

Member NEWSLETTER

SPRING ISSUE • MARCH 2021



VENTURA COUNTY
HEALTH CARE PLAN
A Department of Ventura County Health Care Agency

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VENTURA COUNTY
HEALTH CARE PLAN
 SPRING ISSUE • MARCH 2021

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 Avenue,
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.vhealthcareplan.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.vhealthcareplan.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.

ACCESSING Behavioral Healthcare SERVICES

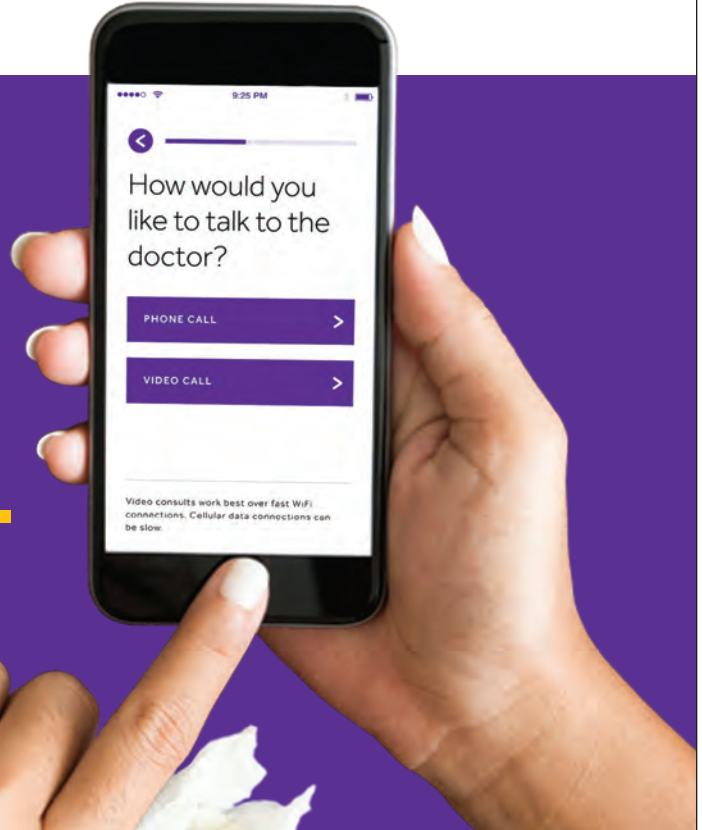
Contact OptumHealth Behavioral
Solutions of California "Life Strategies"
Program at **(800) 851-7407**

Contact VCHCP Member Services at
(805) 981-5050 to request an EOC
copy or go to the Plan's website at
www.vhealthcareplan.org

Information on authorization of Plan Mental Health and Substance
abuse benefits are available by calling the Plan's Behavioral Health
Administrator (BHA). A Care Advocate is available twenty-four (24)
hours a day, seven (7) days a week to assist you in accessing your
behavioral healthcare needs. For non-emergency requests, either
you or your Primary Care Provider may contact Life Strategies for
the required authorization of benefits prior to seeking mental
health and substance abuse care.

*Further information may also be obtained by consulting your Ventura County
Health Care Plan Commercial Members Combined Evidence of Coverage (EOC)
Booklet and Disclosure Form.*

Did you know?
 Any time you need
 a doctor's care,
you've got Teladoc®.



24/7/365 care for:
 Cold & flu, allergies, rash and
 much more!



Licensed doctors
 U.S. board-certified doctors average
 20 years of experience



In minutes
 Connect with a doctor by phone or video



Get a diagnosis
 Our doctors recommend treatment and
 prescribe medication (when medically necessary)

Speak with a doctor now!

Teladoc.com | 1-800-TELADOC (835-2362)



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COVID-19:

Fighting the pandemic with COVID-19 vaccines

Vaccination against COVID-19 is one of the best ways to help stop the coronavirus pandemic. Getting vaccinated as soon as you can will help protect you from the virus. It will also help make sure you aren't accidentally spreading the virus to other people—people who could really be hurt.

Like a lot of people, you may have questions about when you can get the vaccine and what will be involved. We'll know more about those details in the coming weeks and months. Check with your doctor's office or local health department for the latest information in your area.

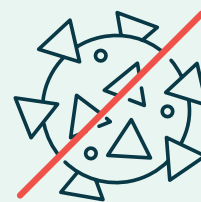


The COVID-19 vaccines are a powerful tool in the fight to end the pandemic.

Getting a vaccine to as many people as we can, as soon as we can, will help protect everyone. When you get your own COVID-19 vaccine, you can feel proud of doing your part to help your community stay safe and take steps toward getting back to normal life.

HW 010521

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Stop the Pandemic



Protect Yourself



Protect Others

Here are some things we know now:

- ✔ **You can't get COVID-19 from a vaccine.**
And the sooner you get vaccinated, the sooner you'll have protection from getting COVID-19 from somebody else.
- ✔ **Vaccine safety is a top priority.**
Any vaccines given to the public have been very well-tested. They also have been approved by the Food and Drug Administration (FDA). The FDA has very high standards and will continue to monitor the vaccines for safety.
- ✔ **Side effects from the COVID-19 vaccine are a lot like common side effects from other vaccines.**
They include things like a slight fever, chills, tiredness, headache, and soreness where you got the shot. Some people have had more serious side effects, but they can be treated.
- ✔ **The risk of serious problems from COVID-19 is higher than the risk of serious problems from a vaccine.**
Even if you're young and healthy, COVID-19 could make you very sick. It could even kill you. But serious problems from vaccines are rare. Side effects are usually mild and only last a couple of days. And they're a sign that your body is doing what it should to build protection against disease.



Talking to kids about COVID-19

This may be an upsetting time for children. They may wonder why people are staying home and why they can't go to school or play with friends. You can help them understand what's going on and help them feel safe. Here are some tips for how to talk to children about the COVID-19 outbreak.

Give them the facts.

Keep the information simple and reassuring. Gear the information to your child's age. Here are some basics you could share:

- ✓ **Viruses are germs that can make people sick.** Right now there's a new virus going around. It's called COVID-19. That's short for "coronavirus 2019."
- ✓ **This virus is making a lot of people sick.** Many of them probably won't feel too bad. But some people do get very sick. That's why we need to be careful. We don't want to get sick, and we don't want to make other people sick.
- ✓ **Experts are studying the virus and learning more every day.** That's why things are changing, like whether schools are closed. It may be confusing, but those changes are meant to help us stay safe.

Teach them what they can do.

Everyone can help prevent the spread of germs. These are great habits to have all the time. And taking action can help kids feel more in control. Teach your child these things:

- ✔ **Wash your hands with soap and water for at least 20 seconds.** Use these 5 steps:
 1. **Wet your hands.**
 2. **Use soap.**
 3. **Rub your hands together to make suds.** While you scrub, sing or hum the “Happy Birthday” song twice.
 4. **Rinse.**
 5. **Dry.**
- ✔ **Wash your hands after you use the bathroom, before you eat or make food, and after you cough, sneeze, or blow your nose.**
- ✔ **Cough and sneeze into your elbow or a tissue.** Put the tissue in the trash right away. Then wash your hands.
- ✔ **Keep your hands away from your eyes, nose, and mouth.** That helps keep germs out of your body.



Stay calm.

- ✔ **Your child will follow your lead.** If you’re calm, your child is more likely to be calm. If you’re anxious, your child may feel that way too. Take good care of yourself, and focus on the positive steps you can take to be safe.
- ✔ **Limit how much time your child spends watching TV or on social media.** Kids may see or hear things that cause them to worry. The same goes for you: Too much media about the virus may make you feel anxious.

Keep talking and listening.

As they adjust to these changes, kids may need more love and attention.

- ✔ **Make time to listen.** Encourage your child to talk about any concerns or fears they have. This gives you a chance to correct rumors or false information they may have heard.
- ✔ **Let them know you are available to answer their questions.** This can help them feel safe and secure.

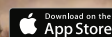
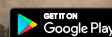
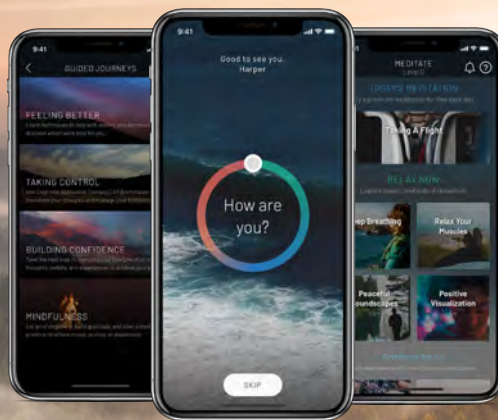


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Say hello to Sanvello



On-demand help with stress, anxiety and depression.

Sanvello is an app that offers clinical techniques to help dial down the symptoms of stress, anxiety and depression – anytime. Connect with powerful tools that are there for you right as symptoms come up. Stay engaged each day for benefits you can feel. Escape to Sanvello whenever you need to, track your progress and stay until you feel better.

More information on [Sanvello.com](https://www.sanvello.com)

The Sanvello app is available to you at no extra cost as part of your plan's behavioral health benefits. Make sure to enter **Group ID: Ventura**



Daily mood tracking

Answer simple questions each day to capture your current mood, identify patterns and self-assess your progress.



Coping tools

Reach for just the right tool to relax, be in the moment or manage stressful situations, like test-taking, public speaking or morning dread.



Guided journeys

Designed by experts for a range of needs, journeys use clinical techniques to help you feel more in control and build long-term life skills.



Personalized progress

Through weekly check-ins, Sanvello creates a roadmap for improvement. Track where you are, set goals and make strides week by week.



Community support

Connect with one of the largest peer communities in the field and share advice, stories and insights – anonymously, anytime.

Get the Sanvello app on [LiveandWorkWell.com](https://www.liveandworkwell.com). Or get the app on Google Play or iTunes using your medical insurance ID for free access to the premium version. Questions? Email info@sanvello.com.



The Sanvello mobile application should not be used for urgent care needs. If you are experiencing a crisis or need emergency care, call 911 or go to the nearest emergency room. The information contained in the Sanvello mobile application is for educational purposes only; it is not intended to diagnose problems or provide treatment and should not be used as a substitute for your provider's care. The Sanvello mobile application is available at no out-of-pocket cost to you through your health plan membership. Participation in the program is voluntary and subject to the terms of use contained in the application.

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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.

A MESSAGE FROM OUR Case Management Nurse

Case Management (CM) is part of your VCHCP benefit, free of charge to all members. I am dedicated to assist in organizing your healthcare need(s) and assist with coordinating care you may need. I can communicate between your providers to help connect your care and achieve your health goals. I am your advocate and I will help to empower you to manage your health care needs. If you are “lost” in the system of navigating your health care needs, contact CM to discuss your options. If you would like to speak directly with a nurse, please call **(805) 981-5060** and ask for a Case Manager or Disease Manager. Your call will be returned within 2 business days. You may also request for Case Management by visiting our website at www.vchealthcareplan.org.

Nurse Advice/Health Information Line is available to Plan members 24-hours per day, 7 days/week. **Talk to a nurse anytime for FREE by calling (800) 334-9023.**

Teladoc is simply a new way to access qualified doctors. All Teladoc doctors are practicing PCPs, pediatricians, and family medicine physicians with an average 20 years’ experience, U.S. board-certified and licensed in the state of California. **Talk to a doctor anytime for FREE by visiting Teladoc.com or calling 1-800-TELADOC (835-2362).**

Diabetes Remote Monitoring with LifeScan

Express Scripts Inc. (ESI) who administers VCHCP’s pharmacy benefit, offers eligible members with diabetes, a program called Diabetes Remote Monitoring with LifeScan.

This program helps members monitor and control their blood glucose levels and take their medications as prescribed. Express Scripts (ESI) is contacting eligible members to enroll. Once a member is identified, ESI will contact members with information on how to enroll in the program. Enrollment is voluntary.

Once enrolled, the eligible member will receive a LifeScan OneTouch Verio Flex® glucose meter for easy testing. Members can even sync their meter with a personalized app to track and share glucose level information with their doctors (by accessing the app at their doctor’s visit). In addition, members will also receive remote monitoring of glucose levels over time, by specially trained pharmacists. If they identify dangerous trends, they contact the member by phone. They also conduct personalized consults with members based on the monitoring. This may include medication adherence support, lifestyle coaching, and education on testing blood sugar.

FOR MORE INFORMATION, PLEASE CONTACT Express Scripts at **(800) 811-0293** or visit www.express-scripts.com.

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

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.



TOP 10 TIPS TO QUIT SMOKING

Counselors from the California Smokers' Helpline provide their top 10 tips to quit for good.



**CALIFORNIA
SMOKERS' HELPLINE
1-800-NO-BUTTS**

Enroll online at
www.nobutts.org

This material made possible by the California Department of Public Health and First 5 California.

1.

FIND A REASON TO QUIT

Do you want to breathe easier? Be around longer for your family? Save money? Whatever gets you fired up, write it down. A strong reason can get you started. And it will help you stay quit when you're tempted to smoke.

2.

MAKE A PLAN

Think about what triggers you to smoke. Is it stress? Being around smokers? Alcohol? Or something else? Plan to get through those times without smoking. Keep your hands busy and your mind off cigarettes. Examples: drink water, wash the dishes, talk to a nonsmoker.

3.

CALL 1-800-NO-BUTTS

People who call the Helpline are twice as likely to quit for good. A trained counselor will help you make a personal plan and offer support along the way. It's free, and it works!

4.

GET SUPPORT

Research shows that support while quitting can really help. Talk with your family and friends about your plan to quit. Let them know what they can do to help you.

5.

USE A QUITTING AID

Quitting aids, like nicotine patches and gum, and other FDA-approved medications are helpful. They can cut withdrawal symptoms and increase your chance of quitting for good. Your health plan or Medi-Cal benefits may cover these products. Talk with your doctor about which quitting aids are right for you.

6.

MAKE YOUR HOME & CAR SMOKE-FREE

Having smoke-free areas can help you stop smoking. And your friends and family will enjoy cleaner air and a longer, happier life - with you still in it!

7.

SET A QUIT DATE

Choose a date when you will quit. This shows you're serious. And you're more likely to give it a try.

8.

QUIT ON YOUR QUIT DATE

Sounds obvious, right? But what good is a quit date unless you actually try to stop smoking? Planning is good, doing is even better.

9.

PICTURE BEING A NONSMOKER

After you quit, you have a choice to make. Are you a smoker who's just not smoking for now? Or are you a nonsmoker? For nonsmokers, smoking is not an option in any situation. Choose to see yourself as a nonsmoker.

10.

KEEP TRYING

Most people try several times before they quit for good. Slips don't have to turn into relapses - but if they do, remember each time brings you closer to your goal.

If you keep trying, you will succeed!

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?

2021 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 website interface for Ventura County Health Care Plan. 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' and features a list of links. A red arrow points to the 'Referrals and Prior Authorizations' link. Other links include: My Benefit Plan, Urgent Care, Pharmacy, Forms, Nurse Advice Line, Health Education Information, Teladoc, Request Case Management or Disease Management, Mental/Behavioral Health and Substance Use, Continuity of Care, Grievance, Appeals and Independent Medical Review, and Other Important Information. A sidebar on the left contains links for Home, For Members (Current and Prospective), Find a Provider, Seasonal Flu Information, Plan Newsletters, Language Assistance Program, and Contact Us.

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.**

VCHCP Member Behavioral Health and Substance Abuse **RESOURCES**

Substance Use Disorder Helpline... **1-855-780-5955**

A 24/7 helpline for VCHCP Providers and Patients to:

- Identify local MAT and behavioral health treatment providers and provide targeted referrals for evidence-based care
- Educate members/families about substance use
- Assist in finding community support services
- Assign a care advocate to provide ongoing support for up to 6 months, when appropriate

**Member Website and
Provider Directory... LiveandWorkWell.com**

**Optum Intake and Care Management
For Intake and Referrals... **(800) 851-7407****

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.

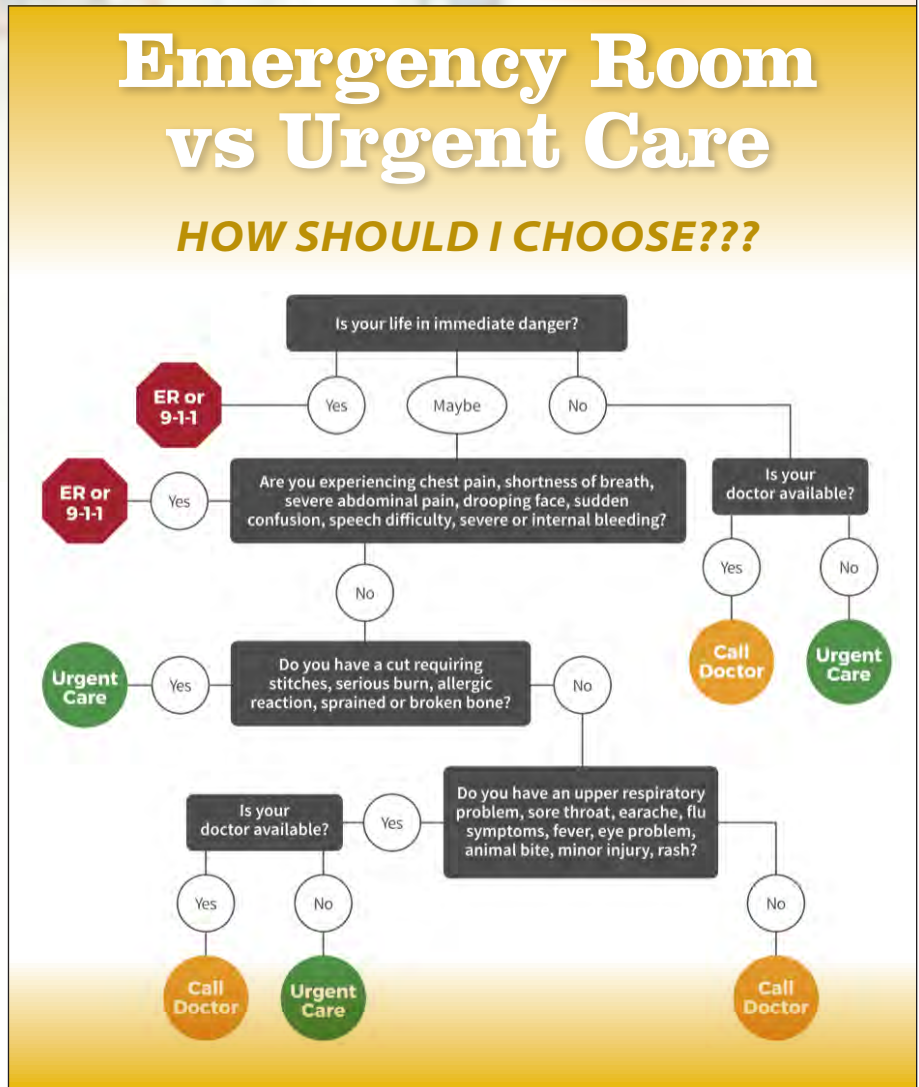
Emergency Room Visit Copays and Follow Up

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 & Medical Policy Updates

VCHCP Utilization Management uses Milliman Care Guidelines (currently 25th 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.vhealthcareplan.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

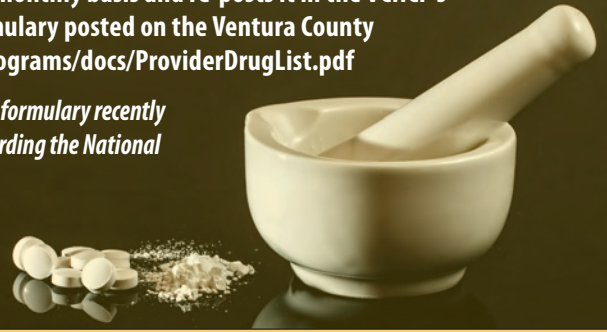
New and updated medical policies are posted on The Plan's website at www.vhealthcareplan.org/providers/medicalPolicies.aspx.

Pharmacy Updates

Ventura County Health Care Plan updates the formulary with changes on a monthly basis and re-posts it in the VCHCP's member website. Here is the direct link of the electronic version of the formulary posted on the Ventura County Health Care Plan's website: <http://www.vchealthcareplan.org/members/programs/docs/ProviderDrugList.pdf>

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 National Preferred 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: Q4-2020

Brand Name for First Generics:

APTENSIO XR	BETHKIS	FERRIPROX	MONUROL	SYMFI	TECFIDERA	TYKERB
ATRIPLA	EMTRIVA	KERYDIN	MOVIPREP	SYMFI LO	TIMOPTIC	VASCEPA
BANZEL	ENTEREG	KUVAN	SKLICE	TAYTULLA	TRUVADA	

Line Extensions - New Dosage Forms/Strengths: PRODUCT NAME

EPLUSA 200 MG-50 MG TABLET	RETACRIT 20,000 UNIT/ML VIAL	TRULICITY 3 MG/0.5 ML PEN
RETACRIT 20,000 UNIT/2 ML VIAL	TRELEGY ELLIPTA 200-62.5-25	TRULICITY 4.5 MG/0.5 ML PEN

New and Existing Brands/Chemicals: PRODUCT NAME

BAFIERTAM DR 95 MG CAPSULE	ENSPRYNG 120 MG/ML SYRINGE	KYNMOBI 30 MG SL FILM
BREZTRI AEROSPHERE INHALER	GAVRETO 100 MG CAPSULE	MODERNA COVID19 VACC(UNAPPROV)
CLINIMIX 8%-14% SOLUTION	KESIMPTA 20 MG/0.4 ML PEN	ORIAHNN 300-1-0.5MG/300MG CAPS
CLINIMIX 6%-5% SOLUTION	KYNMOBI 10 MG SL FILM	PFIZER COVID19 VACC (UNAPPROV)
CLINIMIX 8%-10% SOLUTION	KYNMOBI 15 MG SL FILM	TAKHZYRO 300 MG/2 ML VIAL
CLINIMIX E 8%-10% SOLUTION	KYNMOBI 20 MG SL FILM	XYWAV 0.5 GM/ML ORAL SOLUTION
CLINIMIX E 8%-14% SOLUTION	KYNMOBI 25 MG SL FILM	

Formulary Removals Q4-2020

Multisource Brand Removals: PRODUCT NAME

BANZEL 40 MG/ML SUSPENSION	KUVAN 100 MG TABLET	TECFIDERA DR 240 MG CAPSULE
BETHKIS 300 MG/4 ML AMPULE	MYCAMINE 50 MG VIAL	TRUVADA 200MG-300MG
EMTRIVA 200 MG CAPSULE	MYCAMINE 100 MG VIAL	TYKERB 250 MG TABLET
KUVAN 100 MG POWDER PACKET	TECFIDERA STARTER PACK	
KUVAN 500 MG POWDER PACKET	TECFIDERA DR 120 MG CAPSULE	

Exclusion List Additions: PRODUCT NAME

AIRDUO DIGIHALER 55-14 MCG	DICLOFENAC 35 MG CAPSULE	RUKOBIA ER 600 MG TABLET
AIRDUO DIGIHALER 113-14 MCG	INQOVI 35 MG-100 MG TABLET	SEMGLEE 100 UNIT/ML PEN
AIRDUO DIGIHALER 232-14 MCG	MONOFERRIC 1,000 MG/10 ML VIAL	SEMGLEE 100 UNIT/ML VIAL
ARMONAIR DIGIHALER 55 MCG	MYCAPSSA DR 20 MG CAPSULE	TWIRLA 120-30 MCG/DAY PATCH
ARMONAIR DIGIHALER 113 MCG	ONGENTYS 50 MG CAPSULE	UPLIZNA 100 MG/10 ML VIAL
ARMONAIR DIGIHALER 232 MCG	PHESGO 1,200-600MG-30,000 UNIT	UPNEEQ 0.1% EYE DROP
BLENREP 100 MG VIAL	PHESGO 600-600 MG-20,000 UNIT	VILTEPSO 250 MG/5 ML VIAL
CYSTADROPS 0.37% EYE DROPS	PHEXXI 1.8-1-0.4% VAGINAL GEL	

Exclusion List Removals: PRODUCT NAME

CETRAXAL 0.2% EAR SOLUTION	EMBEDA ER 60-2.4 MG CAPSULE	ORTHO TRI-CYCLEN 28 TABLET
EMBEDA ER 100-4 MG CAPSULE	EMBEDA ER 80-3.2 MG CAPSULE	ORTHO TRI-CYCLEN LO TABLET
EMBEDA ER 20-0.8 MG CAPSULE	JATENZO 158 MG CAPSULE	SIMVASTATIN 20 MG/5 ML SUSP
EMBEDA ER 30-1.2 MG CAPSULE	JATENZO 198 MG CAPSULE	
EMBEDA ER 50-2 MG CAPSULE	JATENZO 237 MG CAPSULE	

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



**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*

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.vhealthcareplan.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 TO THE NETWORK

Alejandro Garcia, M.D., a cardiovascular disease specialist at Central Coast Cardiovascular Group in Oxnard and Ventura has been added, effective October 2020.

Arezu Haghighi, M.D., an ophthalmologist at Miramar Eye Specialists in Camarillo, Oxnard, Santa Paula, Thousand Oaks and Ventura, has been added, effective September 2020.

Brenda Means, F.N.P. at Las Posas Family Medical Group (VCMC) in Camarillo has been added, effective October 2020.

Catherine Sendaydiego Arellano, M.D., a family medicine physician at Las Islas Family Medical Group North (VCMC) in Oxnard has been added, effective August 2020.

Chonlada Chivangkul, M.D., a nephrologist at Vista Del Mar Medical Group in Oxnard and Camarillo has been added, effective March 2020.

Christina Monroy-Cardenas, P.A. at Fillmore Family Medical Group (VCMC) in Fillmore has been added, effective November 2020.

Connie Hwang, P.A. at Insite Digestive Health Care in Oxnard has been added, effective August 2020.

Daniel Agarwal, M.D., an ophthalmologist at Miramar Eye Specialist in Camarillo, Oxnard, Santa Paula, Thousand Oaks and Ventura has been added, effective September 2020.

David Orias, M.D., a cardiovascular disease specialist at Central Coast Cardiovascular Group in Oxnard and Ventura has been added, effective October 2020.

Dylan Roberg, D.P.M., a podiatrist at Fillmore Orthopedic Clinic (VCMC) in Fillmore has been added, effective August 2020.

Elizabeth McIntyre, P.A. at Conejo Valley Family Med Grp (VCMC) in Thousand Oaks and West Ventura Orthopedic and Podiatry Clinic (VCMC) in Ventura has been added, effective May 2020.

Gabriel Gluck, M.D., an orthopedic surgeon at Ventura Orthopedic Medical Group in Oxnard has been added, effective September 2020.

Guan Xin, M.D., an OB/Gyn at Academic Family Medicine Center (VCMC) in Ventura, Magnolia Family Medical Center (VCMC) and Mandalay Bay Women & Children's Med Grp (VCMC) both in Oxnard has been added, effective August 2020.

Helen Ashton, M.D., a family medicine physician at Rose Avenue Family Medical Group in Oxnard has been added, effective October 2020.

James Rohling, M.D., a family medicine physician at Santa Paula Hospital Clinic (VCMC) in Santa Paula has been added, effective November 2020.

Jennifer Benson, R.D.N., a registered dietitian nutritionist at 360 Nutrition Consulting in Camarillo has been added, effective November 2020.

Jodi Watson, C.N.M., a certified midwife at Academic Family Medicine Center (VCMC), Pediatric Diagnostic Center (VCMC), West Ventura Medical Clinic (VCMC), all in Ventura and Santa Paula Hospital Clinic (VCMC) in Santa Paula has been added, effective September 2020.

Jonathan Sukumar, D.O. a physical medicine & rehabilitation physician at West Ventura Medical Clinic (VCMC) in Ventura has been added, effective September 2020.

Joseph Amis, P.A.-C. at Ventura Orthopedic Medical Group in Oxnard and Ventura has been added, effective September 2020.

Justin Marasigan, D.O. a gastroenterologist at Insite Digestive Health Care in Oxnard and been added, effective September 2020.

Kathleen Kolstad, M.D., a rheumatologist 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 2020.

Laura Murphy, D.O. a family medicine physician at Santa Paula Medical Clinic (VCMC) at Santa Paula has been added, effective September 2020.

Maria Burbano Pimentle, P.A.-C., a physician assistant at Clinicas De Camino Real in Simi Valley has been added, effective January 2021.

Melissa Ambrosio, P.A.-C. at Medicine Specialty Center West (VCMC) in Ventura has been added, effective August 2020.

Nabeed Hameed, M.D., a family medicine physician at Moorpark Family Care Center (VCMC) in Moorpark has been added, effective August 2020.

Nationwide Medical Inc., a durable medical equipment provider has been added, effective November 2020.

Nolan Mayer, M.D., a cardiovascular disease specialist at Central Coast Cardiovascular Group in Oxnard and Ventura has been added, effective October 2020.

Paul Rehder, M.D. a pediatric dermatologist at Pediatric Diagnostic Center (VCMC) in Ventura has been added, effective September 2020.

Raymond Lopez Jr., M.D., a family medicine physician in Oxnard has been added, effective January 2021.

Robert Taylor, M.D., a neurologist/ vascular neurologist at Stroke and Neurovascular Center of Central California in Oxnard and Santa Barbara has been added, effective November 2020.

Sean Husted, P.A.-C., at Ventura Orthopedic Medical Group in Camarillo and Ventura has been added, effective December 2020.

Sleep Disorders Center, a sleep diagnostics providers in Oxnard and Ventura has been added, effective September 2020.

Wendy Cohen, M.D., a family medicine physician at Santa Paula Medical Clinic (VCMC) in Santa Paula has been added, effective August 2020.

LEAVING THE NETWORK

Alejandro Garcia, M.D., a cardiovascular disease specialist at Ventura Cardiology Consultants in Camarillo, Ojai, Oxnard and Ventura has left, effective September 2020.

Alexander Meyer, M.D., a family medicine physician at Clinicas del Camino Real in Santa Paula has left, effective March 2021.

Bruce Nelson, M.D., a family medicine physician at Alta California Medical Group (VCMC) in Simi Valley has left, effective February 2020.

Carl Gross, M.D., a family medicine physician at Ojai Valley Family Medicine Group in Ojai will be leaving, effective January 2021.

Charles Stolar, M.D., a pediatric surgeon at Anacapa Surgical Associates (VCMC) in Ventura has left, effective August 2020.

Daniel Rychlik, M.D., a reproductive endocrinologist at SCRC in Santa Barbara and Ventura has left, effective November 2020.

David Orias, M.D., a cardiovascular disease specialist at Ventura Cardiology Consultant in Oxnard and Ventura has left, effective September 2020.

Dominic Muzsnai, M.D., a family medicine physician at Alta California Medical Group in Simi Valley has left, effective July 2020.

Ian Wallace, M.D., a family medicine physician at Academic Family Medicine Center (VCMC) in Ventura has left, effective December 2020.

Jeffrey Tubbs, M.D. a family medicine physicians at Dignity Health Medical Group Ventura County in Santa Paula left, effective November 2020.

Lawrence Kim, M.D., a pulmonary disease specialist at Ventura Pulmonary & Critical Care Medical Group in Ventura has left, effective May 2020.

Louisa Munger, P.A. at Ventura Orthopedic Medical Group in Camarillo and Ventura has left, effective September 2020.

Margalit Kochav, M.D., a pediatrician at Mandalay Bay Women & Children's Med Grp(VCMC) in Oxnard has left, effective January 2021.

Nisha Vyas, M.D., a maternal and fetal medicine specialist at Obstetrix Medical Group of Central Coast, has left effective October 2020.

Nolan Mayer, M.D., a cardiovascular disease specialist at Ventura Cardiology Consultant in Ventura has left, effective September 2020.

Robert Taylor, M.D., a neurologist at Stroke & Neurovascular Center of Central CA in Oxnard and Santa Barbara has left, effective January 2021.

Sandra Young, F.N.P. at Las Islas Family Medical Group North (VCMC) in Oxnard has left, effective August 2020.

Srimati Maiti, N.P., at Clinicas del Camino Real-Comunidad de Oxnard in Oxnard has left, effective November 2020.

Yousef Odeh, M.D., a cardiothoracic surgeon Dignity Health Medical Group in Oxnard has left, effective November 2020.

CHANGES

Alexander Meyer, M.D. a family medicine physician at Dignity Health Medical Group Ventura County is no longer providing services at the location on 247 March St. in Santa Paula. He is now available at 243 March St.

Foot and Ankle Concepts has added a new service location in Thousand Oaks, effective January 2021.

Matthew Bloom, M.D. a physical medicine & rehabilitation specialist at 2221 Wankel Way in Oxnard has moved to 1250 S. Victoria Ave, Ste. 250 in Ventura effective January 2021.

Seaside Therapy, a Pediatric Physical, Occupational and Speech Therapy facility as moved from their location at 4562 Westinghouse St., Ste A to 4253 Transport St., Unit 1. Still located in Ventura.

Two Trees Physical Therapy and Wellness has added a new service location in Camarillo, effective September 2020.

Ventura Cardiology Consultants Medical Group has closed their doors, effective September 2020.

Ventura Surgery Center in Ventura as closed their doors, effective September 2020.

Yousef Odeh, M.D., a cardiac thoracic surgeon at Cardiovascular and Thoracic Surgeons in Oxnard has moved to Dignity Health Medical Group Ventura County in Oxnard effective November 2020.

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.vhealthcareplan.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

