

Member NEWSLETTER

SPRING ISSUE • MARCH 2020



VENTURA COUNTY
HEALTH CARE PLAN

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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
- Teladoc: (800) 835-2362

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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Patient Emergency & Provider AFTER HOURS CONTACT

Ventura County Medical Center Emergency Room

300 Hillmont Ave.
Ventura, CA 93003
(805) 652-6165 or
(805) 652-6000

Santa Paula Hospital

A Campus of Ventura
County Medical Center
825 N. Tenth Street
Santa Paula, CA 93060
(805) 933-8632 or
(805) 933-8600

Ventura County Health Care Plan

on call Administrator
available 24 hours
per day for Emergency
Providers
(805) 981-5050 or
(800) 600-8247

THE NURSE ADVICE LINE 1-800-334-9023

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



THERE IS ALSO A LINK ON THE MEMBER WEBSITE:
www.vchealthcareplan.org/members/memberIndex.aspx
that will take Members to a secured email where
they may send an email directly to the advice line.
The nurse advice line will respond within 24 hours.

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

QUESTIONS? CONTACT US:

MONDAY - FRIDAY, 8:30 a.m. to 4:30 p.m.

Phone: (805) 981-5060 or toll-free (800) 600-8247

FAX: (805) 981-5051, www.vchealthcareplan.org

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

Ventura County Health Care Plan 24-hour Administrator access

for emergency providers: (805) 981-5050 or (800) 600-8247

Language Assistance - Language Line Services:

Phone (805) 981-5050 or toll-free (800) 600-8247

CAHPS Survey: COMING SOON



*Will you be
one of the randomly
selected participants?*

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.

If you are selected to
participate, please take the
time to complete the survey,
as it is the best way you can
let us know how the VCHCP
can better serve you.

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

Did you know?

DIRECT SPECIALTY REFERRAL

- Did you know that the direct specialty referral allows your Primary Care Doctor to directly refer you to certain contracted specialty doctors for an initial consult and appropriate follow up visits without requiring a Treatment Authorization Request (TAR) submission and prior authorization from the Health Plan?
- Did you know that specialists can perform certain procedures during your initial consultation and follow up visits without prior authorization from the Health Plan? Also, any follow up visits will not require prior authorization if you were seen by the specialist within a rolling year and your visit is for the original problem.

45 DAY PEND REVIEW PROCESS

- Did you know that Utilization Management Department's RN Intake place phone calls or send messages to your doctor if additional information is needed from your doctor?
- Did you know that the Plan's Medical Director reviews all pended and denial letters/determinations for appropriateness prior to sending to you and your doctors?

2020 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.*

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. At the top, there is a navigation bar with links: Living Here | Working Here | Visiting | Doing Business | Government | 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 is titled 'INFORMATION FOR CURRENT AND PROSPECTIVE PLAN MEMBERS'. On the left, there is a sidebar menu with links: VCHCP Home, For Members (Current and Prospective), Find a Provider, Seasonal Flu Information, Plan Newsletters, Language Assistance Program, and Contact Us. The main content area has two columns of links. The left column includes: My Benefit Plan, Urgent Care, Pharmacy, Forms, Nurse Advice Line (with a note: Nurse Advice/Health Information Line is available to Plan members 24-hours per day, 7 days/week. Please call: (800) 334-9023 or click here to email.), Health Education Information, and Teladoc. The right column includes: Referrals and Prior Authorizations (highlighted with a red arrow), Request Case Management or Disease Management, Mental/Behavioral Health and Substance Use (with a note: VCHCP contracts with OptumHealth Behavioral Solutions (Life Strategies) for Mental/Behavioral health & substance use services. www.liveandworkwell.com), Continuity of Care, Grievance, Appeals and Independent Medical Review, and Other Important Information.

Talk to a doctor anytime

Teladoc® gives you 24/7/365 access to U.S. board-certified doctors through the convenience of phone, video or mobile app visits. It's an affordable alternative to costly urgent care and ER visits when you need care now.



MEET OUR DOCTORS

Teladoc is simply a new way to access qualified doctors. All Teladoc doctors:

- Are practicing PCPs, pediatricians, and family medicine physicians
- Average 20 years experience
- Are U.S. board-certified and licensed in your state
- Are credentialed every three years, meeting NCQA standards

GET THE CARE YOU NEED

Teladoc doctors can treat many medical conditions, including:

- **Cold & flu symptoms**
- **Allergies**
- **Sinus problems**
- **Sore Throat**
- **Respiratory infection**
- **Skin problems**
- **And more!**

WHEN CAN I USE TELADOC?

Teladoc does not replace your primary physician it is a convenient and affordable option for quality care.

- When you need care now
- If you're considering the ER or urgent care for a non-emergency issue
- On vacation, on a business trip, or away from home
- For short term prescription refills

Talk to a doctor anytime for **free!** *



Teladoc.com



1-800-TELADOC (835-2362)



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* Excludes Dermatology

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Growing Up with Vaccines: What Should Parents Know?

Why Vaccinate?

On-time vaccination throughout childhood is essential because it helps provide immunity *before* children are exposed to potentially life-threatening diseases. Vaccines are tested to ensure that they are safe and effective for children to receive at the recommended ages.

Pregnancy

By staying up to date with vaccines before and during pregnancy, you can pass along immunity that will help protect your baby from some diseases during the first few months after birth.

Vaccines given before pregnancy may also help protect you from serious disease while you are pregnant, including rubella, which can cause miscarriages and birth defects.

Recommended vaccines:

- ☐ **Measles, mumps, rubella (MMR) vaccine:** At least a month before becoming pregnant
- ☐ **Tetanus, diphtheria, and pertussis (Tdap) vaccine:** During the third trimester of every pregnancy
- ☐ **Yearly seasonal flu vaccine:** By the end of October, if possible



Infant and Toddler Years: Birth to Age 2



Vaccination helps give infants and toddlers a healthy start.

More than one dose is necessary for many vaccines, to build and boost immunity.

Because influenza viruses are constantly changing and the body's immune response declines over time, everyone over the age of 6 months needs a flu shot every year.

Recommended vaccines:

- ☐ **Chickenpox (varicella) vaccine:** At 12 through 15 months
- ☐ **Diphtheria, tetanus, and pertussis (DTaP) vaccine:** At 2 months, 4 months, 6 months, and 15 through 18 months
- ☐ **Flu vaccine:** Every year by the end of October, if possible, starting at 6 months
- ☐ **Haemophilus influenzae type b (Hib) vaccine:** At 2 months, 4 months, 6 months (if needed; depends on brand), and 12 through 15 months
- ☐ **Hepatitis A vaccine:** At 12 through 23 months and a second dose 6 months following first dose
- ☐ **Hepatitis B vaccine:** Shortly after birth, at 1 through 2 months, and at 6 through 18 months
- ☐ **Measles, mumps, rubella (MMR) vaccine:** At 12 through 15 months; however, infants 6 through 11 months old should have one dose of MMR vaccine before traveling abroad
- ☐ **Pneumococcal (PCV13) vaccine:** At 2 months, 4 months, 6 months, and 12 through 15 months
- ☐ **Polio (IPV) vaccine:** At 2 months, 4 months, and 6 through 18 months
- ☐ **Rotavirus (RV) vaccine:** At 2 months and 4 months (for Rotarix brand); or 2 months, 4 months, and 6 months (for RotaTeq brand)



Preschool and Elementary School Years: Ages 3 through 10

Your child needs additional doses of some vaccines from ages 3 through 6.

You may need a certificate of immunization to enroll your child in school.

Recommended vaccines:

- ☐ **Chickenpox (varicella) vaccine:** At 4 through 6 years
- ☐ **Diphtheria, tetanus, and pertussis (DTaP) vaccine:** At 4 through 6 years
- ☐ **Flu vaccine:** Every year by the end of October, if possible
- ☐ **Measles, mumps, rubella (MMR) vaccine:** At 4 through 6 years
- ☐ **Polio (IPV) vaccine:** At 4 through 6 years



Preteen and Teen Years: Ages 11 through 18

As protection from childhood vaccines wears off, adolescents need additional vaccines to extend protection.

Adolescents need protection from additional infections as well, before the risk of exposure increases.

As your child heads to college, make sure all vaccinations are up to date and he or she has a copy of all immunization records.

If your child travels outside of the United States, [check](#) if he or she needs any additional vaccines.

Recommended vaccines:

- ☐ **Flu vaccine:** Every year by the end of October, if possible
- ☐ **Human papillomavirus (HPV) vaccine:** At 11 through 12 years and a second dose 6-12 months following the first dose
- ☐ **Meningococcal conjugate vaccine:** At 11 through 12 years and at 16 years
- ☐ **Serogroup B meningococcal vaccine:** May be given at 16 through 23 years; if interested, talk to your child's doctor
- ☐ **Tetanus, diphtheria, and pertussis (Tdap) vaccine:** At 11 through 12 years



Into Adulthood

Everyone should get a flu vaccine every year before the end of October, if possible.

Adults need a Td vaccine every ten years.

Healthy adults 50 years and older should get shingles vaccine.

Adults 65 years or older need one dose of pneumococcal conjugate vaccine followed by one dose of pneumococcal polysaccharide vaccine.

Adults younger than 65 years who have certain health conditions like heart disease, diabetes, cancer, or HIV should also get one or both of these vaccines.

Adults may need other vaccines based on health conditions, job, lifestyle, or travel habits.



More About Childhood & Adolescent Vaccines



Chickenpox (varicella) vaccine

Varicella vaccine protects against chickenpox, which can be serious and even life-threatening, especially in babies, adults, and people with weakened immune systems. Symptoms include tiredness, a fever, and an itchy rash of blisters.

Diphtheria, tetanus, and pertussis (DTaP) vaccine

DTaP vaccine protects against three serious diseases:

- Diphtheria is a serious infection that causes a thick covering in the back of the nose or throat. It can lead to difficulty breathing, heart failure, paralysis, and even death.
- Tetanus is a potentially deadly infection that causes painful muscle stiffness and lockjaw.
- Whooping cough, or pertussis, is a highly contagious disease known for uncontrollable, violent coughing that often makes it hard to breathe. It can be deadly for babies.

Flu vaccine

Seasonal flu vaccine protects against flu, a potentially serious, contagious respiratory illness caused by influenza viruses. Changes in immune, heart, and lung functions during pregnancy make pregnant women more likely to get seriously ill from the flu. The flu may also increase the chances that the developing baby will have serious problems. Everyone 6 months and older should get a flu vaccine every year by the end of October, if possible.

Haemophilus influenzae type b (Hib) vaccine

Hib vaccine protects against Hib disease, which ranges from mild ear infections to serious bloodstream infections, pneumonia (infection in the lungs), and meningitis (infection of the covering around the brain and spinal cord). Hib disease can cause brain damage, hearing loss, or even death.

Hepatitis A vaccine

Hepatitis A vaccine protects against a serious, contagious liver disease caused by the hepatitis A virus. Symptoms can include fever, loss of appetite, tiredness, stomach pain, vomiting, dark urine, and yellow skin and eyes. Infected children may not have symptoms, but may still pass the disease to others.

Hepatitis B vaccine

Hepatitis B vaccine protects against hepatitis B, a virus that can cause chronic swelling of the liver and possible lifelong complications. Nine out of 10 infants who contract hepatitis B from their mothers become chronically infected.

Human papillomavirus (HPV) vaccine

HPV vaccine protects against a common infection that can cause certain cancers in men and women. While most HPV infections go away on their own, infections that don't go away can cause

- cancers of the cervix, vagina, and vulva in women;
- cancers of the penis in men;
- and cancers of the anus and back of the throat (oropharynx) in men and women.

Some HPV infections can also cause genital warts.

Measles, mumps, rubella (MMR) vaccine

Measles, mumps, rubella (MMR) vaccine protects against three serious diseases:

- The measles virus can cause a fever that can get very high, a distinctive rash, cough, runny nose, and red eyes. Sometimes, it can also cause diarrhea and ear infection. It can also lead to pneumonia (infection in the lungs), brain damage, deafness, and death.
- Mumps typically starts with a fever, headache, muscle aches, tiredness, and loss of appetite. Then, most people's salivary glands swell, which causes puffy cheeks and a swollen jaw. Mumps is pretty mild in most people but can sometimes cause lasting problems, such as deafness, meningitis (infection of the covering around the brain and spinal cord), and swelling of the brain, testicles, ovaries, or breasts.
- Rubella may cause a rash or fever, but many people have no symptoms. Rubella can cause miscarriage or serious birth defects in a developing baby if a woman is infected while she is pregnant. Infected children can spread rubella to pregnant women.

Meningococcal conjugate vaccine

Meningococcal conjugate vaccine protects against some types of meningococcal bacteria, which can cause serious and even deadly infections, including meningitis (infection of the covering around the brain and spinal cord) and bloodstream infections.

Pneumococcal conjugate vaccine (PCV13) and pneumococcal polysaccharide vaccine (PPSV23)

PCV13 protects against 13 strains of pneumococcal bacteria and PPSV23 protects against 23 strains of pneumococcal bacteria. Both vaccines provide protection against illnesses like meningitis and bacteremia. PCV13 also provides protection against pneumonia. Talk to your doctor and child's doctor about which vaccines they recommend.

Polio (IPV) vaccine

IPV vaccine protects against polio, a highly infectious disease caused by a virus that can invade the brain and spinal cord. Polio can cause lifelong paralysis and even death.

Rotavirus (RV) vaccine

RV vaccine protects against a contagious virus that causes severe diarrhea, often with vomiting, fever, and abdominal pain, requiring hospitalization. It is most common in infants and young children. Adults who get rotavirus tend to have milder symptoms.

Serogroup B meningococcal vaccine

Serogroup B meningococcal vaccine protects against one type of meningococcal bacteria, which can cause serious and even deadly infections, including meningitis (infection of the covering around the brain and spinal cord) and bloodstream infections.

Tetanus, diphtheria, and pertussis (Tdap) vaccine

Tdap vaccine is a booster vaccine that protects older children and adults from tetanus, diphtheria, and pertussis (whooping cough). When you get Tdap vaccine during pregnancy, your body will create protective antibodies against whooping cough and pass some of them to your baby before birth, providing some short-term, early protection.

Learn more at: www.cdc.gov/vaccines

Last updated JULY 2018

What you need to know about 2019 Novel Coronavirus (2019-nCoV)

What is 2019 novel coronavirus?

The 2019 novel coronavirus (2019-nCoV) is a new virus that causes respiratory illness in people and can spread from person to person. This virus was first identified during an investigation into an outbreak in Wuhan, China.

Can people in the U.S. get 2019-nCoV?

The 2019-nCoV is spreading from person to person in China and limited spread among close contacts has been detected in some countries outside China, including the United States. At this time, however, this virus is NOT currently spreading in communities in the United States. Right now, the greatest risk of infection is for people in China or people who have traveled to China. Risk of infection is dependent on exposure. Close contacts of people who are infected are at greater risk of exposure, for example health care workers and close contacts of people who are infected with 2019-nCoV. CDC continues to closely monitor the situation.

Have there been cases of 2019-nCoV in the U.S.?

Yes. The first infection with 2019-nCoV in the United States was reported on January 21, 2020. The current count of cases of infection with 2019-nCoV in the United States is available on CDC's webpage at <https://www.cdc.gov/coronavirus/2019-ncov/cases-in-us.html>.

How does 2019-nCoV spread?

This virus probably originally emerged from an animal source but now seems to be spreading from person to person. It's important to note that person-to-person spread can happen on a continuum. Some viruses are highly contagious (like measles), while other viruses are less so. At this time, it's unclear how easily or sustainably this virus is spreading between people. Learn what is known about the spread of newly emerged coronaviruses at <https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html>.

What are the symptoms of 2019-nCoV?

Patients with 2019-nCoV have reportedly had mild to severe respiratory illness with symptoms of

- fever
- cough
- shortness of breath

What are severe complications from this virus?

Many patients have pneumonia in both lungs.

How can I help protect myself?

The best way to prevent infection is to avoid being exposed to this virus.

There are simple everyday preventive actions to help prevent the spread of respiratory viruses. These include

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.

If you are sick, to keep from spreading respiratory illness to others, you should

- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

What should I do if I recently traveled to China and got sick?

If you were in China within the past 14 days and feel sick with fever, cough, or difficulty breathing, you should seek medical care. Call the office of your health care provider before you go and tell them about your travel and your symptoms. They will give you instructions on how to get care without exposing other people to your illness. While sick, avoid contact with people, don't go out and delay any travel to reduce the possibility of spreading illness to others.

Is there a vaccine?

There is currently no vaccine to protect against 2019-nCoV. The best way to prevent infection is to avoid being exposed to this virus.

Is there a treatment?

There is no specific antiviral treatment for 2019-nCoV. People with 2019-nCoV can seek medical care to help relieve symptoms.



CS 314937-A 02/05/2020

For more information: www.cdc.gov/nCoV

Opioids: What you need to know



The Optum Substance Use Disorder Helpline, at 1-855-780-5955.

This confidential service is provided at no added cost to you. Your personal information will be kept confidential in accordance with state and federal laws.

Call the number above or visit:
liveandworkwell.com/recovery

Opioid dependence and addiction is at an all-time high. Every day, many people die from an opioid overdose.

Have you been using an opioid medication and are experiencing some of the signs of substance use disorder that are listed in this flyer? Have you asked a doctor for more prescription opioids even though you don't need them anymore? If so, you may be dependent or addicted.

The Substance Use Disorder Helpline's specially trained recovery advocates can give you information about opioid use. They can also arrange a professional evaluation. They can help you find medication assisted treatment (MAT) options from a provider in your network.

Are you at risk?

Admitting substance use disorder takes courage. Read these statements to see if you may be at risk:

- Do I keep my use a secret from others?
- Are friends, family, or co-workers concerned?
- Do I find any excuse to drink or use?
- Do I use to change the way I'm feeling?
- Is my use increasing?
- Do I make promises to stop or cut back, but never follow through?
- Do I tell myself my problem isn't that bad?
- Have I ever had a blackout (memory lapse) after using?
- Do I feel regret or shame after using?
- Do I spend more money than I can afford on alcohol or drugs?
- Am I at risk of physical danger or financial loss?
- Do I look forward to using alcohol or drugs?

If you have answered yes to three or more of these questions, you may be at risk for substance use disorder.

For education, guidance and referral, for you or your loved one call the confidential Substance Use Disorder Helpline at 1-855-780-5955.

Helpline recovery advocates understand what you're going through.

About medication-assisted treatment (MAT)

Most people are able to take prescription opioids for pain without serious problems. But some struggle to use their medication correctly. This can lead to a substance use disorder (SUD). SUD is a brain disease. It causes people to seek a "high" from the medications, no matter what the consequences. Sometimes people who can't get their prescription medication anymore turn to cheaper opioids like heroin. Heroin addiction affects more than half a million people.

Medications, including buprenorphine, methadone, and extended release naltrexone, are effective for the treatment of opioid use disorders. MAT uses medications that control withdrawal symptoms and cravings that can lead to relapse. Some people may need to stay on these medications for a long time. This gives them time to recover and reduces the dangers of relapse. When medication is combined with counseling and other support, it is very effective. It helps people recover and resume a productive life.

Call for help. Call for hope.

The Optum Substance Use Disorder Helpline is here for you.

Dealing with substance use disorder can be frightening and overwhelming. Whether you have a loved one who is facing the challenges or you're worried about your own substance use, you may feel worried and helpless.

You're not alone. You and millions of others, from all walks of life across the country, are coping with this issue. Some are addicted to alcohol. Some are battling drugs. Either way, substance use disorder is not a sign of weakness. It's not about being a bad person. It's a treatable disease. And we're here to help.

Recognizing unhealthy drug use in family members¹

Sometimes it's difficult to distinguish normal teenage moodiness or angst from signs of drug use. Possible signs that your teenager or other family member is using drugs include:

- **Problems at school or work** — Frequently missing school or work. A sudden disinterest in school activities or work. Or a drop in grades or work performance.
- **Physical health issues** — Lack of energy and motivation, weight loss or gain, or red eyes.
- **Neglected appearance** — Lack of interest in clothing, grooming or looks.
- **Changes in behavior** — Exaggerated efforts to bar family members from entering his or her room. Being secretive about where he or she goes with friends. Drastic changes in behavior and in relationships with family and friends.
- **Money issues** — Sudden requests for money without a reasonable explanation. Discovering that money is missing or has been stolen. Or that items have disappeared from your home that might be being sold to support drug use.

Call us. We care.

The Substance Use Disorder Helpline is staffed with highly trained and licensed recovery advocates. The recovery advocate will talk with you about your concerns and your unique needs. They will educate and guide you or your loved one. The recovery advocate can refer to a substance use disorder treatment professional who will develop a personalized treatment plan. They can also help you with family support.

The Substance Use Disorder Helpline is available at no added cost to you. It is part of your health benefit. You can remain anonymous when you call. Your information will be kept confidential in accordance with state and federal laws.

1 Mayo Clinic. Drug addiction: Risk factors. <https://www.mayoclinic.org/diseases-conditions/drug-addiction/symptoms-causes/syc-20365112> Updated: Oct 26th, 2017. Accessed: Oct 11th, 2019.

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Only a treating health care clinician or physician can endorse any treatment or medication, specific or otherwise. This service provides referrals to such a professional, as well as information to help you maintain and enhance your personal health management. This service and information is not meant to replace professional medical advice. Certain treatments may not be included in your insurance benefits. Check your health plan regarding your coverage of services.

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Call the Substance Use Disorder Helpline at

1-855-780-5955,

24 hours a day. Or visit liveandworkwell.com/recovery. It's an important step toward hope, recovery and health.

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.

Grievance AND Appeal Process

POLICY

VCHCP recognizes that, under certain circumstances, our performance or that of our contracted providers, may not agree with or match our members' expectations. Therefore, the Plan has established a grievance/complaint and appeal system for the Plan Members to file a grievance. We endeavor to assure our members of their rights to voice complaints and appeals, and to expedite resolutions.

VCHCP encourages the informal resolution of problems and complaints, especially if they resulted from misinformation or misunderstanding. However, if a complaint cannot be resolved in this manner, a formal Member Grievance Procedure is available.

The Member Grievance Procedure is designed to provide a meaningful, dignified and confidential process for the hearing and resolving of problems and complaints. VCHCP makes available complaint forms at its offices and provides complaint forms to each Participating Provider. A Member may initiate a grievance in any form or manner (form, letter, or telephone call to the Member Services Department), and when VCHCP is unable to distinguish between a complaint and an inquiry, the communication shall be considered a complaint that initiates the Member Grievance Procedure.

PROCEDURES

Members may register complaints with VCHCP by calling, writing, or via email or fax:

Ventura County Health Care Plan

2220 E. Gonzales Rd. Ste. 210-B, Oxnard, CA 93036
Phone: (805) 981-5050 Fax: (805) 981-5051
Email: VCHCP.Memberservices@ventura.org

In addition, the Plan's website provides an on-line form that an enrollee may use to file a grievance on-line. The link to this on-line Grievance Form is found on the right-hand side of the Plan's web portal page, (www.vchealthcareplan.org).

The Plan shall provide written acknowledgment of a Member's grievance within five (5) days of receipt. The Plan shall provide a written response to a grievance within thirty (30) days. If, however, the case involves an imminent and serious threat to the health of the Member, including, but not limited to, severe pain, potential loss of life, limb, or major bodily function, the Plan shall provide an expedited review. This also applies to grievances for terminations for non-renewals, rescissions, and cancellations. The Plan shall provide a written statement on the disposition or pending status of a case requiring an expedited review no later than three days from receipt of the grievance.

New Medical Technology



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.



**EXPRESS
SCRIPTS®**

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

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

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: 3Q-2019

New Generics:

AMICAR	DONNATAL
DICLEGIS	PIPERACILLIN-TAZOBACTAM
EPINEPHRINE	NOXAFIL
ERY-TAB	LYRICA
ERY-TAB	LYRICA
ULORIC	ROZEREM
HALOG	PREVIDENT
HYDROCODONE- ACETAMINOPHEN	TAZICEF
FIRAZYR	ANDO
DECA-DURABOLIN	DYRENIUM

Line Extensions – New Dosage Forms/Strengths:

CAVERJECT IMPULSE 20 MCG SYRNG
CAVERJECT IMPULSE 10 MCG SYRNG
CORLANOR 5 MG/5 ML ORAL SOLN
FERRIPROX 1,000 MG TABLET
NUCALA 100 MG/ML AUTO-INJECTOR
NUCALA 100 MG/ML SYRINGE
SYMDEKO 50/75 MG-75 MG TABLETS

New and Existing Brands/Chemicals:

BAQSIMI 3 MG SPRAY ONE PACK	ZOLGENSMA 6.1-6.5 KG KIT
BAQSIMI 3 MG SPRAY TWO PACK	ZOLGENSMA 5.6-6.0 KG KIT
KANJINTI 420 MG VIAL	ZOLGENSMA 5.1-5.5 KG KIT
MVASI 100 MG/4 ML VIAL	ZOLGENSMA 4.6-5.0 KG KIT
MVASI 400 MG/16 ML VIAL	ZOLGENSMA 4.1-4.5 KG KIT
NUBEQA 300 MG TABLET	ZOLGENSMA 3.6-4.0 KG KIT
RELISTOR 150 MG TABLET	ZOLGENSMA 3.1-3.5 KG KIT
RINVOQ ER 15 MG TABLET	ZOLGENSMA 2.6-3.0 KG KIT
RUZURGI 10 MG TABLET	ZOLGENSMA 13.1-13.5 KG KIT
SUNOSI 150 MG TABLET	ZOLGENSMA 12.6-13.0 KG KIT
SUNOSI 75 MG TABLET	ZOLGENSMA 12.1-12.5 KG KIT
VYNDAQEL 20 MG CAPSULE	ZOLGENSMA 11.6-12.0 KG KIT
ZOLGENSMA 9.6-10.0 KG KIT	ZOLGENSMA 11.1-11.5 KG KIT
ZOLGENSMA 9.1-9.5 KG KIT	ZOLGENSMA 10.6-11.0 KG KIT
ZOLGENSMA 8.6-9.0 KG KIT	ZOLGENSMA 10.1-10.5 KG KIT
ZOLGENSMA 8.1-8.5 KG KIT	ZOLGENSMA 10.1-10.5 KG KIT
ZOLGENSMA 7.6-8.0 KG KIT	ZOLGENSMA 10.1-10.5 KG KIT
ZOLGENSMA 7.1-7.5 KG KIT	ZOLGENSMA 10.1-10.5 KG KIT
ZOLGENSMA 6.6-7.0 KG KIT	ZOLGENSMA 10.1-10.5 KG KIT
	ZULRESSO 100 MG/20 ML VIAL

Formulary Removals/Deletions: 3Q 2019

FIRAZYR 30 MG/3 ML SYRINGE	LYRICA 225 MG CAPSULE	LYRICA 75 MG CAPSULE	ROZEREM 8 MG TABLET
LYRICA 20 MG/ML ORAL SOLUTION	LYRICA 200 MG CAPSULE	LYRICA 50 MG CAPSULE	ULORIC 40 MG TABLET
LYRICA 300 MG CAPSULE	LYRICA 150 MG CAPSULE	LYRICA 25 MG CAPSULE	ULORIC 80 MG TABLET
	LYRICA 100 MG CAPSULE	NOXAFIL DR 100 MG TABLET	

New VCHCP Medical Benefit Drug Policies

Market Events Program Policy for Exception
Review of Excluded Drugs
Zavesca Market Events Clinical Policy
Zolgensma

Updated Existing VCHCP Custom Drug Policy

Progesterone

New ESI Drug Policies:

Inflammatory Conditions – Rinvoq PA Policy
Oncology – Piqray PA Policy
Wakefulness-Promoting Agents –
Sunosi PA Policy with Step Therapy

Existing ESI Drug Policies – Updated

Inflammatory Conditions Care Value Policy
Multiple Sclerosis Care Value Policy
Cystic Fibrosis – Symdeko PA Policy
Hepatitis C – Harvoni PA Policy
Hepatitis C – Sovaldi PA Policy
Idiopathic Pulmonary Fibrosis –
Ofev PA Policy
Immunologicals – Dupixent PA Policy
Inflammatory Conditions – Otezla PA Policy
Inflammatory Conditions – Taltz PA Policy
Multiple Sclerosis – Aubagio PA Policy
Multiple Sclerosis – Avonex PA Policy

Multiple Sclerosis – Gilenya PA Policy
Multiple Sclerosis – Copaxone PA Policy
Multiple Sclerosis – Glatopa PA Policy
Multiple Sclerosis – Plegridy PA Policy
Multiple Sclerosis – Rebif PA Policy
Multiple Sclerosis – Tecfidera PA Policy
Oncology – Mekinist PA Policy
Thrombocytopenia – Doptelet PA Policy

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.*

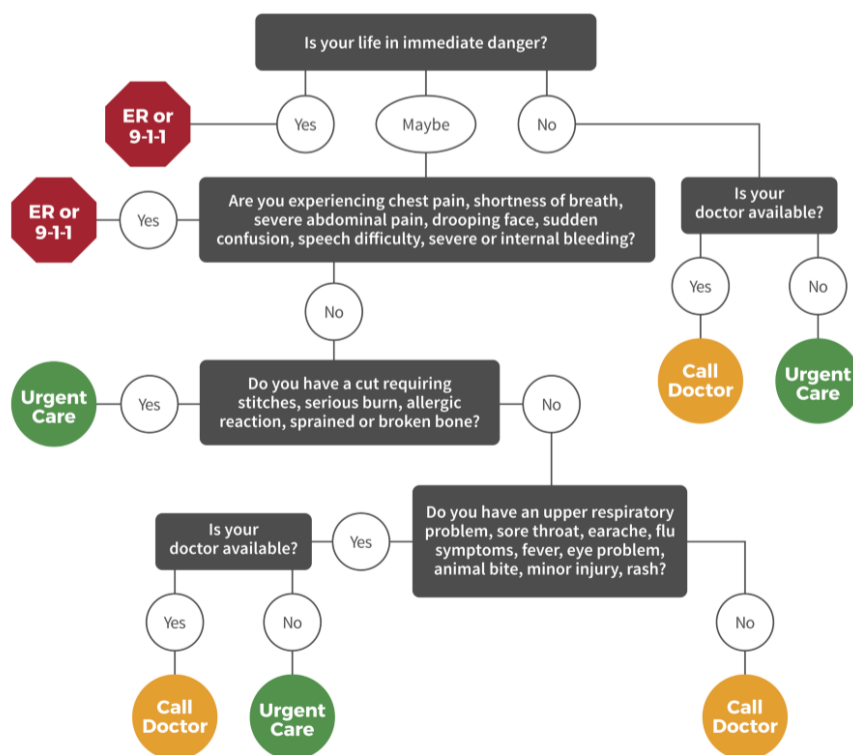
Avoid having to pay multiple ER copays by ensuring that you see your Primary Care Provider (PCP) for any follow-up care. Just a reminder... Additional ER copays will be applied when returning for follow-up care at the ER.

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.

Emergency Room vs Urgent Care

HOW SHOULD I CHOOSE???



Case Management & Disease 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.

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.

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 vhealthcareplan.org and click on the box labeled "Request Case Management or Disease Management".

ANTI-DEPRESSANT Medication Management

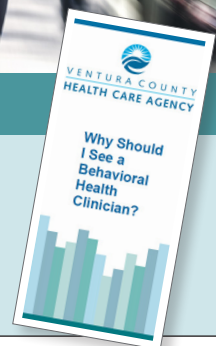
Members who are diagnosed with depression and prescribed medication should work closely with their physician to ensure proper treatment. To achieve maximum results from anti-depressant medication, it is important to remain on the medication consistently for at least 6 months, or for the duration prescribed 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 is a chronic disease that requires long-term management, typically with medication.



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.vhealthcareplan.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.



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!

Ahn Nguyen, D.P.M., a podiatrist at Fillmore Orthopedic Clinic (VCMC) in Fillmore and Sierra Vista Family Medical Clinic (VCMC) in Simi Valley has been added, effective September 2019.

Akinwunmi Oni-Orisan, M.D., a neurological surgeon at Stroke & Neurovascular Ctr. of Central CA in Santa Barbara has been added, effective November 2019.

Alexa Castellano, M.D., an otolaryngology (ENT) physician at Anacapa Surgical Associates (VCMC) in Ventura has been added, effective September 2019.

Andrew Mitchell, P.A.-C. at Clinicas Del Camino Real in Oxnard has been added, effective November 2019.

Aviva Bernat, M.D., an internal medicine physician at Fillmore Family Medical Group (VCMC) in Fillmore has been added, effective November 2019.

Bradley Pace, P.A.-C. at Clinicas Del Camino Real in Santa Paula has been added, effective September 2019.

Brittini Vogel, P.A.-C. at Clinicas Del Camino Real in Ojai has been added, effective September 2019.

Carmen Cotsis, P.A.-C. at Clinicas Del Camino Real in Ventura has been added, effective August 2019.

Christopher Skillern, M.D., a vascular surgeon in Ventura has been added, effective October 2019.

Dipti Sagar, M.D., a gastroenterologist at Magnolia Family Medical Center (VCMC) in Oxnard, Medicine Specialty Center West (VCMC) and West Ventura Medical Clinic (VCMC) both in Ventura has been added, effective September 2019.

Eeman Hasan, P.A.-C. at Clinicas Del Camino Real in Oceanview has been added, effective August 2019.

Eric Kuo, M.D., a vascular surgeon at West Coast Vascular in Ventura has been added, effective November 2019.

Greenfield Care Center of Fillmore, a skilled nursing facility in Fillmore has been added, effective November 2019.

Hamlet Garcia Pena, M.D., a family medicine physician at Magnolia Family Medical Clinic West (VCMC) in Oxnard has been added, effective December 2019.

Helena Okhotin, M.D. a family medicine physician at Clinicas Del Camino Real in La Colonia as been added, effective October 2019.

Imtiaz Malik, M.D., a hematology/oncology physician at the Hematology-Oncology Clinic (VCMC) in Ventura has been added, effective September 2019.

Ivonne Reyes, N.P. at Dignity Health Medical Group Ventura in Ventura has been added, effective October 2019.

Jennifer Garcia, F.N.P. at Santa Paula West Medical Group & Pediatrics (VCMC) in Santa Paula has been added, effective January 2020.

Joan Storz, N.P. at Camarosa Springs Medical Group (VCMC) in Camarillo has been added, effective October 2019.

John Baber, M.D., a vascular surgeon at West Coast Vascular in Ventura has been added, effective September 2019.

Kelly Olson, P.A.-C. at Ventura Orthopedic Medical Group in Simi Valley and Thousand Oaks has been added, effective November 2019.

Larissa Larsen, M.D., a dermatologist at Pacific Center for Dermatology in Camarillo has been added, effective November 2019.

Lauren McWhorter, F.N.P. at San Buenaventura Urology Center in Ventura has been added, effective October 2019.

Nelson Fuentesbella, P.A. at Spanish Hill Interventional Pain Specialists in Camarillo has been added, effective September 2019.

Nika Bagheri, M.D., an ophthalmologist at California Retina Consultants in Oxnard has been added, effective August 2019.

Sarah Roberts, F.N.P. at Fillmore Family Medical Group (VCMC) and Santa Paula Medical Clinic (VCMC) has been added, effective January 2020.

Supercare Health, a durable equipment supplier (DME) has been added, effective September 2019.

Victoria Care Center, a skilled nursing facility in Ventura, has been added effective September 2019.

Wendy Bell, N.P. at Anacapa Neurosurgery (VCMC) in Ventura has been added, effective January 2020.

William Conway II, M.D., a surgical oncologist at Anacapa Surgical Associates (VCMC) has been added, effective September 2019.

LEAVING THE NETWORK

Anna Sandstrom, M.D., a pediatric endocrinologist at Mandalay Bay Women & Children's Med Grp (VCMC) and Las Islas Family Medical Group (VCMC) both in Oxnard has left, effective December 2019.

Arthur Peters, M.D. an otolaryngologist at Anacapa Surgical Associates (VCMC) in Ventura has left, effective December 2019.

Barbara Bellfield, F.N.P. at Santa Paula West Medical Group & Pediatrics (VCMC) in Santa Paula has left, effective December 2019.

Beck Espiritu, N.P. at Pediatric Diagnostic Center (VCMC) Ventura has left, effective July 2019.

VCHCP NETWORK Updates

Bryan Wong, M.D., a family medicine physician at Academic Family Medicine Center (VCMC) in Ventura has left, effective November 2019.

Carolyn Morris, M.D., a family medicine physician at Santa Paula Medical Clinic (VCMC) in Santa Paula has left, effective December 2019.

Catherine Sundloff, P.A.-C. at Magnolia Family Medical Clinic West (VCMC) in Oxnard has left, effective September 2019.

Christopher Skillern, M.D. a vascular surgery physician at West Coast Vascular in Ventura and Oxnard has left, effective October 2019.

Christy Huynh, M.D., a family medicine physician at West Ventura Medical Clinic (VCMC) in Ventura has left, effective February 2020.

Dominic Tedesco, M.D. a Thoracic surgeon at California Cardiovascular & Thoracic Surgeons in Ventura has left, effective January 2019.

Emily Simm, P.A.-C., at Fillmore Family Medical Group (VCMC) in Fillmore has left, effective December 2019.

Erik Bezema, M.D., a family medicine physician at Moorpark Family Care Center (VCMC) in Moorpark has left, effective November 2019.

Erin Johnsen, N.P. at Anacapa Neurosurgery (VCMC) in Ventura has left, effective November 2019.

Evelyn Dowell, M.D., a family medicine physician at Dr. Wikholm's practice has left, effective March 2019.

Greta Green, F.N.P. at Conejo Valley Family Med Grp (VCMC) in Thousand Oaks has left, effective March 2020.

Ilona Sylvester, M.D., an internal medicine physician at Clinicas Del Camino Real in N. Oxnard and Simi Valley has left, effective November 2019.

Isaac Lowe, M.D., a general surgeon at Magnolia Family Medical Center (VCMC) in Oxnard and at Santa Paula Hospital Clinic (VCMC) in Santa Paula has left, effective November 2019.

John Billesdon, M.D., a gastroenterologist at Insite Digestive Health Care in Camarillo and Oxnard has left, effective November 2019.

John Pang, M.D., an interventional cardiologist at Ventura Cardiology Consultants Medical Group in Camarillo and Ventura has left, effective July 2019.

Julie Morantz, P.A. at the Cardiology Clinic (VCMC) in Ventura, Las Posas Family Medical Group (VCMC) in Camarillo, and Sierra Vista Family Medical Clinic (VCMC) in Simi Valley has left, effective September 2019.

Kelly Hines-Stellisch, F.N.P. at Magnolia Family Medical Clinic (VCMC) in Oxnard has left, effective February 2020.

Kenneth Parola, D.O., a family medicine physician at Magnolia Family Medical Clinic West (VCMC) in Oxnard has left, effective September 2019.

Kevin Casey, M.D. a vascular surgery physician at West Coast Vascular in Ventura has left, effective October 2019.

Linda Lundeen, M.D., a family medicine physician at Rosa Avenue Family Medical Group in Oxnard has left, effective January 2020.

Michaela Lee, D.O. a neurological surgeon at Anacapa Neurosurgery (VCMC) in Ventura has left, effective November 2019.

Michele Bean, F.N.P. at Santa Paula West Medical Group & Pediatrics (VCMC) in Santa Paula has left, effective August 2019.

Ray Ruiz, P.A.-C. at Las Posas Family Medical Group (VCMC) in Camarillo has left, effective November 2019.

Samuel Lee, M.D., a physical medicine & rehabilitation physician at West Ventura Medical Clinic (VCMC) in Ventura has left, effective January 2020.

Sarah Dinkler, C.N.M., at Clinicas Del Camino Real at Ojai Valley Community Health Ctr and Women's Health Center in Oxnard, has left effective January 2020.

Susan Slater, M.D., an internal medicine physician in Ventura has left, effective September 2019.

Teresa Sheahan, D.O., a pediatrician at Sierra Vista Family Medical Clinic (VCMC) in Simi Valley has left, effective November 2019.

Victoria Seib, P.A.-C. at Ventura Orthopedic Medical Group in Simi Valley has left, effective November 2019.

Vikram Kanagala, M.D., a gastroenterologist at Insite Digestive Health Care in Oxnard has left, effective November 2019.

CHANGES

Andrew Mitchell, P.A.-C. at Clinicas Del Camino Real is no longer providing services at Clinicas- Comunidad De Oxnard. He is now at Clinicas- Ocean View, effective November 2019.

Camarosa Springs Medical Group (VCMC) in Camarillo has permanently closed their doors, effective January 2020.

Eeman Hasan, P.A.-C. at Clinicas Del Camino Real is no longer providing services at Clinicas- Ocean View. He is now at Clinicas- Comunidad De Oxnard, effective November 2019.

Miramar Eye Specialists have added a new service located at 2230 Lynn Rd. Ste. 102, in Thousand Oaks, effective August 2019.

Milliman Care Guidelines & Medical Policy Updates

VCHCP Utilization Management uses Milliman Care Guidelines (currently 24th 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.

STANDARDS FOR

Members' Rights & 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

