Dr. Murphy and his staff for A JOB WELL DONE!!!

A Great Resource in Ventura County:

Assisting patients with counseling, food assistance, domestic violence services, employment resources, health care, senior services, legal assistance, substance abuse services, housing, resources for parents, and much more! **2•1•1** is available 24 hours a day, 7 days per week.



You can also visit www.211ventura.org.

Keeping Kids Secondhand Smoke Free

Nicotine found in Cigarettes is a dangerous and highly addictive drug. In fact, more people are addicted to nicotine than any other drug.

RESOURCES AVAILABLE:

- California Smoker's Helpline 1-800-No-Butts
- Ventura County Public Health Services Tobacco Education & Control Program (Call it Quits Phone-line) (805) 677-5225 or (805) 201-STOP. <http://vchealthcareplan.org/members/docs/healthEducation/TobaccoFree.pdf>
- Becomeanex.org (Interactive quit plan)
- Smokefree.gov

Secondhand smoke

is the smoke from burning tobacco products, and the smoke that is exhaled by the person smoking. This smoke contains more than 7,000 chemicals, including 70 that are known to cause cancer. Secondhand smoke is harmful to anyone who is exposed, but the effects are especially harmful to children. In children, secondhand smoke causes ear infections, more frequent and severe asthma attacks, shortness of breath, respiratory infections, and a greater risk for sudden infant death syndrome (SIDS). Additionally, children whose parents smoke are twice as likely to smoke as children of nonsmokers.

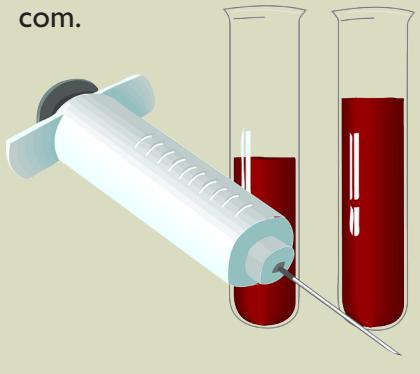
The best steps you can take to prevent harmful secondhand smoke to children are:

- If you smoke, QUIT!
- Do not allow anyone to smoke in or near your home or car
- Ensure your childcare provider or center are tobacco-free
- Teach your children to stay away from second hand smoke
- Be a good role model by not smoking or using any other type of tobacco

Speak with your primary care provider about programs and medications available to help you quit, to benefit you and your children. Support programs can increase your chances for success.

Diabetes Roadmap Program

The Ventura County Health Care Plan (VCHCP) provides a great learning opportunity for members with diabetes. The Diabetes Roadmap Sessions are free 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. The next session is scheduled for January 5th, 12th, 19th, and 26th. For more information or to refer your patients, 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>.



CERNER ACCESS

Reminder: Cerner read-only access is available to all physicians. Take advantage of the immediate availability of consultation notes, test results and more! Please contact Dr. Stanley Patterson at (805) 981-5151 or via e-mail at Stanley.patterson@ventura.org to sign up for Cerner training and additional information.

VISIT THE Online Provider Portal TODAY!



Once logged in you will be able to access:

- Patient Information
- Member Eligibility and PCP Information
- Claims Detail Status
- Claims Payment Status
- Submit/View an Inpatient and/or Outpatient Authorization

To obtain a Provider Portal username and password, contact the Member Services Department directly at (805) 981-5050. Once you have been provided with your login information, simply follow these simple steps:

- Visit: www.vchealthcareplan.org
- Click on “Provider Connection” link
- Click on:

VCHCP PROVIDER PORTAL LOGIN

For questions on accessing the Provider Portal, please contact the Member Services Department at (805) 981-5050 or toll free at (800) 600-8247 Monday – Friday 8:30am – 4:30pm, or contact Provider Services via email at VCHCP.ProviderServices@ventura.org.

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, Joslin Clinic, and the American Diabetes Association. These guidelines can be found at www.joslin.org/info/joslin-clinical-guidelines.html, click on Clinical Guidelines for Adults and at www.diabetes.org, click on Practice Resources at the bottom of the page.
- Guidelines for the Diagnosis and Management of Asthma recommended by the National Asthma Education and Prevention Program Expert Panel. Guidelines can be found at <http://www.nhlbi.nih.gov/health-pro/guidelines/index.htm> and click on Asthma, Expert Panel Report 3.
- Guideline for treatment of Major Depressive Disorder adopted by Optum and developed by the American Psychiatric Association. <http://psychiatryonline.org/guidelines.aspx> and click on Major Depressive Disorder.
- Attention Deficit Hyperactivity Disorder Guidelines adopted by Optum from the American Academy of Child and Adolescent Psychiatry. [http://www.jaacap.com/article/S0890-8567\(09\)62182-1/pdf](http://www.jaacap.com/article/S0890-8567(09)62182-1/pdf)
- 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.

UCLA Referral Process

When a VCHCP physician refers a member to UCLA for treatment or consultation, the VCHCP provider is required to send a Treatment Authorization Request (TAR) to the Utilization Management Department (UM) at VCHCP. Once the referral request is received, VCHCP reviews it and, if the request is approved, VCHCP sends a referral to UCLA. The member will receive a letter in the mail informing of VCHCP's review decision. If you have any questions about this process please call the UM Department at (805) 981-5060.

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: Cosmetic Surgery (UPDATED)

The policy was updated to include that medically necessary emergency care as a result of complications from non-covered services is covered.

ICD-10 Transition

Effective October 1, 2015 the ICD-9 code sets used to report medical diagnoses and inpatient procedures were replaced by ICD-10 code sets.

WHY – The transition to ICD-10 is occurring because of the limited data about patients' medical conditions and hospital inpatient procedures that the ICD-9 produced. Throughout its 30 years, the ICD-9's terms have become outdated and it has also become inconsistent with current medical practice.

WHO – Health care providers, payers, clearinghouses, and billing services must comply with the new ICD-10 transition. ICD-10 will affect diagnosis and inpatient procedure coding for everyone covered by the Health Insurance Portability and Accountability Act (HIPAA). The change does not affect CPT coding for outpatient procedures.



VENTURA COUNTY
HEALTH CARE PLAN

Coming in 2016 – NEW LOGO!

We're rolling out our new logo and wanted to let you know that you'll begin seeing it more as we move into January 2016. You will see this new logo on all 2016 printed materials as well as on our website. We thank you for your continued membership with the Ventura County Health Care Plan and look forward to assisting you with your health care needs.

Eligibility Roster & HEDIS Report Card

Remember to use your Eligibility Roster and HEDIS Report Card together to help you improve your patients' health!

Your Eligibility Roster can assist with identifying those members who are due for an important exam or screening. Patient demographics and all pertinent information needed to address the Care Gap(s) for that specific patient is located under the "member name".

The HEDIS Report Card shows your HEDIS results within each measure (Mammo, PAP, Colon/Rectal Cancer Screening, and Chlamydia Screening). Reviewing your results and being aware is key.

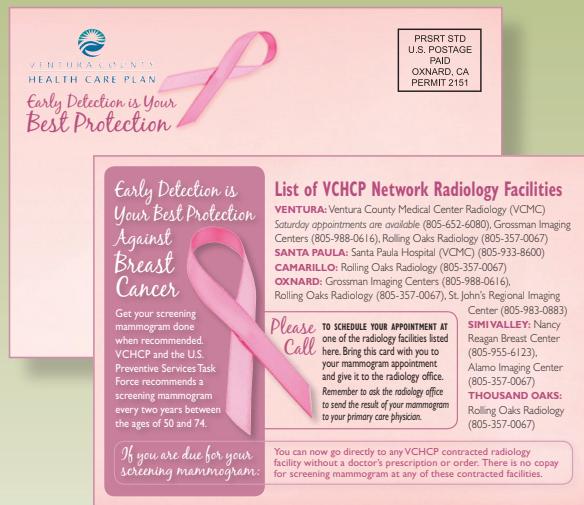
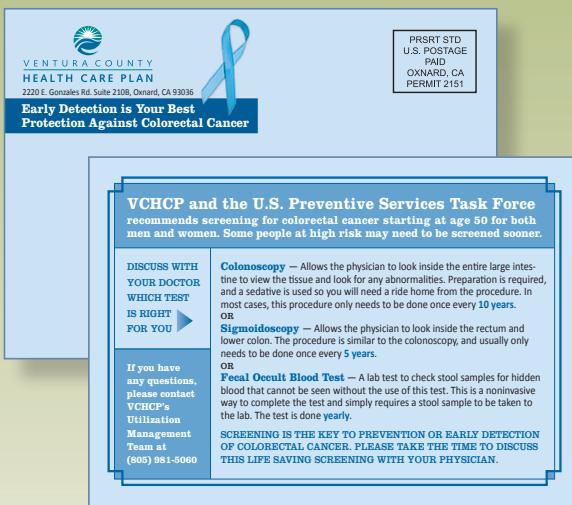
Utilizing these two reports together will help identify and improve our patients' health and increase your HEDIS scores overall.

USEFUL TIPS TO CONSIDER:

- Use your Eligibility Roster to make outreach calls to these patients
- Educate the patients on the importance of these exams/screenings
- Explain the screening process to help reduce anxiety or fear

** If you have a patient listed on your roster that has already had that specific exam/screening, please call our UM department at (805) 981-5060. We will update our records to ensure your roster is listing only the appropriate Care Gap(s) required.

Colorectal and Breast Cancer Screening POSTCARDS



Early detection is the best practice against cancer, especially colorectal and breast cancer. In an effort to increase awareness, VCHCP will be sending postcards to members who are due for their breast cancer or colorectal cancer screenings. The postcards will be mailed in September and October, and again in the spring. Our goal is to provide education to our members and encourage them to complete these important screenings. As a provider, you may receive telephone calls or have members bringing these postcards to their office visit. Please use this postcard as a tool to provide education and support. **If you have any questions or concerns, please contact Utilization Management at (805) 981-5060.**

Member Education

In the spring 2015 Member Newsletter, articles were written for members to provide education about ADHD, appropriate follow up for depression, and importance of utilizing team work with providers for members with mental illness. All articles direct members to visit www.liveandworkwell.com website which provides resources for mental health and work life balance. This site is through OptumHealth Behavioral Solutions (Life Strategies) and is available to all members. Providers can refer Plan members to this site for additional resources.

Providers: You can transmit your CMS-1500 and UB-04 claims electronically to Ventura County Health Care Plan through Office Ally.



Office Ally offers the following services and benefits to Providers: No monthly fees, use your existing Practice Management Software, free set-up and training, 24/7 Customer Support, and other clearinghouse services.

Just think....no need for the "paper claim". Within 24 hours, your File Summary is ready. This report will list the status of all your claims received by Office Ally. This acts as your receipt that your claims have been entered into their system.

The File Summary reports all claims you've sent and are processed correctly; as well as keeping track of rejected claims that you may need to resubmit for processing.

Ready to make a change for the better?? Contact Office Ally at: (360) 975-7000 or www.officeally.com.

You can also reach out to us at VCHCP.ProviderServices@ventura.org for a copy of the Provider Welcome Packet.

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.

NEW TO THE NETWORK!

Scott Ahl, D.O., an endocrinologist at Magnolia Family Medical Center (VCMC) in Oxnard and Medicine Specialty Center West (VCMC) in Ventura, has been added, effective August 2015.

Carolyn Alexander, M.D., a reproductive endocrinologist at Southern California Reproductive Center in Ventura, has been added, effective May 2015.

Brian Bai, M.D., a family medicine physician in Oxnard, has been added, effective October 2015.

Claudio Bonometti, M.D., a cardiac specialist in Santa Barbara, has been added, effective September 2015.

George Chang Chein, D.O., a specialist at Anacapa Neuroscience Center (VCMC) in Ventura, has been added, effective September 2015.

Citrus Grove Medical Clinic in Santa Paula, has been added, effective October 2015.

Bonnie Dattel, M.D., a maternal and fetal medicine physician at Santa Barbara Perinatal Medical Group in Santa Barbara, has been added, effective May 2015.

Shahin Ghadir, M.D., a reproductive endocrinologist at Southern California Reproductive Center in Ventura, has been added, effective May 2015.

Melissa Howie, P.A.-C., at Coastal Allergy Care in Camarillo, has been added, effective May 2015.

John Huebner, P.A., at Neuroscience Center of Ventura County, has been added, effective June 2015.

Lewis Kanter, M.D., at Coastal Allergy Care in Simi Valley and Thousand Oaks, has been added, effective May 2015.

Samuel Lee, M.D., a specialist at Anacapa Neuroscience Center (VCMC) in Ventura, has been added, effective August 2015.

Christine Lee-Kim, D.O., an allergy specialist at Coastal Allergy Care in Camarillo, Simi Valley, and Thousand Oaks, has been added effective October 2015.

Stacey Lowen, M.D., a pediatrics physician at Surfside Pediatrics in Ventura, has been added, effective September 2015.

Benjamin Lucas-Robert, M.D., a family medicine physician at Las Islas Family Medical Group North in Oxnard, has been added, effective July 2015.

Mariposa Urgent Care in Camarillo, has been added, effective July 2015.

Benjamin Mati, M.D., a general surgeon at Anacapa Surgical Associates (VCMC) in Ventura, has been added, effective August 2015.

Erika McCormick, N.P. at Anacapa Dermatology Clinic (VCMC) in Ventura, has been added, effective June 2015.

Ross Monroe, P.A.-C., at Orthopedic Clinic (VCMC) in Ventura, has been added, effective September 2015.

Michael Morissette, D.D.S., an oral & maxillofacial surgeon in Ventura, has been added affective September 2015.

Katherin Peters, M.D., a family medicine physician at Santa Paula West Medical Group & Pediatrics (VCMC), has been added, effective September 2015.

Cristina Porch-Curren, M.D., at Coastal Allergy Care in Simi Valley and Thousand Oaks, has been added, effective May 2015.

Mary Ragsdale, M.D., an orthopedic surgeon at Orthopedic Clinic (VCMC) in Ventura and Conejo Valley Family Med Grp (VCMC) in Thousand Oaks, has been added, effective September 2015.

Andrea Rudolph, N.P., at Citrus Grove Medical Clinic in Santa Paula and Moorpark Family Care Center (VCMC), has been added, effective September 2015.

Daniel Rychlik, M.D., a reproductive endocrinologist at Southern California Reproductive Center in Ventura, has been added, effective May 2015.

Alex Soffici, M.D., a maternal and fetal medicine physician at Santa Barbara Perinatal Medical Group in Santa Barbara, has been added, effective May 2015.

Mark Surrey, M.D., a reproductive endocrinologist at Southern California Reproductive Center in Ventura, has been added, effective May 2015

LEAVING THE NETWORK

Nisha Agrawal, M.D., has left Santa Paula Hospital Clinic (VCMC) & Santa Paula West Medical Group and Pediatrics (VCMC), effective August 2015.

Bob Armin, M.D., has left Anacapa Surgical Associates (VCMC) in Ventura, effective June 2015.

at: <http://www.vchealthcareplan.org/members/physicians.aspx> or contact Member Services at (805) 981-5050.

Kelly Brooks, P.A.-C. has left the Orthopedic Clinic (VCMC) in Ventura, effective April 2015.

Thomas Ellis III, M.D., has left Magnolia Medical Clinic West, effective May 2015.

Henry Elson, M.D., has left Vista Del Mar Medical Group in Oxnard, effective December 2014.

Stanley Frochtwajg, M.D., in Ventura has left, effective October 2015.

Shamsuddin Hooda, P.A.-C., has left Clinicas Del Camino Real Inc. in El Rio and Moorpark, effective October 2015.

Megan Krispinsky, M.D., has left Las Islas Family Medical Group, North (VCMC) in Oxnard, effective August 2015.

Amit Malkani, M.D., has left West Ventura Medical Clinic (VCMC) in Ventura, effective September 2015.

Philip Mckay, P.A.-C., has left Clinicas Del Camino Real Inc. in Oxnard, effective October 2015.

Marci Mofid, P.A.-C., has left Anacapa Surgical Associates (VCMC) in Ventura, effective July 2015.

Diane Narhi, M.D., has left Osteoporosis Center Simi Valley private office, effective August 2015.

Micky P. Obradovic, M.D., has left Surfside Pediatrics in Ventura, effective June 2015.

Alexander Oparin, M.D., has left Clinicas Del Camino Real Inc. in Ventura, effective August 2015.

Sarah Palm, P.A., has left Sierra Vista Family Medical Clinic (VCMC) in Simi Valley, effective June 2015.

Parth Rajaguru, M.D., has left West Ventura Medical Clinic (VCMC) in Ventura, effective August 2015.

Elizabeth Redican, M.D., has left Las Islas Family Medical Group, North (VCMC) in Oxnard, effective July 2015.

Andrea Salcedo, D.O., has left Clinicas del Camino Real, Inc., Ojai Valley Community Health Center in Ojai, effective August 2015.

Edwina Skinner, M.D., has left Las Islas Family Medical Group (VCMC) in Oxnard & Immunology Clinic (VCMC) in Ventura, effective July 2015.

Nina Stefanova, M.D., has left Clinicas del Camino Real, Inc. in Ojai Valley Community Health Center, effective July 2015.

Benedict Taylor, M.D., has left Anacapa Surgical Associates (VCMC) in Ventura, effective June 2015.

Scott Tushla, M.D., has left his private office in Ventura, effective August 2015.

Cynthia Urena, F.N.P., has left Moorpark Family Medical Clinic (VCMC), effective June 2015

CHANGES

Andrew Cheng, M.D., has left Clinicas del Camino Real, Inc., Newbury Park and has joined Las Islas Family Medical Group (VCMC) in Oxnard, effective August 2015.

Robert Gonzales, M.D., a rheumatologist at Magnolia Family Medical

Center (VCMC) in Oxnard & Medicine Specialty Center West (VCMC) in Ventura, is now closed to new members, effective August 2015.

Robert Lefkowitz, M.D., an obstetrics and gynecologist at Magnolia Family Medical Center (VCMC) in Oxnard.

Rachel Mory, M.D., a rheumatologist, has left Magnolia Family Medical Center (VCMC) in Oxnard, but still remains at Las Posas Family Medical Group (VCMC) in Camarillo & Medicine Specialty Center West (VCMC) in Ventura, effective October 2014.

Ishu Rao, M.D., a cardiologist, has left Cardiology Associates Medical Group in Ventura, effective June 2015 and is now independently operated by Rao Cardiac Arrhythmia in Ventura, effective August 2015.

Anna Sandstrom, M.D., a pediatric endocrinologist at Las Islas Diabetes & Wound Clinic (VCMC) in Oxnard, Mandalay Bay Women & Children's Medical Group (VCMC) in Oxnard, and Santa Paula West Medical Group & Pediatrics (VCMC), is now also at Pediatric Diagnostic Center (VCMC), effective July 2015.

Nissar Shah, M.D., an endocrinologist, has left Magnolia Family Medical Center (VCMC) in Oxnard, but still remains at Medicine Specialty Center West (VCMC) in Ventura and Sierra Vista Family Medical Clinic (VCMC) in Simi Valley, effective June 2015.

Hang Tran, M.D., a pediatrician at Mandalay Bay Women & Children's Medical Group (VCMC) in Oxnard, is now closed to new members, effective June 2015



VENTURA COUNTY
HEALTH CARE PLAN
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