

VCHCP



**Ventura County
Health Care Plan**

**Member Newsletter
Spring 2014**



The Plan

FROM YOUR VENTURA COUNTY HEALTH CARE PLAN (VCHCP)

MAY, 2014



IN THIS ISSUE

Important Information

For Medical Emergencies:

- ⇒ **Call 911, or go to the nearest emergency room if you believe that an emergency medical condition exists**
- ⇒ **Ventura County Medical Center
3291 Loma Vista Road Ventura, CA
(805) 652-6165 or (805) 652-6000**
- ⇒ **Santa Paula Hospital, A Campus of Ventura County Medical Center
825 N Tenth Street Santa Paula, CA
(805) 933-8632 or (805) 933-8600**
- ⇒ **Ventura County Health Care Plan
24-hour Administrator access for emergency provider at:
(805) 981-5050 or (800) 600-8247**

**Ventura County Health Care Plan
Regular Business Hours are:
Monday - Friday, 8:30 a.m. to 4:30 p.m.**

- ♦ **www.vchealthcareplan.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 or www.pbhi.com**

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WHAT IS A “TREATMENT AUTHORIZATION REQUEST” (TAR)?

What is a “Treatment Authorization Request (TAR)”?

Certain benefits require “prior authorization” from the VCHCP in order for it to be a covered benefit. This means that visits to certain specialists, specific tests, and some prescription medications require the requesting physician to submit a ‘TAR” to the VCHCP. The VCHCP Utilization Management (UM) Department reviews the request and it is either approved or denied based on medical necessity. (For more information about the TAR review process please see your plan’s Evidence of Coverage (EOC) Booklet available at www.vchealthcareplan.org). VCHCP must approve the request in order for the Plan to pay for the cost of the service(s).

Generally, authorization requests are processed within 5 business days* from the date the request is received by the Plan. As of March 1, 2014, VCHCP has made some changes to how we notify providers and members when a TAR has been “pending for additional information” (meaning that VCHCP’s UM Department needs more information from the physician who is requesting the TAR in order to complete the TAR review).

If your treating physician sends a TAR to the VCHCP on your behalf, and the TAR is “pending”, you and the physician that requested the TAR will receive a notice in the mail with the following information:

- A) That the TAR has been pending
- B) What information is missing
- C) Provides for up to 45 calendar days* (for routine TAR requests) for the requested additional information to be submitted to VCHCP

If you receive one of these notices, you may need to follow up with your treating physician to ensure that the additional information needed to complete the processing of your TAR is submitted to the VCHCP in a timely manner. For any questions regarding the TAR process, please contact Member Services at (805) 981-5050 or toll free at (800) 600-8247.

**these timeframes will apply in most situations. There may be some variance with urgent and retrospective TAR requests. Please see your plan’s Evidence of Coverage Booklet for more information on TAR processing time.*

<http://www.vchealthcareplan.org/members/programs.aspx>

PRESCRIPTION MEDICATION PROGRAM UPDATE

As prescription medications change, The Ventura County Health Care Plan's "Pharmacy and Therapeutics Committee" meets quarterly to review and update its prescription drug policy, as necessary, in order to provide our members with the most appropriate and effective prescription medications.

The Plan's drug policies, updated Step Therapy and a full listing of the Plan's High Performance Formulary (This document also includes medications that require prior authorization) is available on our website at: <http://www.vchealthcareplan.org/members/programs.aspx> or by calling the Member Services Department at (805) 981-5050 or toll free (800) 600-8247 to have a copy mailed to your home address.

Below is a list of recently updated prescription medications:

ENDOCRINE DISORDERS

Avandamet
Avandaryl
Avandia
Kuvan
Octreotide Acetate
Somatuline Depot
Somavert

ENZYME DEFICIENCIES

Adagen
Carbaglu
Cerezyme
Elaprase
Fabrazyme
Laronidase
Lumizyme
Naglazyme
Orfadin
Sucraid
Vpriv

HEPATITIS B

Hepatitis B Immune Globulin

HEPATITIS C

Ribavirin

HIV

Aptivus
Atripla
Combivir
Complera
Crixivan
Edurant
Epivir

Epzicom
Intelence
Invirase
Kaletra
Norvir
Prezista
Rescriptor
Retrovir
Selzentry
Stavudine
Stribild
Sustiva
Trizivir
Truvada

Videx
Viracept
Viramune
Viread

IMMUNOLOGICS

AND VACCINES

Provenge

INFERTILITY

Chorionic Gonadotropin
Ganirelix Acetate
Luveris
Progesterone

IRON TOXICITY

Deferoxamine
Exjade
Ferriprox

MISCELLANEOUS

Mirena
Mugard
Myobloc
Nexplanon

Nplate
Panretin
Priatl
Qutenza
Rilutek
Sabril
Solesta
Soliris
Supprelin LA
Vivitrol
Xenazine
Xiaflex
Xyrem

MULTIPLE SCLEROSIS

Acthar H.P.
Extavia

OPHTHALMIC CONDITIONS

Lucentis
Macugen
Visudyne

OSTEOARTHRITIS

Euflexxa
Hyalgan
Orthovisc
Supartz
Synvisc

OSTEOPOROSIS

Boniva
Forteo
Prolia
Reclast

PRESCRIPTION DRUG SAFETY IN VENTURA COUNTY

Did you know that 1 in 5 teens have abused prescription drugs? And over 50% got them for free from friends or family members. According to Ventura County Behavioral Health: *"The misuse of prescription drugs is second only to marijuana as the nation's most prevalent drug problem."*

So make a commitment to help keep our community safe by properly disposing of your unused prescription medications. There are "Disposal Bins" located throughout Ventura County where you can safely dispose of your expired, left over or no longer needed prescription drugs:



- ⇒ [Camarillo Police Department](#), 3701 East Las Posas Road, Camarillo (805) 388-5100
- ⇒ [East County Patrol Station](#), 2101 East Olsen Road, Thousand Oaks (805) 494-8260
- ⇒ [Fillmore Police Department](#), 524 Sespe Avenue, Fillmore (805) 524-2233
- ⇒ [Headquarters Patrol Station](#), 800 South Victoria Avenue, Ventura (805) 654-2304
- ⇒ [Moorpark Police Department](#), 610 Spring Road, Moorpark (805) 532-2700
- ⇒ [Ojai Police Department](#), 402 South Ventura Street, Ojai (805) 646-1414
- ⇒ [Port Hueneme Police Department](#), 250 North Ventura Road, Port Hueneme (805) 986-6530
- ⇒ [Simi Valley Police Department](#), 3901 Alamo Street, Simi Valley (805) 583-6950
- ⇒ [Ventura Police Department](#), 1425 Dowell Drive, or at the Westside Resource Center, 110-K N. Olive St., Ventura (805) 339-4400. *By appointment – please call ahead.*



For more information on this important topic please go to:

<http://venturacountylimits.org/initiative/prescription-otc/rx>

Ventura County Health Care Plan Quality Assurance

Every year the Ventura County Health Care Plan (VCHCP) performs a full evaluation of its Quality Assurance program and outlines the goals and objectives for the next plan year. This is called the *“Quality Assurance and Utilization Management Annual Workplan and Program Evaluation”*. The evaluation describes accomplishments and goals met during the previous year. The workplan describes how VCHCP plans to improve, and meet the needs of our members, along with meeting the regulatory standards of the Department of Managed Health Care (DMHC) and the National Committee for Quality Assurance (NCQA) throughout the upcoming year.

For more detailed information on VCHCP’s *“2013 Quality Assurance and Utilization Management Annual Workplan and Program Evaluation Summary”* please visit our website at: <http://www.vchealthcareplan.org/members/otherInformation.aspx> or, if you would like a copy of this document mailed to your home address please call Member Services at (805) 981-5050 or toll free (800) 600-8247.



HOW MAY I
HELP YOU?

The Nurse Advice Line

Remember the nurse advice line is available at **1-800-334-9023**, 24 hours a day, 7 days a week for questions regarding your 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 you to a secured email where you may send an email directly to the advice line. The nurse advice line will respond within 24 hours (one day).



NEW TO THE PLAN'S WEBSITE

In an effort to continuously improve the usability of the Health Care Plan's website, we have our "on-line provider search engine" at <http://www.vchealthcareplan.org/members/physicians.aspx>

Members can now look up contracted providers by plan, by type (Primary Care Physician (PCP), Specialist, Hospital, Urgent Care Center, etc.), by specialty, by city, by language spoken, and by gender. Our on-line provider search engine is updated daily as applicable.

A complete, printed version of our Provider Directory is available, however, the on-line provider search engine is always the most up to date provider information. When selecting a new PCP, members are always encouraged to contact the provider's office directly to verify that they are "accepting new patients".

For more information regarding the Plan's contracted providers, or to have a full copy of the Provider Directory mailed to your home, please contact the Member Services Department at (805) 981-5050 or toll free at (800) 600-8247.

BEHAVIORAL HEALTH SERVICES

Administered by OptumHealth

Behavioral Solutions (Life Strategies)

For 24-hour assistance call (800) 851-7407

www.liveandworkwell.com

As a VCHCP Member, you have 24 hour access to professional care, self-help tools, and an array of educational information via www.liveandworkwell.com or by calling (800) 851-7407.

VCHCP contracts with OptumHealth Behavioral Solutions (Life Strategies) for

Mental/Behavioral health and substance abuse services, as well as a variety of health education and self-help tools that are available on their website.

Check out www.liveandworkwell.com and take advantage of all the tools that being a VCHCP member provides.

Quitting tobacco? Don't give up!

Do you or someone you care about smoke or use tobacco products? If so, you have probably tried to quit in the past. Don't give up. Quitting often takes multiple tries.



Nicotine is an addictive drug. Nicotine withdrawal is a temporary part of recovery.

Withdrawal can cause nausea, sleeplessness, headache, anxiety, irritability and even sadness. These symptoms can last a couple of weeks or longer. Using counseling, medication and a support system can help with symptoms and setbacks, and increase the chance of a quit attempt being successful. Quitting works best when you're prepared. FOUR important things to think about:

- Making the decision to quit and seek support
- Setting a quit date and choosing a quit plan that works for you
- Dealing with nicotine withdrawal
- Staying positive

Talk to your primary care provider. Ask about programs and medicines available to help you. A support program can increase your chances for success. Below are a few options to consider:

[Tobacco Cessation Plan](#) Use this interactive tool to create a plan that will help you succeed at quitting tobacco. Sponsored by United Behavioral Health:

<https://www.liveandworkwell.com/smoking/plan/>

[California Smoker's Helpline](#) 1-800-NO-BUTTS

[Ventura County Public Health Services](#) Tobacco Education & Control Program (805) 652-3377 or (805) 201-STOP (Call it Quits Phone-line)

If you have questions about coverage, call our Customer Service Department at (805) 981-5050 or toll free at (800) 600-8247.

CALL IT QUITTS - FREEDOM FROM SMOKING CLASSES OFFERED BY

VENTURA COUNTY PUBLIC HEALTH (Dates and times are subject to change. Please check the Public Health Website at: <http://www.vchca.org/public-health> to verify current dates and times.)

JUL 9 – AUG 20 Wednesdays	Ojai Clinicas del Camino Real	5:30-7:00 PM	1200 Maricopa Highway Conference Room
JUL 8 – AUG 19 Tuesdays	Simi Valley Lakeside Community Health	5:30-7:00 PM	3605 Alamo St. Ste. #100
JUL 9 – AUG 20 Wednesdays	Oxnard St. John's Hospital	5:30-7:00 PM	1600 N. Rose Ave. Conference Room #4
JUL 10 – AUG 21 Thursdays	Santa Paula Santa Paula Hospital	5:30-7:00 PM	825 N.10 th St. Santa Paula Hospital Library
JUL 10 – AUG 21 Thursdays	Ventura PUBLIC HEALTH BUILDING	5:30-7:00 PM	3147 Loma Vista Road Conference Room

SUMMER SAFETY

Summer time is fast approaching. Warm weather, outdoor activities and relaxing in the sun are all things many of us look forward to. But, it's important to keep the following safety tips in mind:

BEWARE OF BUGS

Warmer temperatures aren't just attractive to people, but to mosquitoes, ticks, and fleas as well. These pests aren't just pesky, they can transmit a variety of dangerous illnesses. Prime mosquito biting time is at dusk. Fleas and ticks are out at all time of the day and night.

According to the Centers for Disease Control and Prevention (CDC), to protect yourself from these nasty pests, use repellents with 20% Deet. Also, to avoid ticks, try to avoid places with leaf litter and high grasses. After coming indoors, shower as soon as possible and check your body for ticks. If you have pets, be sure to check with your veterinarian about how to best control these bugs on your pet.

FUN IN THE SUN

Summer time is synonymous with being out in the sun, but it's not always a good idea. Too much fun in the sun can cause skin cancer, heat related illnesses, sun burns, damage to your eyes, etc. When spending time in the sun, keep these sun protection tips in mind:

- Avoid being outdoors during the midday when the sun is more intense
- Use sunscreen with at least SPF 15
- Cover up with light weight clothing
- Wear a brimmed hat
- Wear sunglasses that block UVA and UVB rays
- Be aware of the signs of "heat stress"
(<http://www.cdc.gov/niosh/topics/heatstress/>)

WATER SAFETY

There is no doubt that summer time is a popular time for water sports and spending time in the "great outdoors". According to the CDC about 10 people die every day from unintentional drowning and 2 out of those 10 will be children under the age of 14.

Additionally, there are many illnesses that can be caused by contaminated water.

In 2009, 736 people died in boating accidents and 9 out of 10 of those who's death was caused by drowning were NOT wearing life jackets. Properly fitting life jackets should be worn at all times by everyone on any boat. Think of wearing your life jacket the same way you would think of putting on your seatbelt when you get into a car.

Recreational Water Illnesses (RWIs) are caused by germs spread by

swallowing, breathing in mists or aerosols of, or having contact with contaminated water in swimming pools, hot tubs, water parks, water play areas, interactive fountains, lakes, rivers, or oceans. Check out the CDC website for "Healthy Swimming/Recreational Water" at <http://www.cdc.gov/healthywater/swimming/>. And remember, the water flowing in the streams and rivers of the backcountry may look pure, but it can still be contaminated with bacteria, viruses, parasites, and other contaminants.

It is important to stay hydrated during the hot summer months, especially when participating in outdoor activities. Be sure you always have access to safe, clean drinking water. And drink plenty of it.





Standards for Members' Rights and Responsibilities

Ventura County Health Care Plan (VCHCP) is committed to maintaining a mutually respectful relationship with its Members that promotes effective health care. Standards for Members Rights and Responsibilities are as follows:

Members have a right to receive information about VCHCP, its services, its Practitioners and Providers, and Members' Rights and Responsibilities.

Members have a right to be treated with respect and recognition of their dignity and right to privacy.

Members have a right to participate with Practitioners and Providers in decision making regarding their health care.

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.

Members have a right to make recommendations regarding VCHCP's Member Rights and Responsibility policy.

Members have a right to voice complaints or appeals about VCHCP or the care provided.

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.

Members have a responsibility to follow the plans and instructions for care that they have agreed upon with their Practitioners and Providers.

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](http://www.vchealthcareplan.org/members/memberIndex.aspx)" 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 copy of this notice mailed to your home address.

VCHCP Network Update

For a full list of participating providers please see our website at: <http://www.vchealthcareplan.org/members/physicians.aspx> or contact Member Services at (805) 981-5050 or toll free at (800) 600-8247 to have a full listing mailed to your home address.

New to the Network!

Stephanie Greger, M.D., an OB/GYN physician, has joined Santa Paula Hospital Clinic, effective February 2014

Alison Blaze, M.D., a family medicine physician, has joined Academic Family Medicine Center Women's Specialty in Ventura, effective April 2014.

Carlos Frias, M.D., a family medicine physician, has joined Academic Family Medicine Center Women's Specialty in Ventura, effective April 2014.

David Ferry, M.D., a cardiologist, has joined Pediatric Cardiology Medical Associates in Thousand Oaks, effective April 2014.

Gillian Dorner, M.D., a family medicine physician, has joined Academic Family Medicine Center Women's Specialty in Ventura, effective April 2014.

Jeffrey Wong, M.D., a cardiologist, has joined Pediatric Cardiology Medical Associates in Thousand Oaks, effective April 2014.

Nancy Kim, M.D., a cardiologist, has joined Pediatric Cardiology Medical Associates in Thousand Oaks, effective April 2014.

Oluwatuminu "Tumi" Johnson, M.D., a family medicine physician, has joined Santa Paula Medical Clinic, effective April 2014.

Timothy Casarez, M.D., a Cardiologist, has joined Pediatric Cardiology Medical Associates in Thousand Oaks, effective April 2014.

Victoria Chiu, M.D., a dermatologist has joined Dermatology Medical Group in Oxnard, effective April 2014.

Pacific Therapy Services in Ojai, Santa Paula, and Ventura, has been added, effective April 2014.

Two Trees Physical Therapy & Wellness in Ventura, has been added, effective April 2014.

Leaving the Network

Rachel Mendoza, P.A. has left Anacapa Plastic, Reconstructive, and Hand Surgery Clinic in Ventura, effective December 2013.

Keshea Stevenson, P.A., has left Clinicas Del Camino Real in Ventura, effective March 2014

Michelle Garcia, C.P.N.P., has left Pediatric Diagnostic Center in Ventura, effective March 2014.

Barbara Bellfield, F.N.P., has left Santa Paula Hospital Clinic, effective March 2014 but remains at Santa Paula West Medical Group.

Paul Feldheim, M.D., is no longer seeing Plan members, effective April 2014. However, members can still be seen by Carey Chronis, M.D.

Ada Ortiz, F.N.P.C., has left Moorpark Family Care Center, effective April 2014.

Carlos Leal, P.A.-C., has left Clinicas Del Camino Real in North Oxnard, effective April 2014.

Diana Albay, M.D., has left Magnolia Medicine Specialty Clinic East in Oxnard, effective April 2014.

Michael Gales, P.A.-C., has left Clinicas Del Camino Real - Meta in Oxnard, effective April 2014.

Andrei Bobrow, M.D., has left Las Islas Family Medical Group in Oxnard, effective May 2014.

Changes

Fredric Leong, M.D., a cardiologist, is now listed under Pediatric Cardiology Medical Associates in Thousand Oaks, effective April 2014.

Armin Alavi, M.D., an otolaryngologist at Ventura Ear, Nose & Throat Medical Group in Ventura, has relocated his clinic location to: 3555 Loma Vista Road #200, Ventura, effective April 2014.

Rose Avenue Family Medical Group, has relocated their office location to: 1700 N. Rose Avenue #470, Oxnard, effective April 2014.

Ashish Toor, M.D., has left Pediatric Diagnostic Center in Ventura, effective April 2014 but still remains at Miramar Eye Specialists in Ventura.

Rikk Lynn, M.D., has left West Ventura Dermatology clinic, effective April 2014 but is now at Anacapa Surgical Associates in Ventura





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