

Member NEWSLETTER

SPRING ISSUE • MARCH 2019



VENTURA COUNTY
HEALTH CARE PLAN

FEATURES

Timely Access
Requirements **3**

Vaccinating
Children On-Time **4**

Camarosa Springs
Medical Group **5**

*Ventura's Botanical Gardens
has new growth but still shows
evidence of the Thomas Fire.*



VENTURA COUNTY
HEALTH CARE PLAN
SPRING ISSUE • MARCH 2019

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

contents

Patient Emergency & Provider After Hours Contact.....	3
Timely Access Requirements	3
Vaccinating Children On-Time is Critical for Disease Prevention.....	4
Did you know your pre-teen needs Vaccinations too?	4
Camarosa Springs Medical Group	5
New Medical Technology	6
Emergency Room vs Urgent Care – <i>How Should I Choose?</i>	7
2 Summer Watermelon Recipes with Major Health Benefits	8
Breaking the Addiction: Wave Goodbye to Smoking.....	9
Case Management & Disease Management Services	10
Post Inpatient Discharge Follow-Up	11
CAHPS Survey Reminder.....	11
2019 Affirmative Statement Re: Utilization-Related Incentive	11
Vaccine Program: Get Vaccinated at Retail Pharmacies	12
Express Scripts Prescription Drug Plan.....	13
Pharmacy Updates.....	13
How Teamwork Can Help You	14
Continuity and Coordination of Care.....	14
Emergency Room Visit Copays and Follow Up	15
Milliman Care Guidelines and Medical Policy Updates.....	15
Anti-Depressant Medication Management	16
Depression Education Materials	16
VCHCP's Referral & Prior Authorization Process & Services	16
VCHCP Network Updates	17
Standards for Member's Rights & Responsibilities.....	19

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**

Timely Access REQUIREMENTS

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.

Standards include:

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

Vaccinating CHILDREN On-Time

IS CRITICAL FOR
Disease Prevention

Parents agree that feeding and sleep schedules are important to help keep their children healthy. The same goes for childhood immunizations. Vaccinating children on time is the best way to protect them against 14 serious and potentially deadly diseases before their second birthday.

“The recommended immunization schedule is designed to offer protection early in life,” said Dr. Anne Schuchat, Assistant Surgeon General and Director of the Centers for Disease Control and Prevention’s (CDC) National Center for Immunization and Respiratory Diseases, “when babies are vulnerable and before it’s likely they will be exposed to diseases.” Public health and medical experts base their vaccine recommendations on many factors. They study information about diseases and vaccines very carefully to decide which vaccines kids should get and when they should get them for best protection. Although the number of vaccines a child needs in the first two years may seem like a lot, a healthy baby’s immune system can handle getting all vaccines when they are recommended.

Dr. Schuchat cautions against delaying vaccination, “There is no known benefit to delaying vaccination. In fact, it puts babies at risk of getting sick because they are left vulnerable to catch serious diseases during the time they are not protected by vaccines.” When parents choose not to vaccinate or to follow a delayed schedule, children are left unprotected against diseases that still circulate in this country, like measles and whooping cough. In 2010, more than 27,000 cases of whooping cough were reported nationally with 27 deaths –; 25 of which were infants. In 2011, 222 people were reported to have measles in the U.S. – that’s more than any year since 1996.

Staying on track with the immunization schedule ensures that children have the best protection against diseases like these by age two. Parents who are concerned about the number of shots given at one time can reduce the number given at a visit by using the

flexibility built into the recommended immunization schedule. For example, the third dose of hepatitis B vaccine can be given at 6 through 18 months of age. Parents can work with their child’s

health care professional to have their child get this dose at any time during that age range. If you have questions about the childhood immunization schedule, talk with your child’s doctor or nurse.

**For more information
about vaccines, go to
[www.cdc.gov/
vaccines/parents](http://www.cdc.gov/vaccines/parents).**



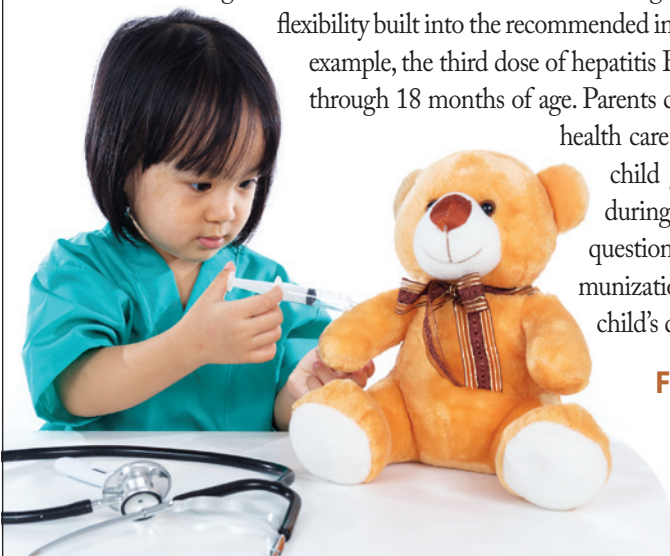
Did you Know Your Pre-teen Needs Vaccinations too?

As children enter their pre-teen years, their world becomes an exciting place of new experiences and newfound freedoms. But adults know that adolescence also brings new risks and potential dangers, and parents can’t be there every minute.

There is something parents can do to protect their pre-teens, now and for years to come: make sure their children are vaccinated against potentially life-threatening diseases such as meningitis, whooping cough and, for girls, cervical cancer.

Vaccines are not just for infants. Many parents don’t realize that doctors recommend several immunizations for ages 10 -13-year-old.

“The protection provided by some childhood vaccines wears off over time, and as they get older, young people are at risk of exposure to different diseases at school or camp or in other new situations,” says Dr. Anne Schuchat, director of the Centers for Disease Control and Prevention’s National Center for Immunization and Respiratory



Diseases. "What's more, research shows that pre-teens generally do not get preventive health care, visiting the doctor only when they are sick. We at CDC urge parents to schedule a routine check-up for their 11- or 12-year-olds to discuss their child's health and development and to talk with the doctor about recommended vaccinations."

What vaccines do pre-teens need? Three safe and effective vaccines are recommended for 11- or 12-year-olds. All pre-teens should receive Tdap, which combines protection against tetanus, plus highly contagious diphtheria and whooping cough (also known as pertussis), into one shot; and MCV4 to protect against meningitis and its complications. Pre-teen girls should also receive the HPV (human papillomavirus) vaccine -; the first-ever vaccine to prevent a disease that kills almost 4,000 American women every year: cervical cancer.

"The vaccine works best when it is given before the onset of sexual activity," says Dr. Schuchat. "And at age 11 and 12, girls have the best and strongest immune response to this vaccine." The American Academy of Pediatrics, the American Academy of Family Physicians and the CDC support these recommendations for pre-teens.

Parents should also make sure their children are up-to-date on other immunizations such as influenza, chickenpox (varicella), hepatitis B and measles-mumps-rubella (MMR). Depending on their health and medical history, some pre-teens may require additional shots.

To learn more about these vaccines and the diseases they prevent, visit the CDC's pre-teen vaccine Web site at www.cdc.gov/vaccines



CAMAROSA SPRINGS
M E D I C A L G R O U P

Did you know that employees and their families, who have the Ventura County Health Care Plan (VCHCP) for insurance, have a private family practice clinic founded to serve only them?

Yes, Camarosa Springs Medical Group, is a private primary care practice that only accepts VCHCP for insurance. This provides for an exclusive experience to meet your medical needs. Let us introduce you to one of two of the providers, Brenda Means, FNP.

Brenda was born in Orange County and raised in Los Angeles before starting her undergraduate degree at UCLA where she studied Biology and minored in Spanish. During Brenda's years at UCLA, she studied abroad in Costa Rica and Spain to improve her Spanish and complete her courses for her minor. Brenda applied to Columbia University in New York City for their Family Nurse Practitioner program and was admitted. After two years of graduate school, she started working in the Emergency Room at a hospital in the Bronx, New York where she worked for four years. It was there that she worked the front lines helping people during the hardest times in their lives.

Brenda moved back to California where she started her Nurse Practitioner career at Planned Parenthood before working for a private primary care clinic in Gardena, California. After getting married, Brenda moved to Ventura County where she first worked at California Lutheran University's student health center before starting at Las Posas Family Medical Group. Brenda worked at Las Posas for one year before transferring to VCHCP patients at Camarosa Springs Medical Group as the full-time provider.

During Brenda's time away from the clinic, she enjoys spending time with her husband, John and her two dogs, visiting national parks, hiking, swimming, camping, visiting museums, and playing pickleball.

We want to thank all of our established patients for entrusting us with your medical care, "Thank you." We invite you to provide a candid review on Yelp to help other families and employees understand the exclusive and unique experience this practice offers families and employees of Ventura County with VCHCP.

If you are looking for a new medical home, we would like to open our doors to you. Camarosa Springs Medical Group has two providers who have availability to allow you to establish care in this beautiful, quiet, and private practice. We invite you to call us today to schedule an appointment with our experienced team who understands how to best serve you.

Camarosa Springs Medical Group is nestled in the beautiful city of Camarillo, in the Court Yard Plaza at 3801 Las Posas Rd. in Suite 106A. You can reach our friendly and attentive staff by phone at (805) 477-2310. **Find us online at: <https://www.camarosaspringsmedicalgroup.com>.**

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)*
- *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.

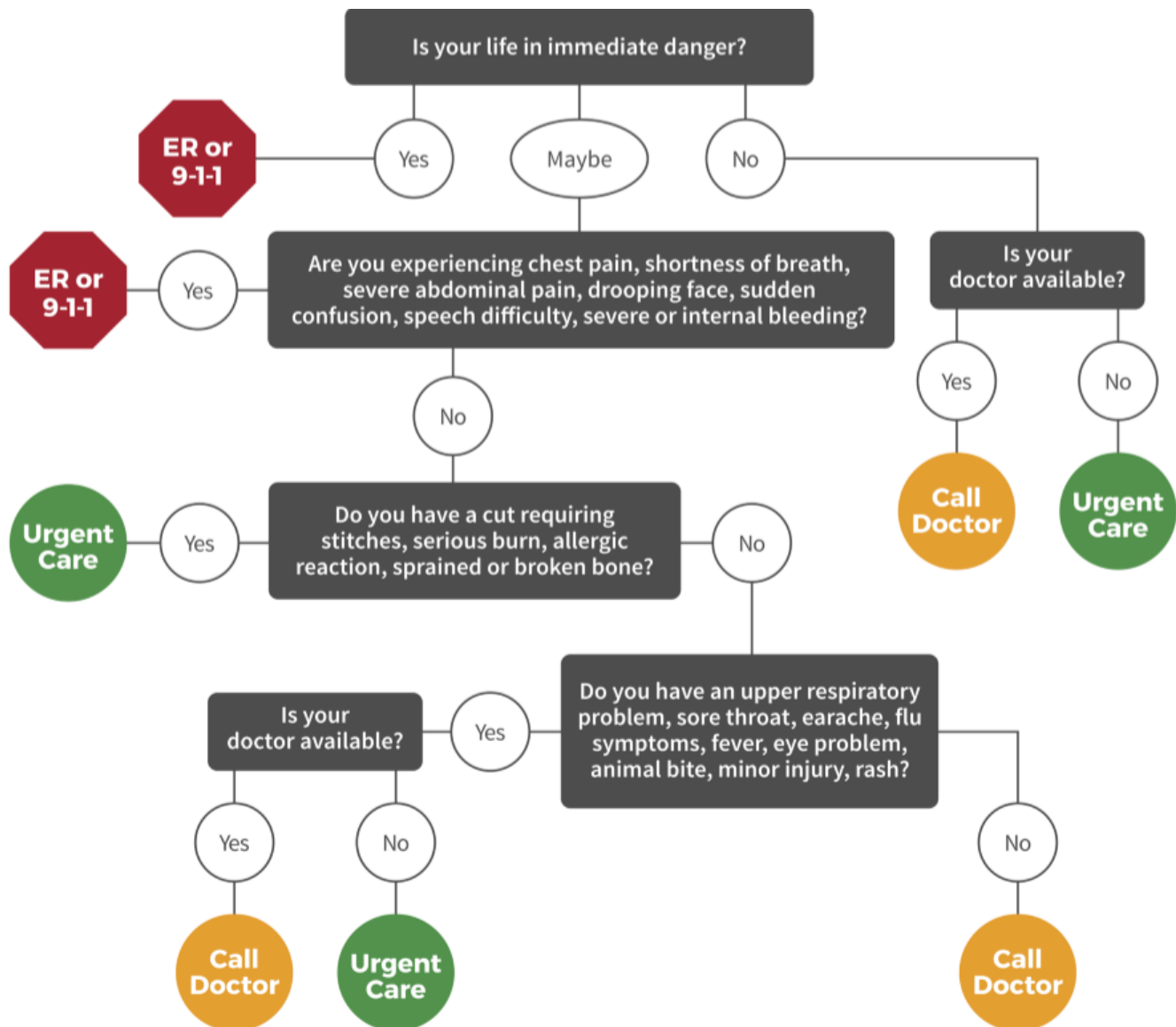
For help with new medication evaluations, the Plan looks to our Pharmacy Benefit Manager, Express Scripts, for their expertise. For new behavioral health procedures, the Plan uses evaluations done by our Behavioral Health delegate, OptumHealth Behavioral Solutions of California (also known as Life Strategies).

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 vs Urgent Care

HOW SHOULD I CHOOSE???



2

Summer Watermelon Recipes *with Major Health Benefits*

Bathing suit season is rapidly approaching, meaning it's only a matter of time before someone throws a pool party or suggests a family beach trip. If you're looking to slim down or embrace a healthy figure, the clock is ticking. We recommend making it easy on yourself — for example, just eat more fresh fruits and veggies.

"Yeah," you sigh, "as if I haven't heard that one before."

But it's true. More importantly, it's doable, delicious and pretty easy. Certain fruits allow conscientious eaters to fill up without filling out. According to the experts at the National Watermelon Promotion Board, watermelon fits the bill. Part of why the vibrant melon is so heavy is because watermelon is 92 percent water. Basically, it's hydrating and satiating without any disadvantage of fat or cholesterol.

If your family enjoys fruit salads or sweet summer treats, you should probably add watermelon to the grocery list. Dubbed "nature's candy," watermelon hits the trifecta: nutritionists, dietitians and children adore it. Watermelon is said to boost self-esteem and jumpstart the immune system through at least three different vitamins.

Vitamin A supports healthy eyes and stimulates the formation of white blood cells, which fight infection. The juicy fruit helps your immune system produce antibodies via Vitamin B6. And Vitamin C protects the body from harmful free radicals.



Try out one or both watermelon recipes. They're simple, kid-friendly and perfect for barbecues, picnics or just lunch. For more delicious watermelon recipes, visit www.watermelon.org.

Watermelon Waldorf Salad

- 2 cups cubed watermelon (about 1/2-inch cubes)
- ½ cup sliced celery
- ½ cup seedless red grape halves
- Dash of salt
- ¼ cup Greek yogurt
- 2 tablespoons sliced almonds, toasted

Stir together watermelon, celery and grapes in bowl. Just before serving, stir salt into yogurt for dressing. You may want to add a little water to lighten the thickness. Pour mixture over fruit and stir until coated. Sprinkle with almonds.

Watermelon Slice Popsicles

- Watermelon slices, cut into triangular wedge shapes (about ½ – 1 inch thick)
- Popsicle sticks

For an easy, fun take on the yummy watermelon slice, insert a popsicle stick into the rind! It makes clean-up a breeze — especially for kids. You can also freeze the slice popsicles for a refreshingly chilly treat.

BREAKING THE ADDICTION:

Wave Goodbye to Smoking



The harmful effects of smoking are well known. But knowing the risks of smoking and the benefits of stopping doesn't make it any easier to quit.

QUITTING SMOKING is a serious commitment that requires devotion and support from friends and family. The process must be centered around your lifestyle and daily routines to ensure the addiction is kicked for good.

Don't be ashamed to acknowledge the difficulty of this task or ask for help. Before you begin the journey to stop smoking, educate yourself on what to expect and strategies for getting through challenges. Here are a few tips to help you get started:

- Smoking is an addiction. Don't underestimate the power of cigarettes. Each stick is a highly efficient nicotine-delivery mechanism. Smoking alters the structure and function of your brain so it constantly craves the alertness and calm produced by nicotine.
- Your addiction takes many forms. Cigarettes generate two types of addiction, physical and psychological. Your body is physically dependent on nicotine, but smoking has also become a comforting habit. Cigarettes are associated with specific people, places, activities, even emotions. Physical cravings are magnified by these mental urges.
- Ease your reliance by using smoking cessation products. Smoking cessation products gradually weans you by providing a controlled amount of nicotine to your system without the harmful toxins, tar, carcinogens or carbon monoxide found in cigarettes.

- Address your psychological dependence. The brain has already linked certain routines with smoking. You must realize these daily triggers and change your response. Instead of reaching for a cigarette on a morning break, take a nice walk around the building. Replace after-meal cigarettes with a glass of water or favorite dessert.

Smoking cigarettes damages your body, but it is reversible. Before giving in to a craving, remember that your heart and lungs are already healthier.

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

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

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.

Testimonials

from our members who took part in our Case Management and/or Disease Management:

"Didn't know about this program. Nice to have around for the people in need."

"Disease Management Nurse was very helpful."

"Case Manager was great!!!"

"Very grateful for the feeling of support given by Case Manager. That was very comforting."


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.



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 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!

2019 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.*

NOW IT'S
EASIER THAN
EVER TO STAY
HEALTHY



Get Vaccinated at Retail Pharmacies

To help you stay healthy, you can receive vaccinations conveniently administered at your participating retail pharmacy through your prescription plan.

Here's an easy way to locate a participating pharmacy:

Log in at **express-scripts.com** and click **Prescriptions**, then **Find a Pharmacy**. Make sure the pharmacy you use is part of your participating pharmacy network. (If you're a first-time visitor to our website, please take a moment to register using your member ID number.)

Contact your network pharmacy in advance to inquire about vaccine availability, age restrictions, and current vaccination schedules. Don't forget to present your member ID card to the pharmacist at the time of service!

Express Scripts. All Rights Reserved. Express Scripts and the "E" Logo are trademarks of Express Scripts Strategic Development, Inc. or representative purposes only and does not depict an actual patient. All other trademarks are the property of their respective owners. /147 PT480621 CRP1809_0412





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.

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>



Formulary Additions: Q3-2018

New Generics:

ADAPALENE 0.1% SOLUTION
BIOLON 10 MG/ML SYRINGE
BUDESONIDE ER 9 MG TABLET
BUPRENORP-NALOX 8-2 MG SL FILM
CLIND PH-BENZOYL PERO 1.2-2.5%
COLESEVELAM HCL 3.75 G PACKET
CROTAN 10% LOTION
DESOXIMETASONE 0.25% SPRAY
DEXAMETHASONE 10 DAY 1.5 MG TB
DEXAMETHASONE 13 DAY 1.5 MG TB
DEXAMETHASONE 6 DAY 1.5 MG TAB
DORZOLAMIDE-TIMOLOL 2%-0.5%
ERTAPENEM 1 GRAM VIAL
HYDROXYPROGEST 250 MG/ML VIAL
MESALAMINE 800 MG DR TABLET
SOLOXIDE DR 150 MG TABLET
TADALAFIL 20 MG TABLET
TEMSIROLIMUS 25 MG VIAL

Line Extensions – New Dosage Forms/Strengths:

ARISTADA INITIO ER 675 MG/2.4
GAMASTAN VIAL
"HUMIRA PEN CROHN-UC-HS 80 MG
HUMIRA PEN PSORIASIS-UVEITIS "
KYPROLIS 10 MG VIAL
"LENVIMA 4 MG CAPSULE
LENVIMA 12 MG DAILY DOSE"
OMNIPOD DASH

New and Existing Brands/Chemicals:

"BD SAFTYGLD INS 0.3 ML 6MMX31G
BD SAFETYGLID INS 1 ML 6MMX31G
BD SAFTYGLD INS 0.5 ML 6MMX31G
BD INS SYR U-500 1/2ML 6MMX31G"
CIMDUO 300-300 MG TABLET
DOPTelet 20 MG TABLET
FULPHILA 6 MG/0.6 ML SYRINGE
HYPERRAB 300 UNIT/ML VIAL
"LOKELMA 10 GRAM POWDER PACKET
LOKELMA 5 GRAM POWDER PACKET"
OVIDREL 250 MCG/0.5 ML SYRG
"PALYNZIQ 2.5 MG/0.5 ML SYRINGE
PALYNZIQ 10 MG/0.5 ML SYRINGE
PALYNZIQ 20 MG/ML SYRINGE"
RUCONEST 2,100 UNIT VIAL
SYMFI 600-300-300 MG TABLET
SYMFI LO 400-300-300 MG TABLET
TRIPTODUR 22.5 MG KIT
VIVITROL 380 MG VIAL + DILUENT
YONSA 125 MG TABLET

Formulary Removals/ Deletions: Q3-2018

MAKENA 250 MG/ML VIAL
UCERIS 9 MG ER TABLET

For questions or concerns, please call Ventura County Health Care Plan at (805) 981-5050 or (800) 600-8247 or you may also contact Express Scripts directly at (800) 811-0293.

How **TEAMWORK** Can Help You

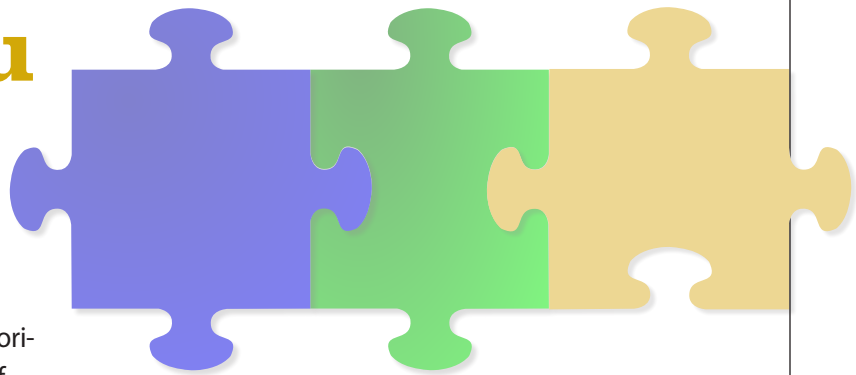
Your brain is part of the rest of your body. If you are seeing a mental health specialist and your mental health specialist and medical doctor (Primary Care Physician or PCP) talk, you get better treatment. The way to make this possible is to sign a Confidential Exchange of Information Form and Authorization 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.



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.

Milliman Care Guidelines and Medical Policy Updates

VCHCP Utilization Management uses Milliman Care Guidelines (currently 23rd 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

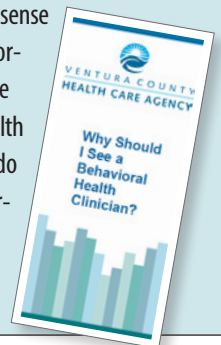
Depression is a chronic disease that requires long-term management, typically with medication.

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 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.

The screenshot shows the Ventura County Health Care Plan website. The top navigation bar includes links for 'Living Here', 'Working Here', 'Visiting', 'Doing Business', 'Government', and 'Disaster Information'. Below this, a breadcrumb trail reads 'You are here: HCA | VCHCP | Members | INFORMATION FOR CURRENT AND PROSPECTIVE PLAN MEMBERS'. The main content area has a sidebar with links like 'VCHCP Home', 'For Members (Current and Prospective)', 'Find a Provider', 'VCHCP Website Privacy Statement', 'Seasonal Flu Information', and 'Plan Newsletters'. The main content area lists several options: 'My Benefit Plan', 'Urgent Care', 'Find a Pharmacy', 'We want to hear from you!', 'Contact Information', 'Health Education Information', 'Referrals and Prior Authorizations' (highlighted with a red box), and 'Other Important Information'.

NEW TO THE NETWORK!

Steven Lau, M.D., a radiation oncologist at North Oaks Radiation Oncology Center in Thousand Oaks and Westlake Radiation Center in Westlake Village has been added, effective August 2018.

Annapurna Karra, M.D., a family physician at Moorpark Family Care Center (VCMC) in Moorpark has been added, effective August 2018.

Ross Kaplan, M.D., a dermatologist at Coastal Dermatology Associates in Camarillo has been added, effective August 2018.

Phillip Aleksijuk, M.D., an internal medicine physician at Clinicas Del Camino Real in Oxnard has been added, effective September 2018.

Manvir Sohal, M.D., a family medicine physician at Clinicas Del Camino Real in Simi Valley has been added, effective September 2018.

Farid Kia, M.D., a pain medicine specialist at Spanish Hills Interventional Pain Specialists in Camarillo has been added, effective September 2018.

Carmen Ramirez, M.D., a family medicine physician at Las Islas Family Medical Group North (VCMC) and Las Islas Family Medical Group (VCMC) in Oxnard has been added, effective September 2018.

Abby Lamon, P.A., at Santa Paula Hospital Clinic (VCMC) and at Santa Paula West Medical Group & Pediatrics (VCMC) in Santa Paula has been added,

effective September 2018.

Nandinidevi Ramaswamy, M.D., an internal medicine physician at Clinicas Del Camino Real in Fillmore has been added, effective August 2018.

Emelia Perez, M.D., a family medicine physician at Alta California Medical Group in Simi Valley has been added, effective October 2018.

Heider Arjomand-Fard an interventional cardiology physician at Ventura Cardiology Consultants in Camarillo, Oxnard and Ventura has been added, effective April 2018.

Integrated Home Health, a home health agency in Ventura has been added, effective September 2018.

Padmapriya Senthilvelan, M.D., an OB/GYN at Clinicas Del Camino Real Maravilla in Oxnard has been added, effective November 2018.

Nicholas Campbell, P.A.-C., at Ventura Orthopedic Medical Group in Ventura and Oxnard has been added, effective November 2018.

Chantel Hinojosa, R.D.N., at 360 Nutrition Consulting in Camarillo has been added, effective November 2018.

Hashim Mapara, M.D., an internal medicine physician at Medicine Specialty Center West (VCMC) in Ventura and Magnolia Family Medical Center (VCMC) in Oxnard has been added, effective November 2018.

Stephanie Culver, M.D., an otolaryngologist (ENT) physician at Ventura Ear, Nose & Throat Medical Group in Ventura has been added, effective

November 2018.

Peter Robilio, M.D., a maternal & fetal medicine physician at Central Coast Perinatal Med Grp in Santa Barbara has been added, effective December 2018.

Kristen Anderson, M.D., a family medicine physician at Rose Avenue Family Medical Group in Oxnard has been added, effective December 2018.

Karlos Oregel, M.D., a hematology/oncology physician at Hematology-Oncology Clinic (VCMC) in Ventura has been added, effective December 2018.

Matthew Bloom, M.D., a physical medicine & rehabilitation specialist at Raymond Pierson MD Inc in Oxnard, effective January 2019.

Trish Reyes, F.N.P., at Clinicas Del Camino Real, Inc. in Santa Paula has been added, effective January 2019.

Quynh-Chau Hoang, P.A.-C., at Ventura Orthopedic Medical Group in Simi Valley has been added, effective January 2019.

Elizabeth Worthley, P.A.-C., at Ventura Orthopedic Medical Group in Oxnard and Ventura has been added, effective January 2019.

Jennifer Wan, M.D., a cardiothoracic surgeon at California Cardiovascular & Thoracic Surgeons in Ventura has been added, effective January 2019.

Alexandra McGlamery, F.N.P., at Cabrillo Cardiology Med Grp in Camarillo and Oxnard has been added, effective January 2019.

Hashim Mapara, M.D., a nephrologist at Renal Consultants of Ventura County

VCHCP NETWORK Updates

in Camarillo, Oxnard and Ventura has been added, effective January 2019.

Kristin Nurre, N.P., at Anacapa Surgical Associates (VCMC) in Ventura has been added, effective January 2019.

Jenny Yu, N.P., at West Ventura Urgent Care Center (VCMC) in Ventura has been added, effective January 2019.

Linda Davila, N.P., at Sierra Vista Family Medical Clinic (VCMC) in Simi Valley has been added, effective February 2019.

LEAVING THE NETWORK

Kathryn Sharma, M.D., a maternal and fetal medicine specialist at Santa Barbara Perinatal Medical Group in Ventura and Santa Barbara has left, effective September 2018.

Gray Swanson, M.D., an OB/GYN has left effective November 2018.

Robert Ouwendijk, M.D., an oncologist/hematologist at the Oncology-Hematology Clinic in Ventura has left, effective December 2018.

Katherine Edwards, M.D., an OB/GYN at Magnolia Family Medical Center (VCMC) in Oxnard and Sierra Vista Family Medical Clinic (VCMC) in Simi Valley has left, effective December 2018.

Brian Lai, M.D., a pain management provider at Advanced Pain Medical Group in Oxnard have closed this

location, effective December 2018.

Goonjan Shah, M.D., a pain management provider at Advanced Pain Medical Group in Oxnard have closed this location, effective December 2018.

Anne Rodriguez, M.D., a gynecological oncology specialist at Gynecologic Oncology Associates in Ventura has left, effective December 2018.

William Hogan, M.D., a gynecological oncology specialist at Gynecologic Oncology Associates in Ventura has left, effective December 2018.

Rishi Patel, M.D., an interventional cardiologist at Cardiology Associates Medical Group in Oxnard and Ventura has left, effective December 2018.

Integrated Home Health located in Ventura has closed, effective January 2019.

Milcah Larks, M.D., a medical oncologist at the Hematology-Oncology Medical Clinic (VCMC) in Ventura has left, effective January 2019.

John Huebner, P.A., at Anacapa Surgical Associates (VCMC) in Ventura has left, effective January 2019.

Ramsey Ulrich, M.D., an internal medicine physician at West Ventura Medical Clinic (VCMC) in Ventura has left, effective February 2019.

Sunita Sujanani, M.D., a family medicine physician at West Ventura Medical Clinic (VCMC) in Ventura has left, effective February 2019.

Claudio Bonometti, M.D., a cardiac

electrophysiologist location in Santa Barbara has left, effective February 2019

Rod Blourtchi, P.A., at Ventura Orthopedic Medical Group Inc. in Oxnard has left, effective February 2019.

Evan Slater, M.D., a medical oncologist at Hematology-Oncology Clinic (VCMC) in Ventura has left, effective December 2018.

Kristin Nurre, N.P., at Anacapa Surgical Associates (VCMC) in Ventura has left, effective February 2019.

CHANGES

Clinicas Del Camino Real Inc. has added a new clinic location in Oxnard. The clinic name is Clinicas- La Colonia. It's effective August 2018.

Carlos Leal, P.A., will no longer be providing services as a PCP at West Ventura Medical Clinic (VCMC). He will be joining the Urgent Cares, effective September 2018.

Heritage Valley Therapy Services (VCMC) in Santa Paula has closed their doors, effective September 2018.

Dr. Paul Nazemi, an ophthalmologist, has opened a new service location, Access Eye Institute in Oxnard, effective November 2018.

Dr. James Sands has moved his practice location, however, he will remain in the city of Ventura, effective February 2019.

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

