



CONTRA COSTA
HEALTH

PROVIDER NETWORK NEWS

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A Message from the Chief Executive Officer

Dear Providers,

2025 is gearing up to be very busy for CCHP. I wanted to share a few updates on how we will be moving forward with our provider relationships and the new benefits that are coming up.

CalAIM Centers

As the Single Plan Model, we have developed a strategic plan to expand our footprint in the market area by having a strong presence in the community. CalAIM, which launched in 2022, is the corporate umbrella of programs which enhances the way we connect to our Medi-Cal membership and increases the services we offer.

Many community partners still do not understand the transformational impact CalAIM has made in our community, especially the expansion of the Social Drivers of Health coupled with the Medi-Cal Model. In order to comprehend the transformation of our Medi-Cal delivery system, our community partners need to understand the goals outlined in CalAIM.

CCHP will develop an educational curriculum to educate the CBOs in their language as opposed to managed care. With designated CBOs, the health plan will sign a MOU to host CalAIM offices in their facilities. Through Community Reinvestments, we can partner for space and train their staff and establish weekly operation hours where CCHP Outreach Specialists and the CalAIM team can connect with the community.

CCHP Provider Liaisons

Advantages of Field Operations

Field Operations allows CCHP to take a leadership stance as the Single Plan Model being present in the community with a deeper engagement with providers, members and the community at large. It aligns the health plan with other HMOs where Field Operations are critical and we can establish a deeper connection to the providers and demonstrate our value as a great partner.

The provider visits can increase network participation by allowing our Provider Liaisons to show up in person to listen to their concerns and solve them. It will also create a pathway to becoming a D-SNP with all business lines (Medi-Cal, Medicare and Commercial).

Provider Liaison's Role

The liaisons are well-versed in all CCHP's programs and benefit structures and represent the health plan in a highly professional manner. Liaisons will visit targeted specialty providers and collect information on their panel changes—new providers and terminated providers. They will ensure new updates are done in PIMS with our Provider Relations Team. Visits will be tracked so we can measure progress, weekly reports will go out to PCPs on the status of the specialty networks, and a courtesy report will go to CCRMC on specialty appointments availability.

Dual Eligible and Special Needs Plan (D-SNP)

The CCHP team has been busy over the last 12 months preparing to become a D-SNP. We are gearing up to submit the Model of Care, Medicare Part C, and Medicare Part D. This has been a herculean effort with our clinical teams and we are working with seasoned consultants who have implemented D-SNP across the nation. Also, we have been pursuing best practices for Managed Care Plans in San Mateo and Santa Clara counties and their advice has been invaluable.

Becoming a D-SNP greatly changes our operating model. As you know dual eligible members are the most acute group and will need heavy care coordination and interventions by our Case Management team. Our operating hours are increasing to 12 hours in our Member Services department. We expect our Appeals and Grievances will expand exponentially.

Nevertheless, we truly appreciate those providers who signed a Letter of Intent or better yet the amendment to their current contract. We want all providers to participate, so if you have not sent in your LOI or amendment, please send it to Heather.Roberts@cchealth.org. It is imperative that we have a robust network for this population. If you need additional information, please contact Provider Relations/ Network Management Lisa.Cabral@cchealth.org.

Sharron Mackey, MHS, MPA
 Chief Executive Officer
 sharron.mackey@cchealth.org



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A Message from the Chief Medical Officer

Dear Providers,

It is hard to believe that it has been over a year since I joined CCHP as our Chief Medical Officer! I am incredibly proud to be part of this remarkable organization and the many positive changes we have achieved together. I am excited for what is ahead!

Updates:

NCQA 4.5-star accreditation

I am thrilled to announce that CCHP has earned a 4.5-star accreditation from the National Committee for Quality Assurance (NCQA). This recognition highlights our commitment to member experience and clinical quality, positioning us among the top health plans in the nation and California. This achievement reflects the hard work of our dedicated CCHP team and our strong collaboration with providers and community partners. Thank you for continuing to provide quality and comprehensive care to our CCHP Members!

2024 DHCS Annual Audit

I am happy to share that CCHP recently completed our 2024 DHCS annual audit. This was a fantastic opportunity for CCHP to showcase the hard work and dedication of our CCHP team over the past year. The audit went exceptionally well, and we are eager to implement the insights we have gained to further enhance our services.

Mandatory Enrollment for Foster Children and Youth

Beginning January 1, 2025, DHCS will mandatorily enroll current and former Foster Care children and youth in Single Plan counties who are currently in Fee-For-Service (FFS) Medi-Cal into a Medi-Cal health Plan. CCHP is excited to expand our membership to include these individuals and is committed to ensuring a smooth transition and continuity of care.

Provider Outreach Engagement Initiative

This past quarter, CCHP kicked off its Provider Outreach Engagement Initiative. At CCHP, we want to ensure that our members are receiving quality care and, in order to do so, we need to collaborate closely with our providers. Your feedback, both positive and negative, is essential. Through these conversations, we have gained valuable insights into your needs and how we can continue to improve our collaboration to better serve our members. We look forward to expanding our outreach to more provider groups in the coming months.

Dual Eligible and Special Needs Plan

CCHP is actively engaged and preparing for becoming a Dual Eligible Special Needs Plan (DSNP) in January 2026. Dual Eligible Special Needs Plans are Medicare Advantage (MA) plans that provide specialized care and wrap-around services for dual eligible beneficiaries (eligible for both Medicare and Medicaid.) As part of the CalAIM initiative, the Department of Health Care Services (DHCS) is promoting enrollment in health plans for dual eligible members, through an integrated Exclusively Aligned Enrollment D-SNP model. This is an exciting opportunity for CCHP to enhance our care coordination and care experience for members as well as collaborate more extensively with our provider network.

Clinical Operations Transformation

We are continually transforming our Clinical Operations to improve experiences for our members, providers, and staff. With new leaders and programs, we are committed to creating better experiences for our members, providers, and staff alike.

Thank you for your continued collaboration and for the quality, comprehensive care you provide to our members. Together, we are making a difference in the lives of those we serve.

Irene Lo, MD, FACS
Chief Medical Officer

Irene.Lo@cchealth.org



Notification to CCHP Providers: Change in Authorization Requirements & Transition of Non-Specialty Mental Health Services (NSMHS) Review Process

Dear Providers,

Contra Costa Health Plan (CCHP) is pleased to announce updates from the Behavioral Health Department and its corresponding referral processes.

Updated Referral Pathway for Neuropsychological Testing

Key Changes:

Effective **November 01 2024**, initial consultations or intake appointments with neuropsychologists will not require prior authorization from CCHP. Referring providers may now refer patients **directly** to neuropsychology without the need for CCHP involvement in this first step.

If further testing is recommended following the initial consultation, *neuropsychologists will submit a Prior Authorization Request (PAR) directly to CCHP. The PAR must specify the codes and quantities necessary for the member's ongoing evaluation, and include documentation supporting the medical necessity of the proposed testing.*

This update mirrors existing Authorization process for other specialties – as an example, neurology, where no prior authorization is required for initial consultations, but further testing (e.g., EMG) does require approval.

How to Refer:

- Referring providers should access the CCHP Provider Directory and select “Neuropsychology” in the Specialty search field to identify a contracted neuropsychologist.

The screenshot shows a search interface for providers. It is divided into two main sections: 'By Provider Detail' and 'By Coverage and Care Requirements'.
Under 'By Provider Detail', there are several filters:

- Find PCP ?
- Provider Gender ?
 - Male
 - Female
 - Non-Conforming/Non-Binary
 - Any Gender
- Only show providers who are accepting new members ?
- Patient Age ? (text input field)

Under 'By Coverage and Care Requirements', there are three dropdown menus:

- Network ? (Please Select)
- Provider Type ? (Any Type)
- Specialty ? (Neuropsychology - highlighted in yellow)
- Service ? (Please Select)

At the bottom, there is a 'More Search Options' button and a 'Find A Provider' button, which is circled in red.

Behavioral Health (Cont.)

- Referral requests can be sent directly to the selected provider and do not need to be routed through CCHP.
- The neuropsychologist may request additional medical documentation, such as records from the referring provider (either primary care physician, specialist (e.g., neurologist), or mental health professional (e.g., therapist, psychiatrist), to assist in the evaluation. This can include but is not limited to:
 - ◊ What preliminary medical work-up has been conducted prior to referral?
 - ◊ What other specialty referrals have been completed?
 - ◊ How would this neuropsychological testing impact medical management/guide clinical decision-making?

Follow-Up After Intake:

Should the member require further neuropsychological testing following the initial consultation, the neuropsychologist will submit a PAR specifying the necessary testing codes and quantities. The PAR must include a clear justification for the tests requested and evidence of medical necessity.

This updated process reflects our ongoing commitment to reducing barriers to care, and promoting health equity, in alignment with the DHCS "No Wrong Door" policy, which seeks to streamline access to mental health services (broadly defined).

Updated Authorization Pathways for Mild/Moderate Mental Health Services

Background on NSMHS for CCHP Members Non-Specialty Mental Health Services (NSMHS), which support members with mild to moderate mental health needs.

Changes in Authorization Requirements for NSMHS Providers In January 2024, CCHP removed the authorization requirement for ongoing outpatient NSMHS—including psychotherapy and medication management—for members seeing contracted providers. Previously, authorization was required after an initial intake and seven follow-up sessions. Providers would submit prior authorization requests (PARs) to CCHP's Utilization Management (UM) team for review, or to BHS CMU for members receiving services through BHS.

Upcoming Changes: Transition of Authorization and UM Activities to CCHP

To streamline our UM processes, CCHP will be transitioning all remaining NSMHS authorization activities from BHS CMU to CCHP's Behavioral Health Department (BHD) effective **October 1, 2024**. This should only apply to non-contracted providers (Out of Network – OON) and/or, in the case of new members, requesting Continuity of Care (CoC). As of this date:

- OON or CoC requests for ***non-contracted providers*** should be sent to CCHP's BHD for authorization review.
- Contracted provider continue to offer services without authorization.

Important Notes on Processes Unaffected by This Transition This change pertains only to UM and authorization responsibilities for NSMHS *with non-contracted providers*, and does not impact the following:

- **Quality oversight of contracted providers:** Quality management and provider oversight activities will continue as before. This will include ***monitoring of services utilization (over/under)*** - This monitoring is now led by BHD and will represent a collaborative with Contra Costa Behavioral Health Services.
- **Transitions of Care coordination:** Transitions of Care tools are DHCS-mandated tools that serve to coordinate member services between systems of care, and between providers. Independent of changes in authorization requirements, all contracted mental health providers are expected to conduct ongoing evaluation of member acuity and, in the case a transition is indicated, to submit Transition of Care tools (via the Provider Portal).

Care Coordination for Moderate/Severe (Specialty) Mental Health Services

As part of our ongoing commitment to improve care coordination and meet the needs of our members, Contra Costa Health Plan (CCHP) is implementing new protocols to address findings from a recent Department of Health Care Services (DHCS) **2023 Focused Audit**. The audit identified opportunities to strengthen referral tracking and care coordination, especially in Behavioral Health.

Improved Care Coordination Requirements: To ensure that referrals are effectively managed and that the referral loop is closed, CCHP will focus on the following areas:

1. **Specialty Mental Health** – Track referrals and follow up to confirm that members have attended appointments and received necessary care.
2. **Transitions of Care** – Facilitate “step up” and “step down” transitions between specialty and non-specialty services, ensuring continuity of care.
3. **Inpatient Psychiatric Admissions/Discharges** – Maintain real-time notifications of psychiatric admissions and discharges within 24 hours to ensure care plan updates and timely follow-up.
4. **Substance Use Disorder (SUD) Services** – Ensure SUD referrals are effectively tracked, and members receive needed services. This will include efforts made by CCHP to adjust referrals if member’s encounter barriers to accessing care.

Plan Responsibilities: As specified in the DHCS audit, CCHP will be responsible for:

- Verifying members receive referred services, even if these services are administered by Contra Costa Behavioral Health Services (BHS) - outside of CCHP’s contracted network.
- Closing the referral loop by confirming that members attend their appointments and that new providers assume responsibility for the member’s care.
- Addressing any barriers members face in accessing services and making adjustments to ensure continuity of care.

Thank you

We appreciate your support as we continue to simplify and improve processes to better support our provider community, and ensure access to high-quality care for our members. Should you have any questions or require assistance with these changes, please contact CCHP’s Behavioral Health Department directly – cchpbhd@cchealth.org.

Provider Portal Update

Over the past three years, Contra Costa Health Plan has worked in partnership with all our contracted providers to gain access to the CCLink Provider Portal. Thank you for all your patience and cooperation during this process.

This portal streamlines the process of requesting and receiving authorization for services. The Provider Portal allows requests for authorization to be sent to CCHP directly and immediately supplies the provider with a referral number for tracking, allows documents to be added to the referral after the initial entry, allows providers to check the status of referrals, and allows providers to receive and view determination letters electronically.

We are happy to announce that this project has been a huge success, and as with any new technology, we have learned a lot along the way!

Now that our contracted providers have access to the Provider Portal, the CCHP Authorizations Unit will be requiring that all authorizations come through the Provider Portal effective **November 1, 2024**. This will be in lieu of faxing or mailing. We cannot accept referral requests by email.

If anyone in your facility still needs access to the Provider Portal or needs their access changed to allow for referral entry, your Site Admin can request access through the Provider Portal Admin options, by emailing CCHPPortalSupport@cchealth.org, or calling the **IT HelpDesk at 925-957-7272**.

Requests for a new Site Admin or initial access for a Medical Group should fill out the New Account Agreement and Forms found on our website (<https://cchealth.org/healthplan/providers/>) and email them to CCHPPortalSupport@cchealth.org.

Supporting tip sheets and a training video can be found on the Main page of the Provider Portal. As a reminder, in addition to the Provider Call Center, questions and inquiries regarding authorizations can be sent to cchpauthorizations@cchealth.org.

Sincerely,

CCHP Authorizations

Notification to CCHP Providers: Change in Authorization Department Processes

Dear Providers,

Contra Costa Health Plan (CCHP) is excited to provide the following updates from Authorizations/Utilization Management Department (Auth/UM).

Incontinence Supplies & EPSDT

Key Changes: CCHP will *review* requests for Incontinence Medical Supplies as medically necessary according to EPSDT (Early and Periodic Screening, Diagnostic, and Treatment), when prescribed by member's primary care providers, or another qualified medical practitioner.

CCHP will *cover* incontinent supplies and related products for members younger than age 5, where the incontinence is due to a chronic physical or mental condition, including cerebral palsy and developmental delay, and where the child is at a developmental age when the child would normally be expected to achieve continence.

CPT Code Search Tool

CCHP Auth/UM is pleased to announce that in **Q4 2024**, we launched a new web-based **CPT Code Search Tool**.

This tool is designed to improve transparency and simplify the authorization process for our contracted providers. This user-friendly tool allows you to quickly and easily search for Current Procedural Terminology (CPT) codes to determine authorization requirements for services covered for your CCHP Medi-Cal and Commercial patients.

Key Features:

- **Search by CPT Code:** Effortlessly check the authorization status for specific CPT codes (as opposed to checking by service type or category in the Authorization Matrix).

Utilization Management (Cont.)

- **Real-time Updates:** Access the most up-to-date information regarding covered services and authorization guidelines.
- **Simplified Workflow:** Enhance efficiency and reduce the administrative burden of verifying authorization requirements.

The CPT Code Search Tool will be accessible from the CCHP Website (<https://www.cchealth.org/health-insurance>) and we will provide further details as the release date approaches.

If you have any questions, please contact cchpauthorizations@cchealth.org.

Specialty Referrals to Contracted Providers – Neuropsychology Testing, Neurosurgery, and Gender-Affirming Care

As part of our ongoing commitment to improve access to services and meet the needs of our members, Contra Costa Health Plan (CCHP) is updating authorization processes for consistency across all specialty providers – this now includes contracted Neuropsychology, Neurosurgery, and Gender-Affirming care specialists. Moving forward, CCHP will not require authorization for members to initiate these services. Any services requiring authorization provided by these specialists (whether diagnostic or related to treatment) would be submitted by the specialist provider. This change brings these contracted providers into alignment with other specialist referrals.



Peer to Peer and Member Appeals Processes

A reminder to all providers, in making its UM decisions (to authorize, modify, or deny), CCHP is expected to use all relevant clinical documentation available, reference appropriate criteria or guidelines, and in the case of modifications and denials, provide to both members and referring providers explicit explanations regarding why the request was not approved. Should any provider wish to contest a CCHP UM decision at least 2 options are available:

1. **Peer-to-Peer consult:** this conversation between referring providers and CCHP reviews is available to clarify clinical context and indications for service. This can be accessed by calling (925) 608-9877. Referring providers will have the opportunity to speak directly with the CCHP physician involved in making the initial UM decision. In the case of Peer-to-Peer conversations, if there is the decision to reverse the initial determination, approval is generally provided at the time of the call.
2. **Member Appeals:** this process initiates a secondary UM review – including consideration from a distinct CCHP physician (relative to the first decision). Submission of member appeals can be emailed to Member.Services@cchealth.org, or faxed to (925) 313-6047 or done via the CCHP website ([File a Member Grievance or Appeal | Contra Costa Health](#)). A signed member consent is needed when an appeal on behalf of the member is submitted by the referring provider. Member Appeals include the opportunity to submit additional information from either the member or provider. Urgent requests may qualify for an Expedited Member Appeal and can be resolved within 72 hours, while in the case of a Standard Member Appeal, the Plan is allowed up to 30 days to provide resolution.

We appreciate your support as we continue to simplify and improve processes to better support our provider community and ensure access to high-quality care for our members. Should you have any questions or require assistance with these changes, please contact CCHP's Auth/UM Department: cchpauthorizations@cchealth.org.

Announcing Our New Health Education Website A Resource for You and Your Patients

We are excited to introduce our new [Health Education Website](#), a comprehensive resource designed to support you and your patients with valuable health information, tools, and guidance.

What You'll Find

Our goal is to empower providers and patients alike by offering easy access to up-to-date health education materials. The website features:

- **Condition-Specific Resources:** From diabetes and hypertension to behavioral health, we offer clear, evidence-based guides to help patients manage chronic conditions.
- **Preventive Care Information:** Share resources on routine screenings, immunizations, and wellness tips to help patients stay proactive about their health.
- **Lifestyle Management Tools:** Patients can explore resources on nutrition, physical activity, stress management, and smoking cessation to support overall well-being.
- **Interactive Tools:** Your patients can engage with interactive assessments and quizzes that guide them in understanding their health risks and taking appropriate action.

Benefits for You

- **Save Time:** Quickly access quality, vetted patient education materials to enhance your patient interactions without spending extra time searching for credible sources.
- **Tailored Information:** Personalize patient care by selecting the most relevant resources for your patients' needs.
- **Increased Engagement:** Use our tools to encourage patients to take an active role in managing their health, leading to improved outcomes.

healthed.cchealth.org

Introducing Contra Costa Health Plan's Pay for Performance Program

We are excited to announce the phased rollout of CCHP's new Value-Based Payment (VBP) Program, designed to promote high-quality, patient-centered care across our Community Provider Network (CPN). This program will replace the current Case Management Incentive Program, bringing enhanced alignment between provider compensation and quality outcomes, meeting new state requirements for value-based payments.

The Program has launched in phases to ensure a smooth transition for providers of all sizes. Provider groups with more than 15,000 members began in 2024, groups with over 2,000 members will transition in 2025, and all remaining CPN providers will adopt the new model in 2026. (Details of the 2026 small provider model will be released in 2025).

Through the VBP Program, providers can earn additional compensation based on their performance on selected quality measures. These measures are tied to key health outcomes, and are aligned with DHCS standards, including the Managed Care Accountability Set (MCAS) measures. Higher benchmarks in preventive and chronic care metrics will unlock further incentive opportunities.

For more details on the program and how it may impact your practice, please visit the [CCHP quality webpage](#). We will also be hosting meetings with CCHP leadership and the 2024 and 2025 provider group cohort to discuss the specifics and answer questions. We look forward to working together to support a smooth transition and a shared commitment to quality and value-driven care.



Blood Lead Screening of Young Children

CCHP would like to remind providers that California Department of Health Care Services (DHCS) considers all children receiving Medi-Cal benefits, including CCHP members, at-risk for lead exposure.

Blood lead screening **must** be completed in children at **1 year** and **2 years** of age, *or* if the patient has not been tested before 6 years of age.

DON'T FORGET

- Offer written/oral anticipatory guidance at every visit from 6 months to 6 years of age.
 - ◇ [Anticipatory guidance & member education materials](#) may be downloaded and printed **or** email Leadprogram@cchealth.org to have these materials printed & sent to your clinic at no cost.
- Order & perform Blood Lead Level (BLL) screening at:
 - ◇ 1 Year visit
 - ◇ 2 Year Visit
 - ◇ If a child is <6 years old and has not had a BLL
 - ◇ If a member is at increased risk or the caregiver requests.
 - ◇ If the member is a refugee - [CDC Lead Screening for Refugees](#)
- Follow up elevated capillary or POCT tests with venous test to confirm results.
- If a member has elevated results, coordinate with Contra Costa Lead Program by sending an encrypted email to Leadprogram@cchealth.org or calling (925) 608-5318. RMC providers may InBasket message PH Child Lead Poisoning Prevention Pool.
- Document refusals in member's medical record.
- If using POCT, you are considered a laboratory and must report test results via the CDPH Electronic Blood Lead Reporting System.
- Filter paper blood lead testing is not accepted by the State of California.

WE CAN HELP!

CCHP can help support your lead screening efforts. The following are available:

- [An outreach toolkit](#) with sample text messages, letter/email, robocall scripts, and sample social media messages.
- Health education handouts for patients ([English](#) | [Spanish](#) | [Chinese](#))

Initial Health Appointment

When members are newly enrolled to CCHP, it is important for them to get an appointment with their assigned provider within the first 120 days of enrollment to establish care.

Initial Health Appointment (IHA) consists of:

- A history of the Member's physical and mental health
- An identification of risks
- An assessment of need for preventive screens or services using the most current US Preventive Services Task Force A&B Recommendations (see link below)
- Health Education
- The diagnosis and plan for treatment of any diseases

This comprehensive assessment should include a comprehensive history, physical, risk assessment, screening for substance use, and ensuring members have received or were offered all recommended immunizations.

For the most current US Preventive Services Task Force A&B Guidelines, please refer to the following link:

<https://www.uspreventiveservicestaskforce.org/Page/Name/uspstf-a-and-b-recommendations/>

Children under 18 months should be seen within 60 days for routine check-ups and immunizations. Pregnant members should be seen within 2 weeks.

All services must be provided in a way that is culturally and linguistically appropriate for the member.

Providers should be making a minimum of two attempts to get the member in for a new patient visit, and these should be documented in the medical record.

Timely Access Standards and Documenting Appointment Extensions

The California Department of Managed Health Care requires all individuals have access to appointments according the below standard timeframes:

Access Standard	Timeframe
Emergency Care – Mental Health or Medical	Immediate
Urgent Care Appointment Not Requiring Prior Auth	Within 48 hours
Urgent Mental Health Appointment	Within 48 hours
Urgent Care Appointment Requiring Prior Auth	Within 96 hours
Non-Urgent Primary Care Appointments	Within 10 business days
Non-Urgent Initial Mental Health Appointment	Within 10 business days
Non-Urgent Specialty Appointments	Within 15 business days
Non-Urgent Ancillary Services Appointments	Within 15 business days
In-Office Wait Time for Appointments	Within 45 minutes
Telephone Call Back Wait Time – Office Staff	By the end of the next business day
Telephone Call Back Wait Time - Triage	Within 30 minutes
Telephone Wait Time for Practice to Answer	Within 10 minutes

Appointment timeframes can be shortened or extended as clinically appropriate by a qualified health care professional acting within the scope of his/her practice. If a member’s appointment is extended beyond the timeframes outlined above, it must be documented within the member’s medical record that a longer timeframe will not have a detrimental impact on the Member’s health.

This documentation must be available to DHCS upon request. Additionally, if the timeframe is extended, the provider must provide notice to the member of the decision to extend the applicable waiting time with an explanation of the member’s right to file a grievance disputing the extension.

Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Services for Medi-Cal Members under the age of 21 aka Medi-Cal for Kids & Teens

Providers, you play a crucial role in ensuring the provision of Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) services to our Medi-Cal members under 21! EPSDT, or Medi-Cal for Kids and Teens as it is alternatively known, is a vital component of our commitment to providing comprehensive healthcare to children and adolescents, aimed at early detection and intervention to address health issues effectively.

As outlined in [All Plan Letter \(APL\) 23-005](#), all providers must undergo EPSDT-specific training at least once every two years. CCHP uses the DHCS developed training program, which can be accessed at:

<https://www.dhcs.ca.gov/services/Medi-Cal-For-Kids-and-Teens/Documents/DHCS-EPSDT-Provider-Training-Updated-Feb-2024.pdf>

If you have taken this training for any other Medi-Cal Managed Care plan, you do not need to take it again for CCHP. You may attest to completing the training by completing the form on our website:

<https://www.cchealth.org/health-insurance/information-for-cchp-providers/trainings/training-attestation>

Key points for providers:

- EPSDT services must be provided according to the AAP/Bright Futures periodicity schedule. The periodicity schedule can be found at: downloads.aap.org/AAP/PDF/periodicity_schedule.pdf.
- Providers should inform Medi-Cal beneficiaries or their caregiver about:
 1. Why preventive services & screenings are important.
 2. What services are offered under Medi-Cal for Kids & Teens.
 3. Where and how to get services.
 4. Services are free.
 5. Free transportation and help scheduling are available.



Medi-Cal for Kids & Teens information and resources are available on DHCS' website:

dhcs.ca.gov/services/Medi-Cal-For-Kids-and-Teens/Pages/Provider-Information.aspx

CCHP Earns 4.5 Stars for the National Committee on Quality Assurance (NCQA)

Quality Measures Performance Summary: 2023

Thank you to all of the CCHP providers for the wonderful work you do providing high quality health care to your patients. In 2023, CCHP providers ranked in the top 90th percentile nationally for 17 HEDIS quality measures, an increase from 11 measures in 2022. As a result of CCHP's exceptional performance, the National Committee on Quality Assurance (NCQA) has awarded CCHP a 4.5-star rating, one of only fourteen plans in the nation and two in California to receive 4.5 stars. **Congratulations!**

Contra Costa Health Plan is one of the highest-rated health plans in the nation with a rating of 4.5 out of 5.0!



www.ncqa.org/ratings

NCQA Health Plan Ratings 2024

In addition to reporting to NCQA, Contra Costa Health Plan reports 48 HEDIS and CMS Core quality measures to the Department of Health Care Services (DHCS) as part of the Medi-Cal Managed Care Plan Accountability Set (MCAS). Plans are required to meet the Minimum Performance Level of the 50th percentile nationally for 18 of these measures. In 2023, CCHP met this goal for 15 out of the 18 measures and achieved high performance (ranking over the 90th percentile) in 10 measures.

Quality Management (Cont.)

Additionally, CCHP conducts an annual member satisfaction survey through the Consumer Assessment of Healthcare Providers and Systems (CAHPS). This year, 93% of children and 91% of adult members reported high satisfaction with the communication skills of their doctors.

Measures Held to DHCS Minimum Performance Level

Measures	MY 2019	MY 2020	MY 2021	MY 2022	MY 2023	Trend	National Percentile
Asthma Medication Ratio	60.48	63.93	64.48	75.23	83.22		90th ★
Breast Cancer Screening	68.86	58.33	58.66	63.95	63.81		90th ★
Cervical Cancer Screening	68.37	68.06	68.33	68.33	68.61		90th ★
Childhood Immunization Status - Combination 10	51.09	51.34	47.93	44.04	45.61		90th ★
Chlamydia Screening in Women	68.36	62.81	62.22	66.65	68.37		90th ★
Diabetes - HbA1c Poor Control (>9.0%)*	37.71	38.93	34.55	33.99	29.11		90th ★
Immunizations for Adolescents (IMA) - Combo2	50.85	43.80	44.28	53.36	55.56		90th ★
Postpartum Care	88.08	90.97	91.19	90.48	89.94		90th ★
Prenatal Care	93.43	93.40	94.34	93.88	93.08		90th ★
Well-Child Visits in the First 30 Months of Life (31d-15m)	70.32	56.69	54.35	65.88	73.17		90th ★
Child and Adolescent Well-Care Visits	-	42.09	55.05	53.09	56.63		75th ★
Developmental Screening in the First Three Years of Life	24.38	21.68	37.45	52.57	56.90		75th ★
Well-Child Visits in the First 30 Months of Life (15m-30m)	-	69.85	64.58	73.05	75.59		75th ★
Controlling Blood Pressure	73.73	64.96	62.37	67.27	67.21		50th ☆
Follow-up after ED for Mental Illness - 30 Day	20.25	21.81	23.15	45.97	58.78		50th ☆
Follow-up after ED for AOD - 30 Day	6.42	8.94	10.00	26.61	32.31		25th ☆
Lead Screening in Children	-	-	44.23	51.51	52.81		25th ☆
Topical Fluoride for Children	-	-	-	12.73	15.21		<25th ☆



Quality Management (Cont.)

Measures Reported, but no Minimum Performance

Measures	MY 2019	MY 2020	MY 2021	MY 2022	MY 2023	Trend	National Percentile
Ambulatory Care - Emergency Dept Visits/ 1000 MM	634.80	437.40	483.24	563.04	563.33		90th ★
Antidepressant Medication Management - Effective Acute Phase	62.59	63.07	65.97	66.25	85.80		90th ★
Antidepressant Medication Management - Effective Continuation Phase	41.17	41.01	44.16	45.23	73.82		90th ★
Plan All-Cause Readmissions*	1.00	0.83	0.88	0.87	0.82		90th ★
Postpartum Depression Screening and Follow Up- SCR	-	-	-	53.07	55.80		90th ★
Prenatal Depression Screening and Follow Up- SCR	-	-	-	76.95	78.40		90th ★
Prenatal Immunization Status	-	-	46.11	46.05	42.99		90th ★
Contraceptive Care – Postpartum - Ages 15-20: 60 Days	57.89	57.78	47.32	46.43	66.67		75th ★
Contraceptive Care – Postpartum - Ages 21-44: 60 Days	46.44	46.19	45.03	46.73	52.03		75th ★
Diabetes Screening for People Who Are Using Antipsychotic Medications	87.78	79.41	84.32	85.31	85.14		75th ★
Follow-Up Care for Children Prescribed ADHD Medication - Initiation Phase	53.03	51.63	44.92	50.60	53.61		75th ★
Metabolic Monitoring for Children and Adolescents on Antipsychotics - Blood Glucose and Cholesterol Testing	61.11	42.22	54.00	46.08	49.48		75th ★
Postpartum Depression Screening and Follow Up- FU	-	-	-	79.63	74.84		75th ★
Contraceptive Care – All Women - Ages 21-44	27.85	25.52	25.38	25.43	24.52		50th ☆
Follow-up after ED for Mental Illness - 7 Day	10.39	11.74	15.21	27.02	41.59		50th ☆
Follow-Up Care for Children Prescribed ADHD Medication - Continuation and Maintenance Phase	47.23	62.50	48.65	62.50	59.42		50th ☆
Prenatal Depression Screening and Follow Up- FU	-	-	-	66.67	56.71		50th ☆
Adults' Access to Preventive/Ambulatory Health Services	-	-	-	69.75	71.99		25th ☆
Contraceptive Care – All Women - Ages 15-20	19.78	18.34	17.59	19.01	19.33		25th ☆
Follow-up after ED for AOD - 7 Day	2.94	8.94	4.46	16.53	19.64		25th ☆
Pharmacotherapy for Opioid Use Disorder	-	-	37.04	27.32	21.72		25th ☆
Colorectal Cancer Screening	-	-	-	39.69	48.98		-
Depression Remission or Response- Follow-up	-	-	-	29.14	26.04		-
Depression Remission or Response- Remission	-	-	-	8.26	3.29		-
Depression Remission or Response- Response	-	-	-	11.48	7.37		-
Depression Screening and Follow-Up for Adolescents and Adults - Follow-up	-	-	-	81.66	75.21		-
Depression Screening and Follow-Up for Adolescents and Adults - Screening	-	-	-	29.73	30.06		-
Number of Outpatient ED Visits per 1000 Long-Stay SNF Days	-	-	-	-	0.40		-
Potentially Preventable 30-Day Post-Discharge SNF Readmission Measure	-	-	-	-	0.77		-
SNF Healthcare-Associated Infections Requiring Hospitalization	-	-	-	-	5.45		-



All Plan Letters

Department of Health Care Services (DHCS) has recently issued APLs. This is a summary of the recent APLs. For full APL content please click here: [Managed Care All Plan Letters - 1998 to Current](#)

APL #	Issue Date	APL Title	APL Description
APL 24-016	12/5/2024	DIVERSITY, EQUITY, AND INCLUSION TRAINING PROGRAM REQUIREMENTS	To provide Contra Costa Health Plan (CCHP) with guidance regarding the Diversity, Equity, and Inclusion (DEI) training program requirements.
APL 24-017	12/5/2024	TRANSGENDER, GENDER DIVERSE OR INTERSEX CULTURAL COMPETENCY TRAINING PROGRAM AND PROVIDER DIRECTORY REQUIREMENTS	To provide CCHP with guidance regarding the transgender, gender diverse, intersex (TGI) Cultural Competency Training program and Provider Directory changes required by Senate Bill (SB) 923 (Chapter 822, Statutes of 2022) for the purpose of providing trans inclusive health care to MCP Members.
APL 24-018	12/13/2024	MEDICAL LOSS RATIO REQUIREMENTS FOR SUBCONTRACTORS AND DOWNSTREAM SUBCONTRACTORS	To provide guidance to CCHP on the Medical Loss Ratio (MLR) requirements set by the Federal Centers for Medicare & Medicaid Services (CMS) in the California Advancing & Innovating Medi-Cal (CalAIM) Section 1915(b) waiver's Special Terms and Conditions (STCs) ¹ and pursuant to the MCPs' contractual requirements in Exhibit A, Attachment III, Provision 3.1.5(B)(31).
APL 24-019	12/31/2024	MINOR CONSENT REQUIREMENTS	To provide guidance regarding the provision of outpatient mental health services to minors as a result of Assembly Bill (AB) 665 (Chapter 338, Statutes of 2023), 1 Family Code (Fam. Code) section 6924, and Minor Consent Services available to eligible Members.
APL 25-002	1/13/2025	SKILLED NURSING FACILITY WORKFORCE QUALITY INCENTIVE PROGRAM	To provide CCHP with instructions on the payment and data sharing process required for the Skilled Nursing Facility (SNF) Workforce and Quality Incentive Program (WQIP) for Rating Periods between January 1, 2023, and December 31, 2026. The Calendar Year (CY) 2023 Rating Period is referred to as Program Year (PY) 1, CY 2024 Rating Period as PY 2, and so forth.
APL 25-003	1/15/2025	ESTABLISHING DUAL ELIGIBLE SPECIAL NEEDS PLANS BY 2026	To provide CCHP with information regarding the Department of Health Care Services' (DHCS) enforcement of California Welfare and Institutions Code (W&I) section 14184.208, related to the requirement for MCPs to operate or be affiliated with a Dual Eligible Special Needs Plan (D-SNP) by 2026, to provide integrated care through affiliated MCPs and D-SNPs for dually eligible Medicare and Medi-Cal Members.

Department of Managed Health Care (DMHC) has also released the following APL's, For full APL content click here: [DMHC All Plan Letters](#)

APL#	Issue Date	APL Title	APL Description
APL 24-019	10/30/2024	Amendments to Rule 1300.67.2.2 and the Incorporated Annual Network Submission Instruction Manual and Annual Network Report Forms for Reporting Year 2025	To inform health plans of new amendments to 28 CCR §1300.67.2.2 and the incorporated Annual Network Submission Instruction Manual and Annual Network Report Forms for the reporting year (RY) 2025 Annual Network Report submission.
APL 24-020	11/13/2024	RY 2026/MY 2025 Provider Appointment Availability Survey Manual and Report Form Amendments	To provide notice to health plans of amendments to Rule 1300.67.2.2 and the following reporting year (RY) 2026/ measurement year (MY) 2025 Timely Access Compliance Report documents.
APL 24-021	12/12/2024	Notice of Amendments to Rules 1300.67.2.1, 1300.67.2 and Incorporated Documents – Network Adequacy Standards and Methodology for RY 2025	Notice amendments to 28 CCR § 1300.67.2.1, 28 CCR § 1300.67.2, and documents incorporated by reference. References to "Rule" refer to the California Code of Regulations (CCR), title 28. The amendments are noticed pursuant to Senate Bill (SB) 225 (Wiener, Chapter 601, Statutes of 2022).
APL 24-022	12/13/2024	Children and Youth Behavioral Health Initiative, Certified Wellness Coaches	To provide health plans with information regarding the establishment of the state Wellness Coach certification program and encourage health plans to provide access to Wellness Coach services as a means of increasing behavioral health resources to health plan members.
APL 24-023	12/20/2024	Newly Enacted Statutes Impacting Health Plans (2024 Legislative Session)	The Office of Plan Licensing (OPL) identifies and discusses 23 bills enacted this session that may require plans to update Evidences of Coverage (EOCs), disclosure forms, provider contracts and/or other plan documents. Plans must review relevant plan documents to ensure those documents comply with newly enacted legislation. The DMHC expects plans to comply with all applicable statutes upon the statutes' effective dates.
APL 25-001	1/9/2025	Southern California Fires and Enrollee's, Access to health Care Services	To notify health plans that they must provide enrollees who have been displaced or whose health may otherwise be affected by a state of emergency with access to medically necessary health care services.

Contra Costa Health Plan Pharmacy & Therapeutics Committee (P&T)

The CCHP Pharmacy and Therapeutics committee met on 12/13/24. Updates from the meeting are outlined below (Changes to the PDL will be effective by late-January 2025):

Medi-Cal Rx Pediatric Integration of Members 21 Years of Age and Younger:

Medi-Cal Rx has announced that on January 31, 2025, prior authorization requirements will apply to all claims (new start and continued therapy) submitted to Medi-Cal Rx for all members 21 years of age and younger.

Please see the [Medi-Cal Rx | Homepage](#) for additional information.

Physician Administer Medications for CCHP Members:

As a reminder, please note that physician administered medications can be billed to CCHP using the member's medical benefit with CCHP. CCHP Medi-Cal members have their retail pharmacy medications billed to Medi-Cal Rx and their medical benefit billed to CCHP which includes physician administered medications.

Real Time Benefit Check Tools:

Please remember that providers and members have access to online pharmacy benefits checks. Providers can check a member's pharmacy benefit coverage via the prescribing provider's EMR/EHR platform. Please contact the CCHP Pharmacy Department for further information or if there are any questions about access.

Medi-Cal Rx Formulary Changes:

Medi-Cal Rx has been updating their Contract Drug List (CDL) on a monthly basis. These updates can be found on the DHCS Medi-Cal Rx website at <https://medi-calrx.dhcs.ca.gov/provider/pharmacy-news> or contact the CCHP Pharmacy Department for additional details.

CCHP Commercial Member Formulary Changes:

Quick reference table for all changes to the Preferred Drug List (PDL) and/or Prior Authorization (PA) criteria (for full details of each change, please see individual drugs listed below this table or contact the CCHP Pharmacy Department):

<u>Changes Made</u>	<u>Drug Name</u>
Created new PA criteria:	Zoryve (roflumilast) Ohtuvayre (ensifentrine) Nemluvio (nemolizumab-ilto)
Modified PA criteria:	Urinary antispasmodic agents
ADDED to the CCHP formulary:	Risedronate 35 mg and 150 mg Veltassa (patiomer) oral packets Tolterodine oral tablet and ER capsules Fexofenadine tablets
Removed from CCHP formulary:	None

New Pharmacy Criteria for Zoryve (roflumilast): for plaque psoriasis, must try and fail two other medications such as topical corticosteroids, calcipotriene, tazarotene and calcineurin inhibitors; for atopic dermatitis must try and fail a topical corticosteroid and tacrolimus or pimecrolimus; for seborrheic dermatitis, must try and fail a topical antifungal and a topical corticosteroid

New Pharmacy Criteria for Ohtuvayre (ensifentrine): a diagnosis of COPD and documented trial and failure of maintenance triple therapy consisting of a LABA, a LAMA and an ICS

New Pharmacy Criteria for Nemluvio (nemolizumab-ilto): provider must be an allergist, immunologist or a dermatologist, diagnosis of severe prurigo nodularis and had at least a two week trial of either a topical corticosteroid or a topical calcineurin inhibitor

Modification of pharmacy criteria for urinary antispasmodic agents: changed criteria to be trial and failure of two formulary agents and made the first tier formulary agents oxybutynin IR and ER, tolterodine IR and ER and solifenacin tablets

There are numerous ways to view the CCHP Preferred Drug List:

CCHP updates the Preferred Drug List (PDL) after each quarterly Pharmacy & Therapeutics Committee meeting. CCHP invites and encourages practitioners to access each update through the following means:

- An interactive searchable formulary is available within Epic (contact the Epic team with any questions related to functionality).
- A printable copy of the CCHP PDL can be found here: [Preferred Drug List | Contra Costa Health \(cchealth.org\)](#)
- A searchable copy of the CCHP PDL can be found here: [Preferred Drug List | Contra Costa Health \(cchealth.org\)](#)

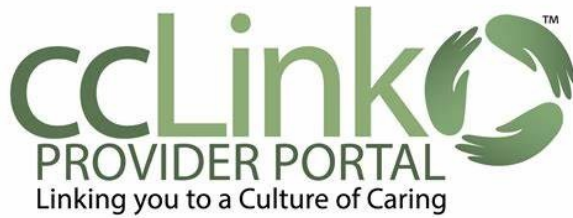


Providers may request a copy of CCHP pharmacy management procedures or specific drug PA criteria by contacting the pharmacy unit directly by:

Phone: 925-957-7260 x1

Email: joseph.cardinalli@cchealth.org

P&T updates and DUR educational bulletins can be viewed online at [Pharmacy and Therapeutics | Contra Costa Health \(cchealth.org\)](#)



This free web-based tool allows you to:

- Check your patients' eligibility and insurance information
- Submit appeals
- Submit and look up claims, referrals, or view your patient's records

To sign up for access to the ccLink Provider Portal, download the Portal Access Agreement here: [Information for CCHP Providers | Contra Costa Health](#)

For questions regarding ccLink, please email: CCHPportalsupport@ccealth.org

Provider Network Trainings

Next Meeting Dates:

- ◇ April 29, 2025
- ◇ July 29, 2025
- ◇ October 28, 2025

Time: 12:00 pm - 1:30 pm PST

To register, please email:
Aaron.Graessley@ccealth.org

Interpreter Services

Providers needing help with In Person interpreter services or face-to-face American Sign Language may call:

877-800-7423 Option 4

Electronic Claims Submissions

- Contra Costa Health Plan (CCHP) uses [Availity](#) as our clearinghouse.
- You must register with Availity in order to submit EDI claims to CCHP. You may begin your registration process on the [Availity site](#).
- The CCHP payer ID is CCHS.

Interpreter Services

Effective communication is at the heart of quality healthcare. In Contra Costa County, where a significant portion of the population speaks a language other than English at home, interpreter services are not just a convenience—they are a necessity. We must recognize the pivotal role Linguistic Services play in ensuring equitable, safe, and quality patient care.

Over 35% of Contra Costa Health Plan (CCHP) members prefer a language other than English, with Spanish, Chinese, Dari, Portuguese, and Vietnamese among the most commonly spoken. This linguistic diversity reflects the county's rich cultural tapestry but also presents challenges for healthcare providers striving to meet the needs of all members.

Language barriers can lead to miscommunication, which can result in a range of serious issues, including misdiagnoses or delayed diagnoses, medication errors, reduced patient adherence to treatment plans, and lower patient satisfaction and trust. Professional interpreter services mitigate these risks by bridging the communication gap between providers and members in need. Clear communication allows members to make informed decisions about their care and fosters a relationship of trust and respect.

By law, CCHP must ensure members have access to free interpreters, and interpreter services must be available 24-hours a day, 7-days a week for medical encounters. Providers are required by regulations to discourage members from using their own interpreters, such as family members, friends or minors. Please note that **a member has the choice to refuse professional interpreters** and use adult family members or friends. If the member chooses to bring an interpreter after they were offered a professional interpreter, **the provider must document this choice in the member's medical record.**

CCHP has linguistic services available for **Community Contracted Providers:**

1. INTERPRETER OVER THE PHONE:

Available for all routine office visits of CCHP members, appointment scheduling, urgent care, labs, health education, pharmacy, etc. Offices can use any phone with a speaker.

DIAL: 1 (866) 874-3972, PROVIDE: your 6-digit Client ID **298935** (Mental/Behavioral Health providers use ID, **525970**)

INDICATE: the language you need or press 1 for Spanish, 2 for all other languages and state the name of the language you need. 0 for assistance if you don't know what language you need. You will also need to provide Member name, Date of Birth, and CCHP Member ID.

Always document interpreter's name and ID number in patient's chart for reference. Summarize what you wish to accomplish and give any special instructions when connecting to the interpreter.

Interpreter Services (Cont.)

2. FACE TO FACE (IN PERSON) INTERPRETER:

*We require **5 full business days advance notice.***

Providers can only ask for in-person or face to face interpretation services for:

- ASL (American Sign Language) for deaf or hard of hearing
- End of life issues
- Sexual assault/abuse issues
- Life threatening diagnosis like anaphylaxis, cancer, chemotherapy, transplants
- Surgical procedure consent
- Initial physical therapy evaluation
- Complex behavioral health appointments

TO REQUEST IN-PERSON INTERPRETER:

Complete online form:

[https://forms.office.com/Pages/ResponsePage.aspx?](https://forms.office.com/Pages/ResponsePage.aspx?id=3tkgKC3cYoOGJvKwAoOMRXU6yf9YxPBI8jPzCYJ4UpUQkJWWIA4UoZXMzNESDJQMVsM1paNUI4Uy4u)

[id=3tkgKC3cYoOGJvKwAoOMRXU6yf9YxPBI8jPzCYJ4UpUQkJWWIA4UoZXMzNESDJQMVsM1paNUI4Uy4u](https://forms.office.com/Pages/ResponsePage.aspx?id=3tkgKC3cYoOGJvKwAoOMRXU6yf9YxPBI8jPzCYJ4UpUQkJWWIA4UoZXMzNESDJQMVsM1paNUI4Uy4u)

Contact 1-877-800-7423 Press 4.

When criteria listed above is met, arrangements will be made with our vendor (Fluent Language Solutions).

3. VIRTUAL INTERPRETER

*We require **2 full business days advance notice.***

If you need interpreters for a Zoom Telehealth appointment:

Email CCHP.Quality@cchealth.org to request a Virtual Interpreter Request form. Complete the form and email it to onsiterequests@language.com and copy CCHP.Quality@cchealth.org.

4. TRANSLATION OF DOCUMENTS

Email your document in Word format without PHI information to CCHP.Quality@cchealth.org

If you are a **CCRMC Provider**, you have access to interpreter services through the Health Care Interpreters Network (HCIN). Please see instructions [here](#).

Interpreter services are not merely a tool but a cornerstone of member-centered care in Contra Costa Health. By prioritizing language access, we can build stronger connections with our members, reduce health disparities, and improve outcomes for all.

You can also visit [Interpreter Services | Contra Costa Health](#) for more information. If you have any questions regarding Interpreter Services, please feel free to reach out to CCHP.Quality@cchealth.org

Provider Practice Changes

Contra Costa Health Plan (CCHP) is required by the Department of Health Care Services (DHCS) and Department of Managed Health Care (DMHC) to ensure all provider information listed in our Provider Directories is accurate.

Provider Directory information can be viewed online at [Provider Directory | Contra Costa Health \(cchealth.org\)](https://www.cchealth.org/ProviderDirectory) . If incorrect data is displayed, updates can be made online by clicking on Report an Error in Provider Directory on the left side navigation in provider directory. This allows a provider to list the correct information which is automatically sent to CCHP for correction. CCHP reviews and makes the appropriate updates.

In addition, please notify us immediately about upcoming changes to your practice, such as a new address or suite number, phone, fax, tax identification number* (TIN), ownership or group name change*, provider additions or deletions, or any new practice limitations through e-mail, fax or mail:

Contra Costa Health Plan | Provider Relations
595 Center Ave., Ste. 100, Martinez, CA 94553
Fax (925) 608-9411 | ProviderRelations@cchealth.org

CCHP also sends quarterly electronic Provider/Facility Network Update surveys through email as another method of having providers confirm the accuracy of their data. This process is also required by DHCS and DMHC and failure to respond may result in delay of payment or reimbursement of a claim and removal from the provider directories.

If you have any questions, please contact Provider Relations at ProviderRelations@cchealth.org.

Welcome Community Provider Network (CPN) Providers

Primary Care Providers

Sonal Aggarwal MD	Family Medicine	John Muir Physician Network, Pleasant Hill, Orinda
Veronica Alexander MD	Pediatrics	Roots Community Health Center, Oakland
Mary Alvarez-Nutting NP	Mid-level - Family Medicine	Roots Community Health Center, Oakland
Cheri Arbizu NP	Mid-level - Family Medicine	BASS Medical Group, Pleasant Hill
Valerie Belle NP	Mid-level - Family Medicine	Roots Community Health Center, Oakland
Elizabeth Casey DO	Family Medicine	LifeLong Medical Care, Pinole
Maria Angela Dela Rima NP	Mid-level - Internal Medicine	La Clinica De La Raza, Pittsburg
Azita Foroutani NP	Mid-level - Family Medicine	Delta Pediatrics, Antioch
Robert Golomb MD	Family Medicine	LifeLong Medical Care, Berkeley
Tarannum Guller MD	Internal Medicine	BASS Medical Group, Walnut Creek
Lawren Hicks MD	Family Medicine, Primary Care	John Muir Physician Network, Walnut Creek
Dannielle McBride MD	Pediatrics	Roots Community Health Center, Oakland
Linda Obekpa-Agwada MD	Family Medicine	John Muir Physician Network, Brentwood
Hersh Patel MD	Family Medicine	John Muir Physician Network, Brentwood
Sujatha Rajagopalan MD	Internal Medicine	John Muir Physician Network, Alamo
Nermeen Rehimtoola NP	Mid-level - Family Medicine	LifeLong Medical Care, Berkeley
Charles Renner MD	Family Medicine	John Muir Physician Network, Concord
Jessica Roberts MD	Family Medicine	John Muir Physician Network, Antioch
Maha Toma MD	Internal Medicine	John Muir Physician Network, Walnut Creek
Colette Vassilian MD	Pediatrics	John Muir Physician Network, Alamo

Specialty Care Providers

Alice DeYoung L.Ac.	Lyon-Martin, San Francisco	Acupuncture
Robert Swift MD	Surgical Anesthesia Specialists Inc, Walnut Creek, Napa	Anesthesiology
Randall Kan MD	BASS Medical Group, Inc., Walnut Creek	Anesthesiology
Josana Joseph APCC	Serene Health, San Diego	Associate Professional Clinical Counselor
Olivia Lair APCC	Planned Parenthood, San Francisco, Vallejo	Associate Professional Clinical Counselor
Aubrey Persons APCC	Serene Health, San Diego	Associate Professional Clinical Counselor, Telemedicine - Mental Health
Shellie Newman Au.D.	Center For Early Intervention on Deafness, Berkeley, Oakland	Audiology

Specialty Care Providers

Scott Cohen MD	Clarity Pediatrics Medical Group, San Francisco	Child and Adolescent Mental Health
Dorian Hilton LCSW	Lyon-Martin, San Francisco	Clinical Social Work
Cynthia Fong LCSW	Brighter Beginnings Family Health Clinic, Richmond, Antioch	Clinical Social Work
Alaina Moreno-Koehler LCSW	Axis Community Health, Pleasanton	Clinical Social Work
Jeffrey Schoenfeld LCSW	Discover Me Us Marriage and Family Therapy Prof. Corp., Concord	Clinical Social Work, Mental Health Therapist
Emily Salaveria LCSW	, Concord	Clinical Social Work, Mental Health Therapist
Cynthia Alvarado Olmedo LCSW	3Prong Health, Fremont, Burlingame, Concord, San Francisco, Turlock	Clinical Social Work, Telemedicine -Mental Health
Stephany Thompson LCSW	TeleMed2U, Roseville	Clinical Social Work, Telemedicine - Mental Health
Lauren Larrabure MD	Golden State Dermatology Associates, Inc., Albany	Dermatology
Stefan Lowenstein MD	Golden State Dermatology Associates, Inc., Berkeley	Dermatology
Claire-Audrey Bayan MD	Golden State Dermatology Associates, Inc., Albany, Walnut Creek, Berkeley	Dermatology
Daniel Wall MD	Gladstone Clinic, Danville, Walnut Creek	Dermatology
Erika Bernhard RD	TeleMed2U, Roseville	Dietitian
Jacqueline Peterson RD	, Pleasant Hill	Dietitian
Farid Jalali MD	John Muir Physician Network, Walnut Creek	Gastroenterology
Sean Seal-Horowitz HAD	Connect Hearing, Inc., Pleasanton	Hearing Aid Dispensing
Robert Rappaport HAD	WS Audiology California PC, Pinole	Hearing Aid Dispensing
Timothy Jang MD	BASS Medical Group, Inc., Walnut Creek	Infectious Disease
Smita Chandra MD	, Walnut Creek	Internal Medicine
Margarita Herrera LPCC	Lyon-Martin, San Francisco	Licensed Professional Clinical Counselor
Brittany Perez LPCC	Clarity Pediatrics Medical Group, San Francisco	Licensed Professional Clinical Counselor
Ethan Schram MD	BASS Medical Group, Pleasant Hill	Medical Oncology
Shelialanna Harris MFT	Discover Me Us Marriage and Family Therapy Prof. Corp., Concord	Mental Health Therapist
Paul Kramer MFT	, Walnut Creek	Mental Health Therapist, Substance Abuse Professional
Candice Carr MFT	Clarity Pediatrics Medical Group, San Francisco	Mental Health Therapist, Telemedicine - Mental Health
Kimberly Fisher NP	Planned Parenthood, San Francisco	Mid-level - Family Planning
Whitney Peek NP	Planned Parenthood, Antioch	Mid-level - Family Planning

Specialty Care Providers

Page Tenley PA	Planned Parenthood, San Rafael	Mid-level - Family Planning
Elise Manzanillo NP	JMPN - John Muir Cancer Services, Walnut Creek	Mid-level - Hematology/Oncology
Leslie Chu NP	Golden State Orthopedics & Spine, Oakland, Dublin	Mid-level - Orthopaedic Surgery Assistant
Reagan Munson PA	Golden State Orthopedics & Spine, Walnut Creek, San Ramon	Mid-level - Orthopaedic Surgery Assistant
Petra Cardona PA	Golden State Orthopedics & Spine, Walnut Creek	Mid-level - Orthopaedic Surgery Assistant
Kevin Lowe PA	Golden State Orthopedics & Spine, Walnut Creek, Oakland	Mid-level - Orthopaedic Surgery Assistant
Stephanie Sisneros PA	TeleMed2U, Roseville	Mid-level - Psychiatry
Victoria Agudah NP	Bright Heart Health Medical Group, Walnut Creek	Mid-level - Psychiatry
Tatevik Grigoryan NP	3Prong Health, Fremont, Burlingame, Concord, San Francisco, Turlock	Mid-level - Psychiatry
Amruta Gill NP	3Prong Health, Fremont, Burlingame, Concord, San Francisco, Turlock	Mid-level - Psychiatry, Telemedicine - Mental Health
Wendy Colocho NP	TeleMed2U, Roseville	Mid-level - Psychiatry, Telemedicine - Mental Health
Emmeline Katsarelis NP	BASS - Respiratory Medical Group, Walnut Creek	Mid-level - Pulmonary Disease
Wilma Parnaso NP	AFC Urgent Care Brentwood, Brentwood	Mid-level - Urgent Care
Benilda Oliquino NP	AFC Urgent Care Brentwood, Brentwood	Mid-level - Urgent Care
Natalia Poleschuk NP	AFC Urgent Care Brentwood, Brentwood	Mid-level - Urgent Care
Gerjel Bautista NP	AFC Urgent Care Brentwood, Brentwood	Mid-level - Urgent Care
Alyssa Connors CNM	BASS Medical Group, Inc., Walnut Creek	Midwife
Savannah Kingsmith CNM	BASS Medical Group, Inc., Walnut Creek	Midwife
Lynda Frassetto MD	BASS Medical Group, Inc., Concord, San Francisco	Nephrology
Rajeev Kaul MD	BASS - Pacific Nephrology Medical Corporation, Concord	Nephrology
Vanessa Chan MD	Asian Health Services, Oakland	Obstetrics And Gynecology
Karine Hajyan DO	John Muir Physician Network, Orinda	Obstetrics And Gynecology
Jewel Johl MD	BASS Medical Group, Inc., Walnut Creek, Brentwood	Oncology
Rona Silkiss MD	Silkiss Eye Surgery, Oakland, Walnut Creek	Ophthalmology

Specialty Care Providers

Rona Silkiss MD	Silkiss Eye Surgery, Oakland, Walnut Creek	Ophthalmology
Lily Zhang MD	Northern California Cornea Associates, Inc., Walnut Creek, Oakland	Ophthalmology
Connie Husserl OD	Walnut Creek Optometry, Walnut Creek	Optometry
Palwinder Kaur OD	, Pittsburg	Optometry
Jee-Hong Kim MD	BASS - California Sinus Centers, Walnut Creek	Otolaryngology (Ear, Nose & Throat)
Nazira Mojadidi MD	Boomerang Healthcare - Integrated Pain Management, Walnut Creek, Concord	Pain Medicine
Sean Steenburgh DPM	Bay Area Foot Care, Berkeley, San Pablo	Podiatry
Palwasha Ahmed DPM	Bay Area Foot Care, San Pablo, Berkeley	Podiatry
Sean Dougherty DPM	Jiva Health, Concord	Podiatry
Ali Khavari DPM	BASS Medical Group, Inc., Walnut Creek	Podiatry
Sky Shanks DPM	Bay Area Foot Care, Vallejo	Podiatry
Jeffery Gregori DPM	Bay Area Foot Care, Danville, Pleasanton	Podiatry
Atef Shaikh DO	Comprehensive Psychiatric Services, Walnut Creek	Psychiatry
RICHARD GRANESE MD	TeleMed2U, Roseville	Psychiatry, Telemedicine - Mental Health
Morgan Biggs MD	TeleMed2U, Roseville	Psychiatry, Telemedicine - Mental Health
Marina Murphy PhD	Autism Center of Northern California, San Francisco	Psychology
Linda Sepulveda Psy.D	Clarity Pediatrics Medical Group, San Francisco	Psychology
Iris McNabola PhD	Attentive Cognitive and Mental Health Services Psychology, Inc., San Ramon	Psychology
Paul Kiritsis Psy.D	,	Psychology
Vivian Oberling Psy.D	Clarity Pediatrics Medical Group, San Francisco	Psychology, Telemedicine - Mental Health
Melody Lavian Psy.D	Clarity Pediatrics Medical Group, San Francisco	Psychology, Telemedicine - Mental Health
Alissa Der Sarkissian PhD	Clarity Pediatrics Medical Group, San Francisco	Psychology, Telemedicine - Mental Health
Marissa Corona PhD	Clarity Pediatrics Medical Group, San Francisco	Psychology, Telemedicine - Mental Health
Jacqueline Nguyen Psy.D	Clarity Pediatrics Medical Group, San Francisco	Psychology, Telemedicine - Mental Health
Liang Liang MD	Diablo Pulmonary Medical Group, Concord	Pulmonary Disease
Amanda Mori BCBA	, Petaluma	Qualified Autism Provider

Specialty Care Providers

Matthew Gan MS	Behavior Treatment and Analysis, Inc., Walnut Creek, Antioch	Qualified Autism Provider
Claire Joynt BCBA	Autism Learning Partners, LLC, San Jose, San Mateo	Qualified Autism Provider
Naomi Rivas-Rios BCBA	Kadiant, LLC, Riverbank	Qualified Autism Provider
Aurora Egenias BCBA	Autism Learning Partners, LLC, San Jose, San Mateo	Qualified Autism Provider
Breanne Krakora BCBA	Center for Autism and Related Disorders, LLC, Brentwood, Walnut Creek	Qualified Autism Provider
Jennifer Ryden BCBA	Center for Social Dynamics, Oakland, Martinez	Qualified Autism Provider
Richard Tanis BCBA	California Sprout MC 1, LLC, South San Francisco	Qualified Autism Provider
Leanne Simon BCBA	A.G.E.S. Learning Solutions, San Jose, Livermore	Qualified Autism Provider
Sadie Ombach BCBA	KYO Autism Therapy, LLC, Concord, Hayward	Qualified Autism Provider
Lucy Vickery BCBA	KYO Autism Therapy, LLC, Concord, Hayward	Qualified Autism Provider
Juan Sencion BCBA	KYO Autism Therapy, LLC, Concord, Hayward	Qualified Autism Provider
Adhanet Tesfai BCBA	KYO Autism Therapy, LLC, Concord, Hayward	Qualified Autism Provider
Jimel Mutrie BCBA	Center for Social Dynamics, Oakland, Martinez	Qualified Autism Provider
Danahlynn Garay BCBA	FirstSteps for Kids - Bay Area, Walnut Creek	Qualified Autism Provider
Melanie Hendersen BCBA	, Petaluma	Qualified Autism Provider
Monica Ruffalo BCBA	Center for Social Dynamics, Oakland, Martinez	Qualified Autism Provider
Oscar Muniz BCBA	Center for Social Dynamics, Oakland, Martinez	Qualified Autism Provider
Ashley Halemano BCBA	Center for Social Dynamics, Oakland, Martinez	Qualified Autism Provider
Mary Mathenia BCBA	Center for Social Dynamics, Oakland, Martinez	Qualified Autism Provider
Ashli Cuen BCBA	Butterfly Effects, LLC, Modesto	Qualified Autism Provider
Karina Brown BCBA	California Sprout MC 1, LLC, South San Francisco	Qualified Autism Provider
Yanhong Guo BCBA	California Sprout MC 1, LLC, South San Francisco	Qualified Autism Provider
Quang Tran BCBA	Roman Empire ABA Services Inc, Newark, Alhambra	Qualified Autism Provider
Tiffany McDougal BCBA	Butterfly Effects, LLC, Modesto	Qualified Autism Provider
Brittany Monclus BCBA	Center for Autism and Related Disorders, LLC, Brentwood, Vacaville, Walnut Creek	Qualified Autism Provider
Claudia Mirza BCBA	KYO Autism Therapy, LLC, Concord, Hayward	Qualified Autism Provider
Danyelle Rodriguez BCBA	KYO Autism Therapy, LLC, Concord, Hayward	Qualified Autism Provider
Gabriela Chagolla BCBA	KYO Autism Therapy, LLC, Concord, Hayward	Qualified Autism Provider
David Girardot BCBA	DSG ABA Consulting, LLC, Albany	Qualified Autism Provider
Courtney Williams BCBA	California Sprout MC 1, LLC, South San Francisco	Qualified Autism Provider
Courtney Thompson BCBA	Center for Social Dynamics, Oakland, Martinez	Qualified Autism Provider
Tyler Norby BCBA	Positive Behavior Supports Corp, San Ramon	Qualified Autism Provider
Alaina Nelson BCBA	Verbal Behavior Associates, Poway	Qualified Autism Provider

Specialty Care Providers

Laura Truex BCBA	California Sprout MC 1, LLC, South San Francisco	Qualified Autism Provider
Milagros Zea BCBA	Autism Intervention Professionals, Fremont	Qualified Autism Provider
Melissa Kozak BCBA	California Sprout MC 1, LLC, South San Francisco	Qualified Autism Provider
Alejandra Rodriguez-Barba BCBA	California Sprout MC 1, LLC, South San Francisco	Qualified Autism Provider
Ying Ju Garcia BCBA	Sunrise ABA LLC, San Jose	Qualified Autism Provider
Paige Nelson BCBA	Sunrise ABA LLC, San Jose	Qualified Autism Provider
Gordon Wong MD	Epic Care, Hayward	Radiation Oncology
Samuel Ng MD	East Bay Rheumatology Medical Group, Inc, San leandro, Antioch	Rheumatology
Emily Michel SLP	Expressable Speech-Language Pathology, PC, Los Angeles	Speech Pathology
Marissa Silva SLP	Expressable Speech-Language Pathology, PC, Los Angeles	Speech Pathology
Anais Brown SLP	Expressable Speech-Language Pathology, PC, Los Angeles	Speech Pathology
Nicole Polidoro SLP	Expressable Speech-Language Pathology, PC, Los Angeles	Speech Pathology
Marisa Johnson SLP	Expressable Speech-Language Pathology, PC, Los Angeles	Speech Pathology
Elizabeth Dua SLP	Expressable Speech-Language Pathology, PC, Los Angeles	Speech Pathology
Amber Wyatt SLP	Expressable Speech-Language Pathology, PC, Los Angeles	Speech Pathology
Victoria Vanderaa SLP	Expressable Speech-Language Pathology, PC, Los Angeles	Speech Pathology
Atousa Nagas SLP	Expressable Speech-Language Pathology, PC, Los Angeles	Speech Pathology
Allison Schmidt SLP	Expressable Speech-Language Pathology, PC, Los Angeles	Speech Pathology
Rebecca Dupre SLP	Expressable Speech-Language Pathology, PC, Los Angeles	Speech Pathology
Berthlyne Francois SLP	Expressable Speech-Language Pathology, PC, Los Angeles	Speech Pathology
Brittany Schoellkopf SLP	Expressable Speech-Language Pathology, PC, Los Angeles	Speech Pathology
Paige Vaughan SLP	Child's Play Therapy Services, PC, Lafayette, Pleasanton	Speech Pathology
Elaina Stewart SLP	Expressable Speech-Language Pathology, PC, Los Angeles	Speech Pathology
Madeline Ingram SLP	Expressable Speech-Language Pathology, PC, Los Angeles	Speech Pathology

Specialty Care Providers

Nicole Kenney SLP	Expressable Speech-Language Pathology, PC, Los Angeles	Speech Pathology
Ashley Morrow SLP	Expressable Speech-Language Pathology, PC, Los Angeles	Speech Pathology
Veronica Figueroa SLP	Expressable Speech-Language Pathology, PC, Los Angeles	Speech Pathology
Rachel Salem SLP	Expressable Speech-Language Pathology, PC, Los Angeles	Speech Pathology
Briana Guptill SLP	Expressable Speech-Language Pathology, PC, Los Angeles	Speech Pathology
Emilie Naidoff SLP	Expressable Speech-Language Pathology, PC, Los Angeles	Speech Pathology
Alina Anchondo SLP	Child's Play Therapy Services, PC, Lafayette, Pleasanton	Speech Pathology
Aruna Radhakrishnan SLP	Proficio Speech Therapy Group Inc., Fairfield	Speech Pathology
Sierra Bone SLP	Proficio Speech Therapy Group Inc., Fairfield	Speech Pathology
Christine Woods SLP	Proficio Speech Therapy Group Inc., Fairfield	Speech Pathology
Samantha Campos SLP	Expressable Speech-Language Pathology, PC, Los Angeles	Speech Pathology
Amber Blaylock SLP	Expressable Speech-Language Pathology, PC, Los Angeles	Speech Pathology
Jonathan Huynh MD	BASS Medical Group, Inc., Oakland	Surgery - General
Jeffrey Tran PA	BASS - East Bay Brain and Spine Medical Group, Walnut Creek	Surgery - Neurological
Scott Mosser MD	Gender Confirmation Center, San Francisco	Surgery - Plastic
Ellie Ley MD	Gender Confirmation Center, San Francisco	Surgery - Plastic
Daniel Jacobs MD	Gender Confirmation Center, San Francisco	Surgery - Plastic
Alexander Facque MD	Gender Confirmation Center, San Francisco	Surgery - Plastic
Terence Rhone DO	AFC Urgent Care Brentwood, Brentwood	Urgent Care
Hongdu Ly DO	Vohra Wound Physicians of CA, P.C., Sacramento	Wound Care
Renee Carter Owens MD	Vohra Wound Physicians of CA, P.C., Sacramento	Wound Care

Welcome Contra Costa Regional Medical Center Providers

Basma, Al-Bast, MD	Cardiology	Daniel, Kim, MD	Interventional Radiology
Gafra, Elizzani, DDS	Dentist	Stephanie, Strozier, NP	Mid-level - Family Medicine
Manabu, Manandhar, DDS	Dentist	Cory, Fung, NP	Mid-level - Family Medicine
Hyun-Kee, Lee, DDS	Dentist	Mercedes, Robinson, MD	Neurology
Sherilyn, Baughman, MD	Dermatology	Catherine, Suen, MD	Neurology
Blake, Carlson, MD	Diagnostic Radiology	Max, Kazer, MD	Neurology
Kishore, Chundru, MD	Diagnostic Radiology	Nathaniel, Fleming, MD	Neurology
Mary, Huff, MD	Diagnostic Radiology	John, Greene, MD	Neurology
Cynthia, Tortorelli, MD	Diagnostic Radiology	Siena, Duarte, MD	Neurology
Samuel, Bone, MD	Diagnostic Radiology	Renu, Liu, MD	Neuroradiology
Sanjiv, Sheel, MD	Diagnostic Radiology	Arienne, Malekmadani, MD	Obstetrics And Gynecology
Waikeong, Wong, MD	Diagnostic Radiology	Sharon, Hood, MD	Obstetrics And Gynecology, Perinatology
Charles, Henry,	Diagnostic Radiology	Josephine, Doo, MD	Obstetrics And Gynecology, Urogynecology & Pelvic Reconstructive Surgery
Miriam, David,	Diagnostic Radiology	Joseph, Vansuch, OD	Optometry
Oana, Mischiu,	Diagnostic Radiology	Rick, Nolley, PA	Orthopaedics
Jeffrey, Wensel, MD	Diagnostic Radiology	Gregg, Pottorff, MD	Orthopaedics
Una, Morris, MD	Diagnostic Radiology	Sean, Williams, MD	Pediatrics
Kevin, Shin, DO	Emergency Medicine	Zachary, Tiger, MD	Psychiatry
Andrew, Beckmann, MD	Emergency Medicine	Rennie, Burke, MD	Psychiatry
Richard, Nakano, MD	Emergency Medicine	Rachel, Percelay, MD	Psychiatry
Lisa, Zahn, MD	Emergency Medicine	Abdulrahman, Althurkair, MD	Psychiatry
Mohan, Sakhrani, MD	Emergency Medicine	Moremi, Gravesandy Vassall, MD	Psychiatry
Kevin Takakuwa, MD	Emergency Medicine	Rebecca, Nkrumah, MD	Psychiatry
Rupali, Saraiya, MD	Emergency Medicine	Tyler, Torrico, MD	Psychiatry
Ana, Capati, MD	Family Medicine	Hugh, Nguyen, MD	Psychiatry
Kaylin, Pennington, MD	Family Medicine	Matthew, Horn, MD	Pulmonary Disease
Adam, Villa, MD	Family Medicine	Arlene, Sussman, MD	Radiology
Rebecca, Lee, MD	Family Medicine	Barbara, McCorvey, MD	Radiology
Jacqueline, Johal-Morales, MD	Family Medicine	Lawrence, Briggs,	Radiology
Stephanie, Glick, MD	Family Medicine		
Stephannie, Ratcliff, MD	Family Medicine		
Jinnie Chang, MD	Family Medicine, Hospital- ist		
F Otis, Stephen, MD	Gastroenterology		
Marc, Kudisch, MD	Gastroenterology		

CCHP KEY CONTACTS

595 Center Ave. Suite 100

Martinez, CA 94553

WWW.CCHEALTH.ORG

PROVIDER ONLINE FORMS AND RESOURCES

[HTTPS://WWW.CCHEALTH.ORG/HEALTH-INSURANCE/INFORMATION-FOR-PROVIDERS](https://www.cchealth.org/health-insurance/information-for-providers)

Advice Nurse Unit: 877-661-6230, option 1

Authorization Department/Hospital Transition Nurse:

877-800-7423, option 3

- Email Auth Questions (do not email auth requests):

CCHPauthorizations@cchealth.org

- Email SNF Questions: CCHPSNF-auth@cchealth.org

- Fax Numbers for Prior Authorization Requests:

Medi-Cal Member Authorization eFax Numbers:

- Out of Area (Hospital) Face Sheet:

Fax: (925) 313-6645

- Mental Health (only if not yet on portal):

Fax: (925) 313-6196

Commercial Member Authorization

eFax Numbers:

- Confidential Mental Health (if not on portal):

Fax: (925) 313-6196

Prior Authorization Requests—Please use ccLink or the ccLink Provider Portal for all communication with the following exceptions:

- Noncontracted providers and out-of-area hospitals:

Fax: 925-313-6645

- Email Auth Questions (do not email auth requests):

CCHPauthorizations@cchealth.org

Behavioral Health Unit (BHAU): 877-661-6230, option 4

- Requests should be submitted through ccLink or the ccLink Provider Portal.

- Fax for providers waiting for ccLink access: 925-252-2626

- Email Behavioral Health Related Questions:

CCHPBHD@cchealth.org

CaAIM Programs Email: CCHPCaAIM@cchealth.org

Case Management Department: 925-313-6887

- Fax a completed referral form to 925-252-2609

- Email Transitional Services:

CCHP.TransitionServices@cchealth.org

ccLink Provider Portal:

- ccLink Portal Application: <https://www.cchealth.org/health-insurance/informationfor@providers>

- Email ccLink Application and Questions:

CCHPportalsupport@cchealth.org

- IT Support to reset password or access issues: 925-957-7272

Claims Department: 877-800-7423, option 5

- Email Claims Questions: ClaimStatus@cchealth.org

Clinical Quality Auditing: Fax: 925-608-9453

- Email: QualityConcerns@cchealth.org

Facility Site Review Department Email: CCHPfsr@cchealth.org

Interpreter Services: 877-800-7423, option 4

Member Eligibility and PCP Assignment: 877-800-7423, option 1

- ccLink Provider Portal (web based eligibility checks):

cmlinkproviderportal.cchealth.org

Member Services Department: 877-800-7423, option 7

Pharmacy Department: 877-800-7423, option 2

Provider Relations Department: 877-800-7423, option 6 Fax: 925-608-9411

- Email General Questions: ProviderRelations@cchealth.org

- Email Contract Related Questions: CCHPcontracts@cchealth.org

- Email Credentialing Related Questions: CCHPcredentialing@cchealth.org

- Email Network Management: networkmanagementteam@cchealth.org