



VENTURA COUNTY
HEALTH CARE PLAN

MEMBER NEWSLETTER

SPRING ISSUE • MARCH 2018



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CONTACT INFORMATION

Ventura County Health Care Plan

Regular Business Hours are:

Monday - Friday, 8:30 a.m. to 4:30 p.m.

- www.vchealthcareplan.org
- VCHCP.Memberservices@ventura.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
www.liveandworkwell.com
- Nurse Advice Line: (800) 334-9023

VCHCP Utilization Management Staff

Regular Business Hours are:

Monday - Friday,
8:30 a.m. to 4:30 p.m.

- (805) 981-5060

GRAPHIC DESIGN & PRINTING

GSA Business Support/Graphics

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CAHPS Survey REMINDER!

You probably receive a variety of surveys from various agencies throughout the year, but how do you know the impact or importance of them all?

The 2018 Consumer Assessment of Healthcare Providers & System (CAHPS) Survey is one of the most important surveys to the Ventura County Health Care Plan (VCHCP). This national survey conducted by SPH Analytics is sent out to randomly selected health care members and if selected, your participation would be greatly appreciated.

This is the best way you as a member can let us know how the VCHCP can better serve you!



Academic Family Medicine Center (AFMC)

DID YOU KNOW? Academic Family Medicine Center is Ventura County Medical Center's Family Medicine Residency Program.

Due to AFMC being a resident training facility whereby residents may rotate within the clinic, it is imperative that you inquire about your providers' schedule/availability so you can plan accordingly and be prepared when trying to schedule any follow-up visits. If you are a new patient and have not established care with your provider, please schedule an appointment as soon as possible. These appointments are scheduled with additional time to ensure the provider has the appropriate time to discuss your medical history.

Don't wait until you're sick...make that appointment!

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 St.

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



THE NURSE ADVICE LINE IS AVAILABLE AT:

1-800-334-9023, 24 hours a day, 7 days a week for Member questions regarding their medical status, about the health plan processes, or just general medical information.

THERE IS ALSO A LINK ON THE MEMBER WEBSITE:

www.vchealthcareplan.org/members/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) 981-5060** or toll-free **(800) 600-8247**, FAX **(805) 981-5051**

TDD to Voice: **(800) 735-2929** Voice to TDD: **(800) 735-2922**

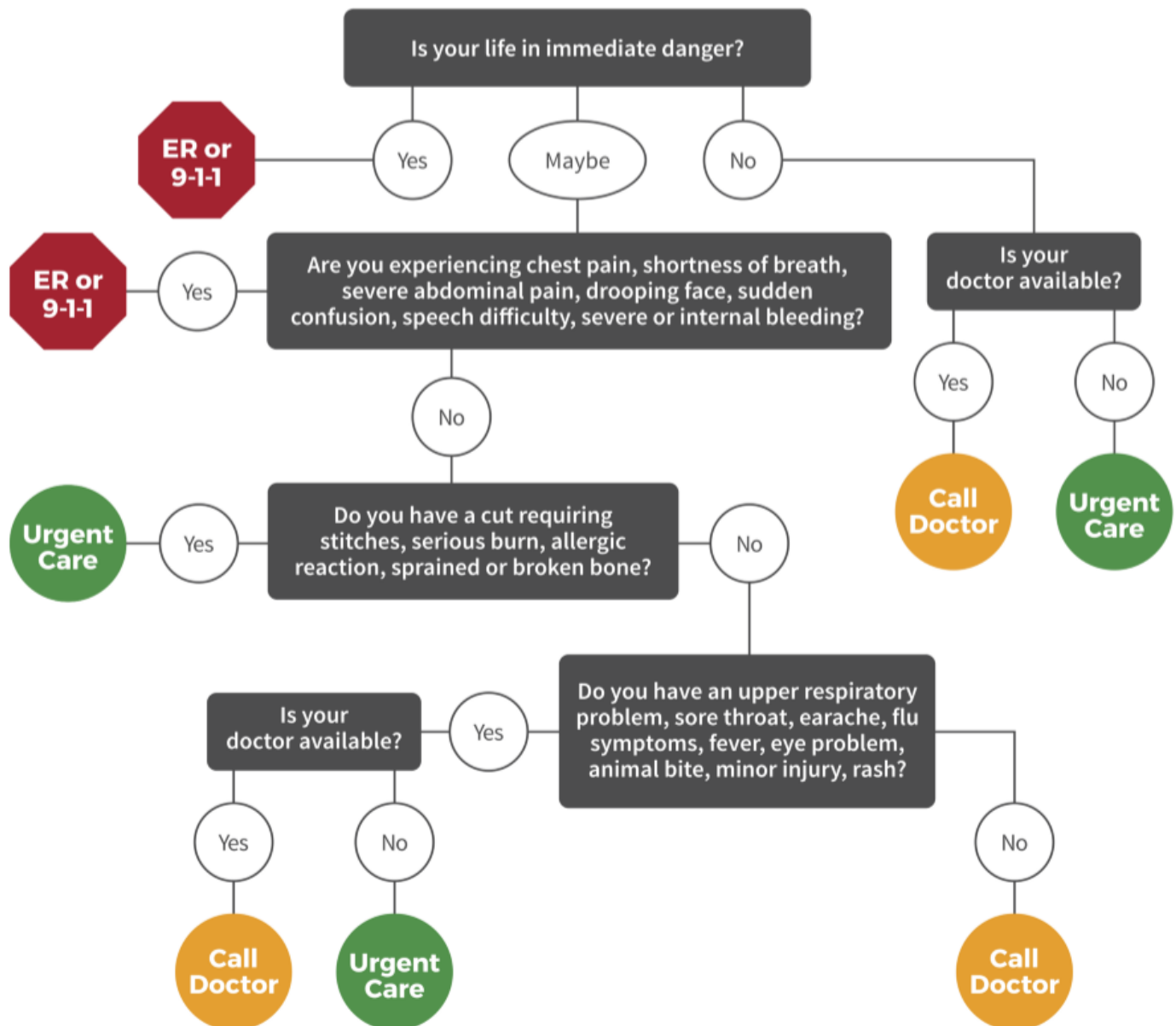
Ventura County Health Care Plan 24-hour Administrator access for emergency providers:

(805) 981-5050 or (800) 600-8247

Language Assistance - Language Line Services: Phone **(805) 981-5050** or toll-free **(800) 600-8247**

Emergency Room vs Urgent Care

How Should I Choose???





New Medical Technology

Did you know that VCHCP has a policy in place to evaluate any new technology or new applications of existing technology on a case by case basis?

There are four categories we look at – medical procedures, behavioral health procedures, pharmaceuticals (medications) and medical devices.

VCHCP's Medical Director, or designee, evaluates new technology that has been approved by the appropriate regulatory body, such as the Food and Drug Administration (FDA) or the National Institutes of Health (NIH). Scientific evidence from many sources, specialists with expertise related to the technology and outside consultants when applicable are used for the evaluation. The technology must demonstrate improvement in health outcomes or health risks, the benefit must outweigh any potential harm and it must be as beneficial as any established alternative. The technology must also be generally accepted as safe and effective by the medical community and not investigational.

For help with new medication evaluations, the Plan looks to our Pharmacy Benefit Manager, Express Scripts, for their expertise. For new behavioral health procedures, the Plan uses evaluations done by our Behavioral Health delegate, OptumHealth Behavioral Solutions of California (also known as Life Strategies).

Once new technology is evaluated by the Plan, the appropriate VCHCP committee reviews and discusses the evaluation and makes a final decision on whether to approve or deny the new technology. This final decision may also determine if any new technology is appropriate for inclusion in the plan's benefit package in the future.

For any questions, please contact the VCHCP Utilization Management Department at (805) 981-5060.

Emergency Room Visit Copays and Follow Up

No one likes Emergency Room (ER) visits, nor how pricey they can become. Avoid having to pay multiple ER copays by ensuring that you see your Primary Care Provider (PCP) for any follow-up care. Just a reminder... Additional ER copays will be applied when returning for follow-up care at the ER.

A sudden trip to the ER can be difficult and often times results in a change in medication or treatment. After a visit to the ER, it is very important that you make an appointment to see your PCP and specialist when applicable, as soon as possible, or within 30 days. This visit is to update your PCP on what occurred that required you to seek emergency treatment, update your medication routine, and to be referred for additional care if needed. Establishing and keeping a good relationship with your PCP is vital to your health and your PCP's ability to provide care to you.

If you find that making an appointment with your PCP or specialist after an ER visit is difficult and you can't be seen within 30 days, or if your ER visit was due to your inability to be seen by your PCP, please notify your Ventura County Health Care Plan Member Services Department at (805) 981-5050. Your ability to access health care is important to us.

Childhood & Adolescent IMMUNIZATIONS

Immunizations help to protect our children from life-threatening illnesses

Immunizing our children also helps to protect people who cannot receive them, such as the very old, people with vaccine allergies, and people with weakened immune systems.

In order for these very important immunizations to be most effective, they must be given within certain timeframes.

Between birth and the child's second birthday they should receive

certain immunizations for: Diphtheria, Tetanus, and Pertussis (DTaP), Polio, Measles, Mumps, Rubella (MMR), Haemophilus Influenzae Type B (HiB), Hepatitis B, Varicella (chicken pox), Pneumococcal, Hepatitis A, Rotavirus, and Influenza.

Adolescents should receive immunizations for: Tetanus, Diphtheria, Pertussis (Tdap) between their 10th and 13th birthday.

They should also receive immunization for Meningococcal (Meningitis) between the 11th and 13th birthday.

Lastly, Human Papillomavirus (HPV) is a virus found to cause cancer including cervical and oropharyngeal (mouth, throat or tonsil) cancers. The HPV vaccine should be given in 3 doses between the adolescents' 9th and 13th birthdays.

By having your child immunized within this specific timeframe, they are less likely to contract HPV.

If you have found that your child may have missing immunizations, speak with your child's doctor regarding a catch up schedule. If you have any questions regarding appropriate or needed immunizations for your child or adolescent, contact your PCP. You can also visit <http://www.cdc.gov/vaccines/schedules/> for the Center for Disease Control and Prevention vaccine schedules.



TIMELY ACCESS REQUIREMENTS STANDARDS INCLUDE:

VCHCP adheres to patient care access and availability standards as required by the Department of Managed Health Care (DMHC). The DMHC implemented these standards to ensure that members can get an appointment for care on a timely basis, can reach a provider over the phone and can access interpreter services, if needed. Contracted providers are expected to comply with these appointments, telephone access, practitioner availability and linguistic service standards.

TYPE OF CARE	WAIT TIME OR AVAILABILITY
Emergency Services	Immediately, 24 hours a day, seven days a week
Urgent Need – No Prior Authorization Required	Within 48 hours
Urgent Need – Requires Prior Authorization	Within 96 hours
Primary Care	Within 10 business days
Specialty Care	Within 15 business days
Ancillary services for diagnosis or treatment	Within 15 business days
Mental Health	Within 10 business days

TIME TO



How many times have you tried to quit smoking or using tobacco? Is it more than once? If so, you are not alone! Studies show it takes a tobacco user on average 6-10 serious attempts before they quit for good. Each time a tobacco user attempts to quit, they learn more about themselves and the quitting process. On the bright side, there are currently more former smokers than current smokers, proof that you, too, can be a quitter!

Nicotine withdrawal can make quitting difficult, but there are tools to help increase your ability to succeed:

- Set a quit date and use a quit plan that works best for you
- Use resources and appropriate medication to cope with nicotine withdrawal
- Stay positive, reminding yourself why you want to quit

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

If you have questions about coverage, please call Member Services at (805) 981-5050.

(Source www.CDC.gov)

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) 652-3377 or (805) 201-STOP.
<http://vchealthcareplan.org/members/docs/healthEducation/TobaccoFree.pdf>
- Becomeanex.org
(Interactive quit plan)
- Smokefree.gov

From the first day you quit, your body starts to heal itself. Every day you do not use tobacco, you are improving your health. Start working on your plan for a healthier you today!

2018 Affirmative Statement Regarding Utilization-Related Incentive*

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

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

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.

PARTICIPATION IN THESE PROGRAMS is free and voluntary for eligible members. Members can opt out at any time and being in these programs does not affect benefits or eligibility. For more information or to submit a referral for the Disease Management or Case Management Programs, please call (805) 981-5060 or discuss with your doctor. Members can also self-refer to these programs online on the Member page at vchealthcareplan.org and click on the box labeled "Request Case Management or Disease Management".

CASE MANAGEMENT

VCHCP has a Case Management Program to help our members who have complex needs by ensuring that our members work closely with their doctors to plan their care. The goals of 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 Case Management, members with complicated health care issues and their family have a truly coordinated plan of care.

VCHCP identifies members for Case Management through a number of referral sources, including health care provider referrals and member self-referrals. Some examples of eligible medical conditions or events include multiple hospital admissions or re-admissions, multiple chronic conditions, major organ transplant candidates, and major trauma. After a nurse Case Manager evaluates a member, the Case Manager creates a care plan with member 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 communication for members with conditions where member self-care can improve their conditions. VCHCP has two Disease Management programs: Asthma and Diabetes. VCHCP has systematic processes in place to proactively identify members who may be appropriate for disease management services. Claims encounter data and pharmacy data are used to systematically identify members for disease management. Members and providers may also refer to the Disease Management program. This program is an automatic enrollment process unless

members opt out. The Disease Management team works with doctors and licensed professionals to improve these chronic conditions so members obtain 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 (health coaching) and care coordination. VCHCP has a variety of member materials about diabetes and asthma available to help you better understand your condition and manage your chronic disease. Our goal is to improve the health of our members.

Case Management PROGRAM EFFECTIVENESS

VCHCP has a Case Management (CM) Program to help our members who have complex needs by ensuring that our members work closely with their doctors to plan their care. The goals of 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.

Annually, we evaluate the effectiveness of our CM program by obtaining feedback from our members who have been enrolled in our CM program through a member satisfaction survey and evaluating inpatient and emergency room utilization of members who were case managed.

Member Experience with CM in 2017: We thank those members who returned their member satisfaction survey form to us. The result of the survey are as follows:

- 100% overall satisfaction with the CM program, improved from 80% in 2016.
- 100% of members felt more confident in their ability to consistently take good care of themselves after CM, which is the same as 2016.
- 88% of members felt more confident in handling their health care needs after CM, which improved compared to 80% in 2016.
- We also received positive member comments:
 - The members thanked the Plan's case manager for all the help and assistance in providing the members the tools and confidence to care for themselves.
 - Being an advocate for the members.
 - Shared the amazing job of the CM nurse.
 - Exceeded every expectation of the members.
 - Assistance with changing physicians.
 - Clarifying physician orders and helping the member understand the treatment plan.
 - Being treated with respect and making member feel like a person and not just another patient.
 - Helping member with updating all treatment appointments.
- Lastly, we did not receive member complaints regarding the CM program.
- Please continue to provide us your feedback as this is a very helpful tool to improve our program.

Inpatient Admissions Pre-Case Management and Post Case Management:

- Inpatient admissions decreased overall for the members enrolled in the program at least 60 days by 83% in 2017, compared to 50.0% in 2016.
- The number of members with inpatient admissions decreased 75% in 2017 compared to 50.0% in 2016.

ER Visits Pre-Case Management and Post Case Management:

- ER visits decreased overall for the members enrolled in the program at least 60 days by 25%.

Overall results show that the case management activities, such as assessments and interventions, offer value to those members who elect to participate in the Case Management Program. We highly encourage our members who are eligible for case management to enroll in the program because it is making a significant impact in achieving desired outcome based on our members' individualized needs.

REQUEST
Case Management or
Disease Management

Members now have an opportunity to seek assistance for complex & or chronic medical needs such as asthma, diabetes, and coordination of challenging care online!

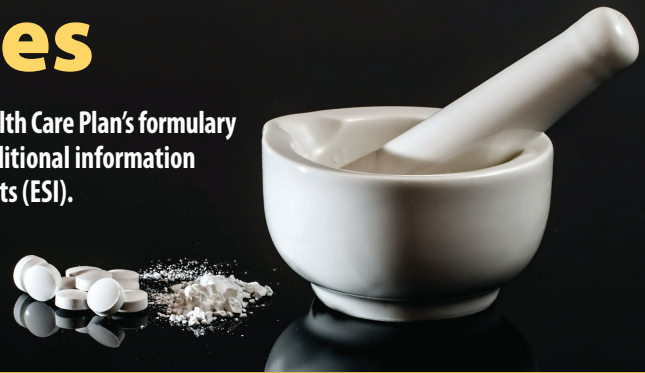
Visit <http://www.vchealthcareplan.org/members/memberIndex.aspx>, and on the right side of the site, click "Request Case Management or Disease Management". You will be prompted to enter member specific information. You will then submit this form to a secure email. A nurse will evaluate your request and call you within 2 business days.

If you would like to speak directly with a nurse, please call (805) 981-5060 and ask for a Case Management Nurse.

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 (ESI).

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



Non-Preferred to Preferred 2018:

DRUG

AFSTYLA KOGENATE FS	KOVALTRY NOVOEIGHT	TRULICITY UTIBRON NEOHALER	TOUJEO SOLOSTAR PHOSLYRA	VELPHORO SOMATULINE DEPOT
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Preferred to Non-Preferred 2018:

DRUG	Alternative(s)
ELOCTATE	ADVATE, ADYNOVATE, AFSTYLA, HELIXATE FS, KOGENATE FS, KOVALTRY, NOVOEIGHT
RECOMBINATE	ADVATE, AFSTYLA, HELIXATE FS, KOGENATE FS, KOVALTRY, NOVOEIGHT
XYNTHA/SOLOFUSE	ADVATE, AFSTYLA, HELIXATE FS, KOGENATE FS, KOVALTRY, NOVOEIGHT
TANZEUM	BYDUREON/PEN, BYETTA, TRULICITY
NEUPOGEN	GRANIX, ZARXIO
ANORO ELLIPTA	BEVESPI AEROSPHERE, UTIBRON NEOHALER
BASAGLAR KWIKPEN	LANTUS/SOLOSTAR, TOUJEO SOLOSTAR
LEVEMIR/FLEXTOUCH	LANTUS/SOLOSTAR, TOUJEO SOLOSTAR
PRED MILD	dexamethasone sodium phosphate, fluorometholone, prednisolone sodium phosphate
SANDOSTATIN LAR/ DEPOT	SOMATULINE DEPOT
ACTOPLUS MET XR	pioglitazone-metformin, metformin hcl, pioglitazone hcl
AZASAN	azathioprine
BACTROBAN NASAL	mupirocin ointment
DUTOPROL	metoprolol-hctz, hydrochlorothiazide + metoprolol succinate
E.E.S. GRANULES	erythromycin ethylsuccinate suspension
ERYPED SUSPENSION	erythromycin ethylsuccinate suspension
ERY-TAB EC 500 MG TABLET	erythromycin
HECTOROL 2 MCG/ML VIAL	doxercalciferol injection
KALBITOR	FIRAZYR
TESTOPEL	testosterone cypionate, testosterone enanthate
TREXALL	methotrexate
VITAFOL-OB CAPLET	generic prenatal vitamins

Other Product Removals: Preferred to Non-Preferred 2018:

Note: These products had less than 25 claims combined for one quarter for High Performance lives.

DRUG	Alternative(s)
ABILIFY 9.7 MG/1.3 ML VIAL*	olanzapine injection
ALBUTEROL SULFATE HFA*	PROAIR HFA/RESPICLICK
APLIGRAF	Hospital Use Only. Covered Under Medical Benefits.
ARGATROBAN-NACL 50 MG/50 ML VL	Hospital Use Only. Covered Under Medical Benefits.
AVITENE SHEET 70MMX70MM	Hospital Use Only. Covered Under Medical Benefits.
CARRASYN HYDROGEL WOUND	prutect, sonafine
DEBACTEROL	Hospital Use Only. Covered Under Medical Benefits.
ENDO-AVITENE 5MM SHEET	Hospital Use Only. Covered Under Medical Benefits.
KOATE-DVI*	MONOCLATE-P
K-PHOS NO.2	PHOSPHA 250 NEUTRAL
NAPRO*	
PROFERRIN-FORTE	PROFERRIN-EC + folic acid
RADIAGEL	prutect, sonafine
SITZMARKS	Hospital Use Only. Covered Under Medical Benefits.
TEV-TROPIN*	OMNITROPE
THYROLAR	levothyroxine sodium, levoxyl, liothyronine sodium, unithroid
TYZEKA*	adefovir dipivoxil, entecavir, lamivudine hbv, BARACLUDE solution, EPIVIR HBV solution, VEMLIDY, VIREAD
ZODRYL AC 40	hydrocodone-chlorpheniramine,promethazine w/codeine
ZODRYL DEC 30	cheratussin dac,guaifenesin dac,lortuss ex,tusnel c,virtussin dac
ZYVOX 200 MG/100 ML IV SOLN	linezolid intravenous

*Obsolete Product

Drug names listed in CAPITALS are BRAND NAME DRUGS. Drug names listed in lower case are generic drugs.

VCHCP New Drug Policy

Non-Formulary Exception Criteria Policy

For questions or concerns, please call Ventura County Health Care Plan at (805) 981-5050 or (800) 600-8247. If you would like a copy mailed to your home address please call Member Services at (805) 981-5050 or toll free (800) 600-8247. You may also contact Express Scripts directly at (800) 811-0293.



EXPRESS SCRIPTS® PRESCRIPTION DRUG PLAN

The Ventura County Health Care Plan provides pharmacy coverage through Express Scripts. Members have the ability to create an online Express Scripts profile account at <https://www.express-scripts.com/>. Members have access to the following services and information once their profile is established.

- Manage Prescriptions – Refill/Renew
- Determine Financial Responsibility for a Drug
- View Recent Orders & Status
- View Prescription History – Ability to Search by RX Number
- View Health and Benefit Information
- View Account Information
- Find the location of an in-network Pharmacy – Ability to Search by Zip-code

If you have any questions or need to reach an Express Scripts Representative, please call (800) 811-0293.

CONCERNING TREND: Substance ABUSE IN ADOLESCENTS



According to our Mental Health Services, Life Strategies, visits and admissions for substance abuse, primarily in amphetamines, increased in the 9-17 and 22-26 year old age groups. The same services stayed the same for 18-21 year old age group. This is a worrisome trend and worth looking at more closely by primary care providers, parents and adolescents.

Here is a list of the possible warning signs of substance use in teenagers taken from one of the articles from the Life Strategies website <https://www.liveandworkwell.com> which can also be found through the VCHCP website <http://www.vchealthcareplan.org>.

Although teenagers can exhibit several of these warning signs without having an addiction problem, a behavioral health evaluation may be appropriate for any concerning changes noticed. Call Life Strategies at (800) 851-7407 for an authorization to a Behavioral Health provider. No referral is needed from the Ventura County Health Care Plan.

The Life Strategies website, noted above, has other articles that can be helpful for identifying substance abuse as well as articles for other issues for all age groups.

PHYSICAL SIGNS

- Slurred or slow speech
- Loss of motor skills
- Sudden weight gain or loss (change in appetite)
- Poor personal hygiene
- Larger or smaller pupils than usual
- Difficulty sleeping or hyperactivity

PSYCHOLOGICAL SIGNS

- Short attention span, trouble concentrating, forgetfulness
- Increased frustration, anger or being overwhelmed easily
- Personality changes such as becoming aggressive, angry, hostile, irritable or lying
- Increased complaints about medical or emotional problems such as stomach aches, paranoia or talk of suicide

SOCIAL AND BEHAVIORAL SIGNS

- Worsening relationship with parents and sibling
- Money or valuables disappear
- Spending unusually large amounts of time in the bathroom
- Changes in friends, evasive about new ones
- Use of Visine, room deodorizers, incense, Vicks VapoRub or Vicks nasal Inhalers
- Drug-related graphics or slogans
- Pipes, small boxes or containers, baggies, rolling papers or other drug-related items; strange odors or butts, seeds, and/or leaves in ashtrays or pockets
- School tardiness, truancy, declining grades; trouble with the law or at school
- Lack of motivation or energy; loss of interest in extracurricular activities

Diabetes

DISEASE MANAGEMENT PROGRAM



VCHCP has a Diabetes Disease Management Program where our nurses perform health coaching calls when member risk is moderate and high. This means that your HgbA1c lab result is 8.0% and above. This program has been effective because of the following:

Successful Health Coaching Calls:

- We have a 50% success rate in contacting you, our member, and performing health coaching.

HgbA1c Testing:

- Higher percentage of members who had health coaching (79%) had their A1c done within six months following the health coaching call, compared to those members who did NOT have health coaching (60%).
- For those who accepted case management, 89% of these members had their A1c done within six months following the health coaching call.

A1C Movement:

- Higher percentage of members who had successful health coaching had decreased A1c (78%), compared to those members who did NOT have health coaching (59%).
- For those members who accepted CM, 88% of these members had decreased A1c levels.

Risk Stratification

- Higher percentage of members who had successful health coaching decreased their risk level (57.3%), compared to those members who did NOT have successful health coaching (43.8%).
- From those members who accepted CM and had their A1c done, 75% of these members decreased their risk level, no member had an increased risk level and 25% had no risk level change.

Risk Stratification Summary:

- The percent of members with high A1c decreased after successful health coaching calls (from 32.9% to 13.4%) and the A1c level of those members who accepted case management decreased even more (from 83.3% to 16.7%) compared those members who did not have successful calls.

Our goal is to improve your health and it is important to call us back when our Health Coaching Nurse calls you because it is making a significant impact in your compliance with getting your HgbA1c testing done and decreasing your HgbA1c level and risk.

POST INPATIENT Discharge Follow-Up

Admission to a hospital, either planned or unexpected, can be difficult and often results in a change in your medication or treatment plan. After discharge from the hospital, it is very important that you make an appointment to see your Primary Care Provider (PCP) and specialist when applicable, as soon as possible, or within 30 days. This visit is to update your PCP and/or specialist on what occurred that required you to be admitted to the hospital, update your medication routine, and to be referred to additional care if needed. Establishing and keeping a good relationship with your PCP is vital to your health and your PCPs ability to provide care to you.

If you feel you are having medical issues related to your recent hospitalization, for continuity of care, you should contact your doctor before going to the Emergency Room or if the issues are severe, like chest pain or sudden heavy bleeding, call 911. For less severe issues, we have several Urgent Care Centers in our network.

VCHCP will send all members discharged from an inpatient stay a targeted letter instructing them to follow up with the specific time frame noted. Letters will also be sent to Providers to notify of members discharge from the hospital.

If you find that making an appointment with your PCP or specialist after an inpatient hospital stay is difficult and you can't be seen within 30 days, please notify your Ventura County Health Care Plan Member Services Department at (805) 981-5050. Your ability to access health care is important to us.

How **TEAMWORK** Can Help You

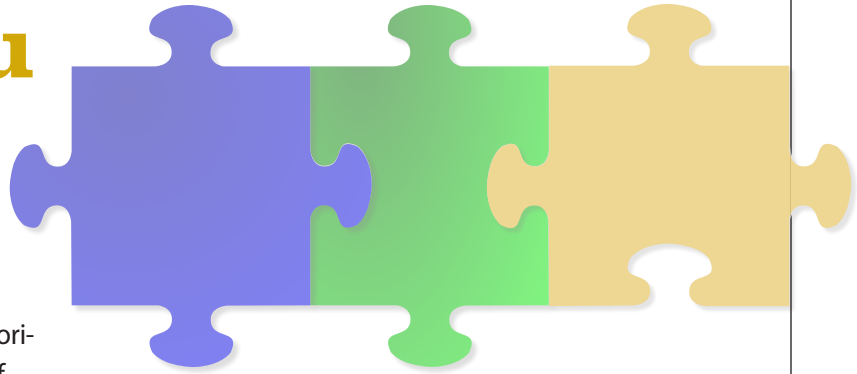
Your brain is part of the rest of your body. If you are seeing a mental health specialist and your mental health specialist and medical doctor (Primary Care Physician or PCP) talk, you get better treatment. The way to make this possible is to sign a Confidential Exchange of Information Form and Authorization for Release of Information Form for each one of your providers. If you are seeing a mental health specialist, inform them how to contact your PCP and other healthcare providers. Also your PCP will want to know that you are seeing a mental health specialist.

Some reasons why working together is important:

- You may be getting medicines from your psychiatrist as well as your PCP.
- Some medicines do not work well together.
- Your doctors need to know all the medicines, including non-prescription medicines you are taking.
- Medical problems can cause mental health problems.
- Mental health problems can cause medical problems.

You can find the OptumHealth Behavioral Solutions of California Confidential Exchange of Information Form and Release of Information Form on www.liveandworkwell.com and also available at www.vchealthcareplan.org (click the "Forms" link at the top of any page when logged in). The information your healthcare providers share is private to the fullest extent permitted by law. Your PCP may decide to use their own Release of Information form. If so, make sure it includes the ability to exchange mental health information.

List the names of all your healthcare providers. Share this list with each person you listed and ask them to work together. If you are seeing a PCP, be sure that your PCP is collaborating care with any of your other treating providers including a mental health specialist. Communication is the key for your overall health care.



Continuity and Coordination of Care

The Ventura County Health Care Plan would like all members to experience continuous caring relationships with their health care provider(s). Continuity of care is important to ensure all medical and mental health needs of each member are being met. When providers and practitioners communicate regarding mutual members care, the member receives the best quality of care with a decreased opportunity for error, duplication and/or omission of needed services.

Members can assist providers with their own coordination and continuity of care by:

- Ask specialists to send your PCP the consultation result/report for each visit
- If you have to visit the emergency room or urgent care, follow up with your PCP to discuss the need/outcome of the visit
- If you feel you need to be seen quickly, call your PCP for an appointment or to advise you on care needed
- If you see a mental or behavioral health specialist, sign the Release of Information form to allow communication between your mental or behavioral health specialist and PCP
- If you are having difficulty getting an appointment with your PCP in a timely manner, call Member Services at (805) 981-5050

For additional information or questions, please contact Member Services at (805) 981-5050 or via email at VCHCP.MemberServices@ventura.org.

Prior Authorization of Services Reduction in the Plan's Utilization Management (UM)

Dear Members,

In November 2016, the Plan's UM implemented a prior authorization of services reduction for those services almost always authorized by the Plan. This was implemented to remove the barrier in members getting timely care and eliminate the unnecessary work of having to request prior authorization by our providers. Following is the list of services where the prior authorization requirement was removed:

The following services no longer require prior authorization by VCHCP. [NOTE: THIS EXCLUDES REFERRALS TO TERTIARY PROVIDERS (e.g. UCLA AND CHLA), PERINATOLOGY and NON VCMC PAIN MANAGEMENT SPECIALISTS]:

1. Office visits for all VCHCP contracted specialists, except as noted above, can be directly referred by PCPs using the direct referral form.
2. Allergy Services
3. Colonoscopy (Screening and Diagnostic)
4. CT Scan
5. Esophagoduodenoscopy (EGD)
6. Skin lesion Removal
7. Mammogram (Screening and Diagnostic)
8. Medical Nutrition
9. Pain Management (NOTE: FOR VCMC SPECIALISTS ONLY)
10. Sigmoidoscopy

After removing the prior authorization of services listed above, an audit of the utilization of these services was performed. The audit showed that there was no over utilization of the above services after removing prior authorization requirement.

Milliman Care Guidelines and Medical Policy Updates

VCHCP Utilization Management uses Milliman Care Guidelines (currently 22nd 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 a hard copy of an individual guideline can be provided as requested.

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

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

Medical Policy UPDATES

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

Anti-Depressant Medication Management

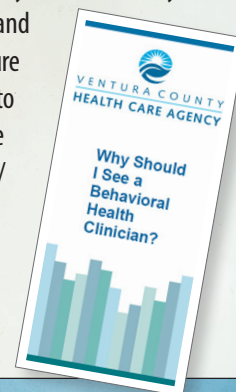
Depression is a chronic disease that requires long-term management, typically with medication.



Members who are diagnosed with depression and prescribed medication should work closely with their physician to ensure proper treatment. To achieve maximum results from anti-depressant medication, it is important to remain on the medication consistently for at least 6 months, or for the duration prescribed by your physician. VCHCP contracts with Express Scripts for prescription medications. If you have any questions about services you may be in need of, please contact your physician.

DEPRESSION EDUCATION MATERIALS AVAILABLE

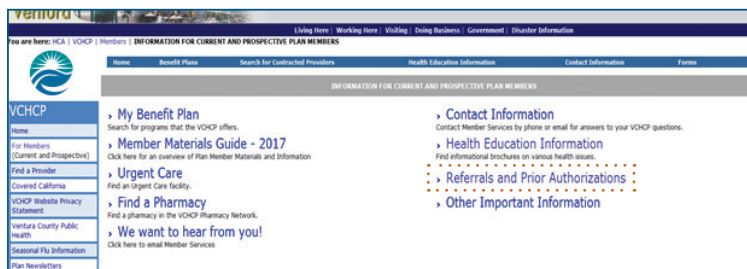
Depression is a common mental illness that can be very limiting. When members are well informed and seek treatment, they can successfully work through life problems, identify coping skills, and retain a sense of control. VCHCP has created a brochure of depression information and resources available to members. This valuable resource is available on the VCHCP website at <http://www.vchealthcareplan.org/members/healthEducationInfo.aspx>. If you do not have access to the website, or would like further information please call (805) 981-5060 and ask to speak with a Disease Management Nurse.



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

Need information on how and when to obtain referrals and authorization for specific services? Please visit our website at www.vchealthcareplan.org, click on "For Members", then click on "Referrals and Prior Authorization". This area provides links for members 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.



VCHCP NETWORK Updates

For a full list of participating providers please see our website: <http://www.vchealthcareplan.org/members/physicians.aspx> or contact Member Services at (805) 981-5050.

NEW TO THE NETWORK!

Adam Catevenis, P.A. at Ventura Orthopedics Medical Group in Simi Valley has been added, effective September 2017.

Advanced Specialty Surgical Center an outpatient surgery center in Oxnard has been added, effective February 2018.

Alois Zauner, M.D., a neurological surgeon at Stroke & Neurovascular Center of Central California in Santa Barbara has been added, effective September 2017.

Amy Gowan, M.D., a family medicine physician at Clinicas Del Camino Real in East Simi Valley has been added, effective August 2017.

Anna Rogers, M.D., a family medicine provider at Santa Paula Medical Clinic (VCMC) in Santa Paula, Piru Family Medical Center (VCMC) in Piru and Santa Paula West Medical Group & Pediatrics (VCMC) in Santa Paula has been added, effective August 2017.

Brayton Campbell, D.P.M., a podiatric surgeon at Foot and Ankle Concepts in Camarillo, Oxnard and Ventura has been added, effective January 2018.

Brian Lai, M.D., a pain management specialist at Advanced Pain Medical Group in Oxnard has been added, effective February 2018.

Brian Martinez, P.A. at Cardiology Associates Medical Group in Oxnard and Ventura has been added, effective October 2017.

Catherine Sundloff, P.A.C. at Magnolia Family Medical Clinic West (VCMC) in Oxnard has been added, effective September 2017.

Donald Schiller Jr, P.A.C at Santa Paula Medical Clinic(VCMC) in Santa Paula has been added, effective January 2018.

Dorothy DeGuzman, M.D., a family

medicine physician at AFMC (VCMC) in Ventura has been added, effective November 2017.

Gary Swanson, M.D., an OB/GYN at Mandalay Bay Women & Children's Center (VCMC) in Oxnard has been added, effective October 2017.

Glenwood Care Center, a skilled nursing facility in Oxnard has been added, effective December 2017.

Goonjan Shah, M.D., a pain management specialist at Advanced Pain Medical Group in Oxnard has been added, effective February 2018.

Greta Green, F.N.P. at Conejo Valley Family Med Grp (VCMC) in Thousand Oaks has been added, effective February 2018.

Hiroki Nariai, M.D., a child neurologist at Pediatric Diagnostic Center (VCMC) in Ventura has been added, effective October 2017.

Janice Holden, F.N.P. at Island View Gastroenterology in Ventura and Oxnard has been added, effective October 2017.

Jeleena Santillana, P.A.-C. at Clinicas Del Camino Real in East Simi Valley and Newbury Park has been added, effective November 2017.

Jill Collier, N.P. at Alta California Medical Group in Simi Valley has been added, effective August 2017.

Karim Nouri-Mahdavia, M.D., a pediatrician at Mandalay Bay Women & Children's Med Grp (VCMC) in Oxnard has been added, effective December 2017.

Kristen Thomas-Moorhead, N.P. at West Ventura Medical Clinic (VCMC) in Ventura, has been added effective August 2017.

Kyla Hendricks, P.A. at Ventura Orthopedic Medical Group in Simi Valley has been added, effective

October 2017.

LiQiong Zhang, F.N.P. at Las Islas Family Medical Group North (VCMC) in Oxnard, has been added, effective September 2017.

Los Robles Homecare Services, a home health agency in Thousand Oaks has been added, effective October 2017.

Marie Brock, D.O., a family medicine physician at West Ventura Medical Clinic (VCMC) in Ventura has been added, effective November 2017.

Marina Morie, M.D., a family medicine physician at Academic Family Medicine Center (VCMC) in Ventura has been added, effective December 2017.

Melissa Barger, M.D., an infectious disease physician, at Medicine Specialty Center West (VCMC) in Ventura has been added, effective August 2017.

Michelle Levin, M.D., an endocrinologist in Oxnard has been added, effective October 2017.

Michelle Medley, D.O., a family medicine physician at Clinicas Del Camino Real in Oxnard has been added, effective August of 2017.

Mitchell Brand, N.P. at Las Islas Family Medical Group (VCMC) in Oxnard has been added, effective September 2017.

Nancy Menges, P.A. at Alta California Medical Group in Simi Valley has been added, effective August 2017.

Navid Ezra, M.D., a dermatologist at California Dermatology Institute in Thousand Oaks and Ventura has been added, effective October 2017.

Nirmala Gowrinathan, M.D., a pediatric neurologist at Sierra Vista Family Medical Clinic (VCMC) in Simi Valley as been added, effective October 2017.

Sang Il Lee, M.D., a pediatric surgeon at Anacapa Surgical Associates (VCMC) in

VCHCP NETWORK Updates

Ventura has been added, effective November 2017.

Sarah Dinkler, C.N.M. at Clinicas Del Camino Real Women's Health Center in Oxnard has been added, effective September 2017.

Saxon Surgical Center, an outpatient surgery center in Thousand Oaks has been added, effective August 2017.

Seth Alkire, M.D., a family medicine physician at Piru Family Medical Center (VCMC) in Piru and Santa Paula Hospital Clinic (VCMC) in Santa Paula has been added, effective October 2017.

Silvia Ramos, F.N.P. at Moorpark Family Care Center (VCMC) in Moorpark has been added, effective September 2017.

Sohrab Pahlavan, M.D., an orthopedic surgeon at Ventura Orthopedic Medical Group in Ventura has been added, effective October 2017.

Suzanne Lingl, F. N.P. at Las Posas Family Medical Group (VCMC) in Camarillo has been added, effective August 2017.

Swati Elchuri, M.D., a pediatric endocrinologist at Pediatric Diagnostic Center (VCMC) in Ventura has been added, effective September 2017.

Tanya Smit, N.P. at Conejo Valley Family Med Grp (VCMC) in Thousand Oaks has been added, effective December 2017.

Todd Matthews, D.P.M., a podiatric surgeon at Foot and Ankle Concepts in Ventura and Oxnard has been added, effective August 2017.

Ventura Surgery Center, an outpatient surgery center located in Ventura has been added, effective December 2017.

Vicky Bobadilla, P.A. at Island View Gastroenterology in Ventura and Oxnard has been added, effective October 2017.

Wikrom Chaiwatcharayut, M.D., an internal medicine physician at Clinicas Del Camino Real in Ventura has been

added, effective July 2017.

Yelena Gimelberg, P.A.-C. at Clinicas Del Camino Real in Ojai has been added, effective October 2017.

LEAVING THE NETWORK

Ahmed Taher, M.D., a family medicine physician at Fillmore Family Medical Group (VCMC) in Fillmore has left, effective March 2018.

Amee Mehta, a family medicine physician at Clinicas Del Camino Real in East Simi Valley and Moorpark has left, effective October 2017.

Carl Grushkin, M.D., a pediatric nephrologist at Mandalay Bay Women & Children's Med Grp (VCMC) in Oxnard has left, effective July 2017.

Carol Ann Sherman, F.N.P. at Sierra Vista Family Medical Clinic (VCMC) in Simi Valley has left, effective July 2017.

Claudio Bonometti, M.D., a cardiac electrophysiologist at Cardiology Clinic (VCMC) in Ventura has left, effective July 2017.

Colleen Lennard-Love, M.D., an otolaryngology at Anacapa Surgical Associates (VCMC) in Ventura has left, effective November 2017.

Daniel Kim, M.D., a hematology/oncology specialist at Hematology/Oncology Clinic (VCMC) in Ventura and at Sierra Vista Family Medical Clinic (VCMC) has left, effective January 2018.

Elena Rubin, N.P. at Clinicas Del Camino Real in Moorpark has left, effective February 2018.

Greta Green, N.P. at Conejo Valley Family Medical Group (VCMC) in Thousand Oaks has left, effective October 2017.

James Sheehy, M.D., a neurologist in

Ventura has left, effective January 2018.

Karim Nouri-Mahdavia, M.D., a pediatrician at Mandalay Bay Women & Children's Med Grp (VCMC) has left, effective December 2017.

Kathleen Beuttler, M.D., an ophthalmologist at Miramar in Ventura has left, effective December 2017.

Laura Craver, P.A. at Clinicas Del Camino Real in Ojai has left, effective September 2017.

Maria Delgadillo, F.N.P. at Santa Paula Medical Clinic (VCMC) in Santa Paula has left, effective December 2017.

Michael Mitchell, M.D., a pediatric neurologist at Pediatric Diagnostic Center (VCMC) has left, effective January 2018.

Nabeel Saeed, M.D., a family medicine physician at Clinicas Del Camino Real-Ocean View in Oxnard has left, effective October 2017.

Paul Kokorowski, M.D., a pediatric urologist at Mandalay Bay Women & Children's Med Grp (VCMC) has left, effective July 2017.

Ronald Chochinov, M.D., an endocrinologist in Oxnard has left, effective November 2017.

CHANGES

Citrus Grove Medical Clinic (VCMC) in Santa Paula has permanently closed its doors, effective November 2017.

Madeline Sanchez, M.D., a family medicine physician at Clinicas- East Simi Valley is also now providing services at Clinicas-Newbury Park.

Mountain View Clinic of Ventura County (VCMC) in Simi Valley has permanently closed its doors, effective January 2018.

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.



VENTURA COUNTY

HEALTH CARE PLAN

A Department of Ventura County Health Care Agency

2220 E. Gonzales Road, Suite 210-B
Oxnard, CA 93036

