

# THE **Check-In**

Winter 2022  
communitycarehealth.org

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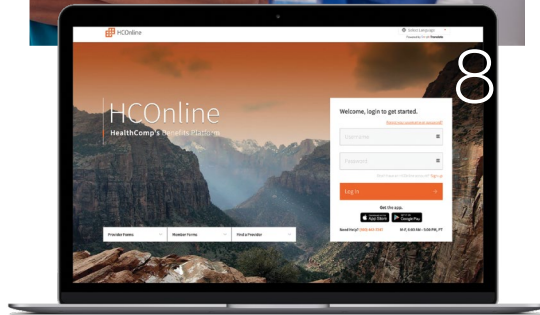


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The Check-In is a semi-annual newsletter brought to you from Community Care Health. Designed to keep physicians abreast of the latest information in healthcare, we hope you find this a valuable resource.



## LETTER FROM THE CMO

It is natural during the holiday season and the end of the year to take a look back at what we've accomplished, successes, bumps in the road, and what is to come. This past year has had all of that – and more, and I couldn't be prouder of our organization. I am truly excited for the year ahead.

Much of our successes, of course, are directly attributed to you – the incredible team of providers and staff, who not only deliver outstanding care, but are trusted advisors to each and every one of your patients. As such, our members look to you for advice, counsel, encouragement and so much more.

Whether it's new and continuing partnerships with health and wellness companies, including Weight Watchers and Valley Fitness, or improved tools and resources to help your patients find the information they are looking for, we hope "The Check-In" continues to provide important and relevant content that you can pass on to them.

Likewise, it is critically a newsletter for you. In this issue, for example, we detail updates to both the Provider Portal and our online Provider Directory. And we share a number of additional tools and resources to help you better understand and navigate pharmacy coverage, referrals, eligibility and claims, laws-and-regulations – and so much more.

As we enter the new year, CCH will continue to deliver and promote more programs, tools and services for both members and providers alike, including mobile app updates, website enhancements, and new partnerships. Importantly, we will continue to listen to your feedback. For example, hearing that your offices are all too-often inundated with mailings, "The Check-In" is now solely available as an online newsletter. Communications to you, including updates on available tools, individual article and more will be posted on a regular basis so you don't have to wait for a full newsletter.

Once again, let me thank each and every one of you for an incredible year. I am excited about what 2023 holds for your practices and our organization.

Here's hoping you and yours have a wonderful holiday season.

**Anand Rajani, M.D.**  
Chief Medical Officer  
Community Care Health





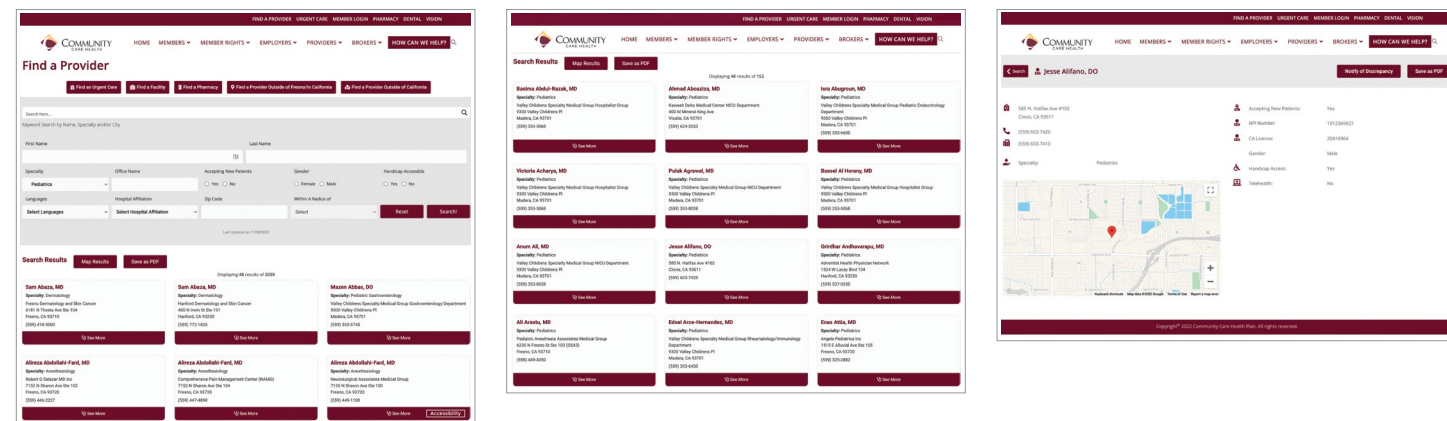
## PROVIDER FINDER SEARCH

# All New Provider Finder Search

In our continuing effort to provide the tools and resources to help our provider community, CCH has re-imagined our online Provider Directory. Designed for both members and providers alike, the all-new tool lets you and your team easily search for Providers, Urgent Care Centers, Pharmacies and Facilities.

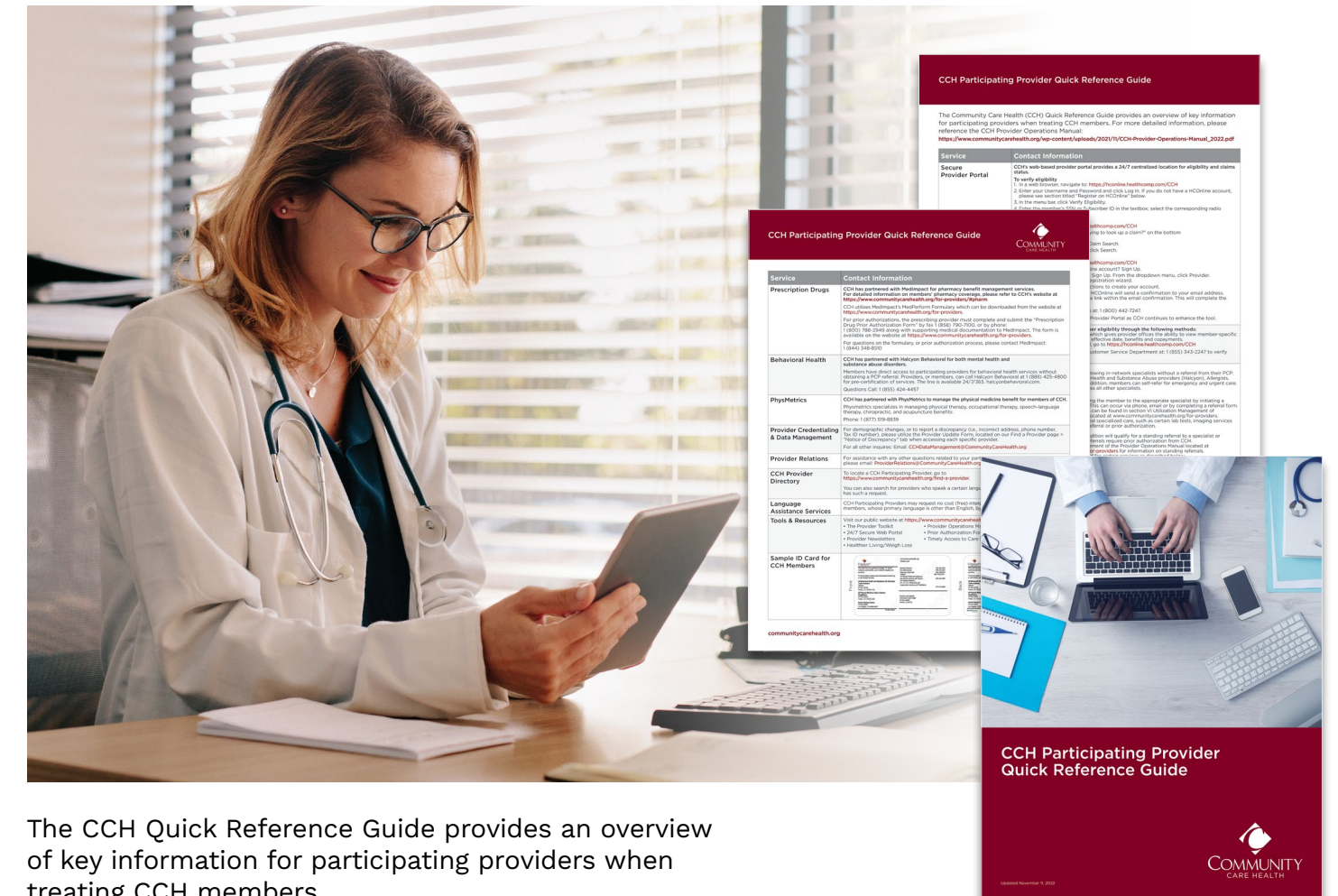
Available now at both [communitycarehealth.org](https://www.communitycarehealth.org) and on our Mobile App, we invite you to use the Provider Directory Search Tool and experience the latest features and improvements, including:

- Simplified Search Presentation for a streamlined look and feel to quickly search by Provider, Specialty, Location or Name
- Zip Code Search including Radius Search with mileage increments
- Target Searches by Languages Spoken, Provider Gender, Office Name and Hospital Privileges
- Map Results include additional practice locations (map by Google Maps integration)
- Detailed Data for each Provider, Facility and Practice, including contact information, National Provider Identifier (NPI) Number, CA License Number and more.



## TOOLS AND RESOURCES

# Provider Quick Reference Guide



The CCH Quick Reference Guide provides an overview of key information for participating providers when treating CCH members.

### Provider Quick Reference Guide:

<https://www.communitycarehealth.org/wp-content/uploads/2022/11/CCH-Provider-Quick-Reference-Guide-111122.pdf>

View Online:

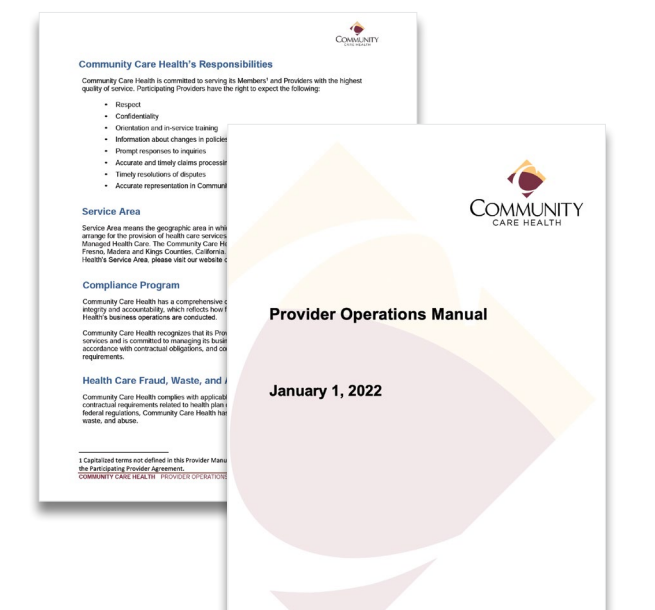
From the CCH homepage, Provider Tab > Provider Tool Kit > Provider Quick Reference Guide

### For more detailed information, please reference the CCH Provider Operations Manual:

[https://www.communitycarehealth.org/wp-content/uploads/2021/11/CCH-Provider-Operations-Manual\\_2022.pdf](https://www.communitycarehealth.org/wp-content/uploads/2021/11/CCH-Provider-Operations-Manual_2022.pdf)

View Online:

From the CCH homepage, Provider Tab > Provider Tool Kit > Provider Operation Manual





## DID YOU KNOW...

# The Top 4 Reasons Why a Prior Authorization Request May Not Be Approved... and What You Can Do to Prevent It

Helping our network providers and their staff successfully execute on their requests is a top priority. For this edition, we spotlight the Prior Authorization Request process.

CCH works to approve the vast majority of requests. But there are times when an approval is not given (initially or subsequently). We wanted to share with you how to efficiently seek approval with the initial submission.

Here are the top 4 reasons why a Prior Authorization may be denied, and ways you can prevent that from happening or subsequently get it approved.

### 1 The request was determined to be not medically necessary

**Potential Solution:** Please work to ensure the information submitted is detailed and clearly shows the medical necessity of the request (i.e., include all relevant medical records, clinical notes, past

imaging, past treatment plans, labs, and X-rays, along with the specific current medical condition of the patient).

### 2 Lack of Documentation

**Potential Solution:** In order to avoid delays (including a denial), it is important that all pertinent medical information is submitted (as noted above in #1). Delays can result from lack of medical records, past imaging, past treatment plans, labs or X-rays.



### 3 It is not a covered benefit

**Potential Solution:** Avoid unnecessary paperwork. There is no medical review required – and you will not be paid by CCH -- if the requested service is not a covered benefit. You can call Customer Service if you aren't sure if a service is covered.

### 4 Out-Of-Network (OON)

**Potential Solution:** If the benefit is available in-network, then supporting medical documentation, availability constraints, and the reason for requesting an OON facility must be clearly explained and rationalized.

MRI requests are ordered by the treating PCP or Specialist.

If you have additional questions regarding this process, please don't hesitate to reach out to Customer Service at 1 (855) 343-2247.

# Laws & Regulations Impacting Providers

CCH places a high importance on regulatory and legal compliance, as well as ensuring our members can easily reach their providers when needed. Health and Safety Code Section 1367.27 (SB 137) requires us at a minimum to annually verify the information contained in our provider directory.

If you have received our correspondence and have returned the roster, CCH thanks you for ensuring CCH is displaying accurate practice information. If at any time you notice any discrepancies or information that needs to be updated, call Customer Service at 1 (855) 343-2247, or complete the "Notice of Discrepancy" form found at <https://www.communitycarehealth.org/report-potential-directoryinaccuracies/> and email the form to [CCHDataManagement@communitycarehealth.org](mailto:CCHDataManagement@communitycarehealth.org).



## GIVING BACK TO THE COMMUNITY

# Bringing More Medical Expertise, Access to Valley Residents

**In an effort to bring the best in access and healthcare to the Central Valley, Community Care Health, a part of Community Health System, is supremely focused on creating a healthier community, which requires far more than just the provision of medical care. Last year, in fact, Community Health System provided \$231 million in uncompensated care, medical education, outreach and patient support services in the Valley – about 12% of the hospital system's operating expenses. The details on how we create a healthier community for all are published annually in our Community Benefit Report.**

In this three-part series, we explore how Community partners with others to help feed the hungry, provide Spanish-speaking diabetes educators, promote the need for COVID-19 vaccinations, support mental healthcare in our community and train healthcare professionals for the Valley.

"I don't think anyone expects to go into nursing during a pandemic," intensive care nurse Sukdeep "Deep" Uppal said in October 2021. He'd passed his state boards and joined the ICU team full time at Clovis Community Medical Center just two months before.

Uppal has only known what it's like to be a nurse while wearing a tightly fit N95 respirator mask, goggles and gloves for an entire shift. He completed his first clinical rotations as a California State University, Fresno, student nurse after the coronavirus pandemic started, and externed at Clovis Community through the end of 2020.

"Especially in the early days of the pandemic, there [were] new precautions and standards that were being updated almost

daily," Uppal said of his hospital training. "It can be a little overwhelming, but the staff here is very welcoming and supportive. They want to make sure you are comfortable and competent. Nursing is a huge learning curve, and I was surprised by that. But it helps a lot to be surrounded by a lot of great people helping you."

### Increasing access to care

In a region with severe shortages of medical professionals, Community Health System is the largest provider of clinical experiences and internships for nurses, sonographers, physical therapists and respiratory care practitioners.

Last year, Community's hospitals and clinics trained 2,089 nursing students, like Uppal. Experienced mentor nurses, or preceptors, provided nearly 145,000 hours of supervision and teaching at a cost of \$1.16 million for the hospital system. The funding was part of the health system's community benefit investment focused on increasing access to care – the top identified health challenge in the region.

### Responding to local needs

Community benefit investments are based on a tri-annual Community Health Needs Assessment done jointly among more than a dozen hospitals and health partners in Fresno, Kings, Madera and Tulare counties and facilitated by the Hospital Council of Northern & Central California.

Last year's community benefit efforts during the COVID-19 pandemic focused on training new nurses, investing in attracting top medical specialists, encouraging students in underserved areas to consider healthcare careers and increasing our support for mental health.



### Attracting more physicians

The second largest portion of community benefit investment last year – \$43 million – was on medical education to attract physicians to a region that has the lowest doctor-to-patient ratios in California. Community is the training ground for more than 250 medical, dental and pharmacy residents.

Community's more than 40-year partnership with one of the nation's top-rated medical schools, UCSF Fresno, has encouraged physicians to train – and stay – in the Valley. Over the past decade, that commitment has amounted to nearly \$540 million in operating expenses for the residency program.

### Opening doors for low-income students

Another important part of last year's community benefit investment was supporting students from low-income families and disadvantaged neighborhoods to pursue healthcare careers.

Community partnered with State Senator Melissa Hurtado's Central Valley Dream Scholarship Program to fund scholarships for students of farmworker families. Community also funded scholarships for Central Unified graduates, sponsored College Night for rural schools and equipped Kerman High's health sciences classes with medical equipment.

For more details on how Community Health System is creating a healthier community for all, please read our Community Benefit Report at <https://www.communitymedical.org/about-us/community-benefit>.



# CCH Provider Portal Has a Fresh New Look!

CCH's web-based provider portal provides a 24/7 centralized location for eligibility and claims status.

## To verify eligibility

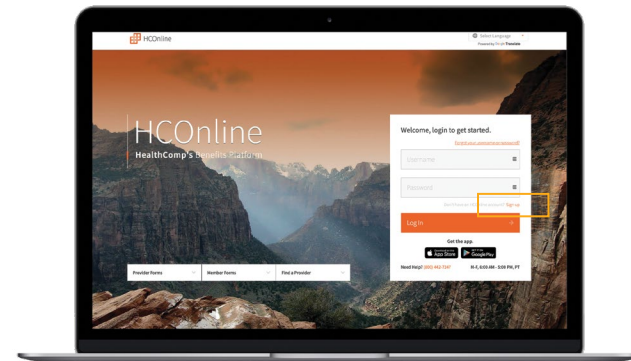
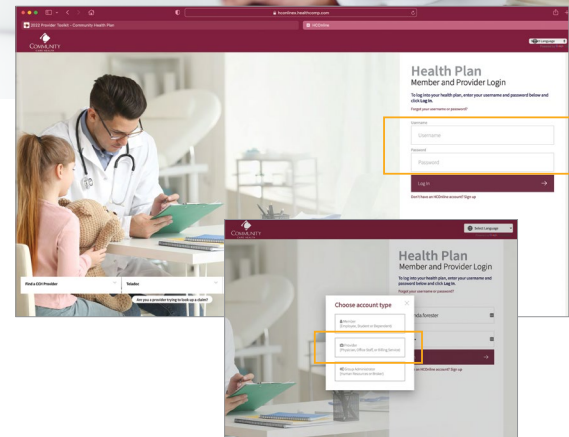
1. In a web browser, navigate to: <https://hconline.healthcomp.com/CCH>
2. Enter your Username and Password and click Log In. If you do not have a HCOOnline account, please see section titled "Register on HCOOnline" below.
3. In the menu bar, click Verify Eligibility.
4. Enter the member's SSN or Subscriber ID in the textbox; select the corresponding radio button. Click Search.

## Look up a claim

1. Navigate to: <https://hconline.healthcomp.com/CCH>
2. Click on "Are you a provider trying to look up a claim?" on the bottom (effective January 1, 2022).
3. In the bottom menu bar, click Claim Search.
4. Enter your search criteria and click Search.

## Register on HCOOnline

1. Navigate to: <https://hconline.healthcomp.com/CCH>
2. Click on "Don't have an HCOOnline account? Sign Up."
3. In the upper-right corner, click Sign Up. From the dropdown menu, click Provider. This will open the New User Registration wizard.
4. Follow the step-by-step instructions to create your account.
5. To complete your registration, HCOOnline will send a confirmation to your email address. Access your email and click the link within the email confirmation. This will complete the registration process.



**For technical assistance, please contact us at: 1 (800) 442-7247.**

**Please check for updates to the Provider Portal as CCH continues to enhance the tool.**



# Do Your Patients Need Help Managing Diabetes? CCH & Weight Watchers Can Help.

Meet the New Diabetes-Tailored PersonalPoints Program that can help them lose the weight they want while still eating what they love

## A Program That's Built for You

Weight Watchers's food plan is fully individualized, complete with a ZeroPoint™ foods list that takes member preferences and diabetes into account. These foods are less likely to impact blood sugar.

## Everything's on the Menu

No foods are off limits, but the program guides members away from added sugar and toward choices higher in fiber, protein, and healthy fats. And to help cement healthy habits, their Points® budget grows when they eat non-starchy veggies, drink water, and get active.

## Science, Simplified

Managing diabetes can feel like a full-time numbers game. Weight Watchers's algorithm simplifies complex nutritional information, so members only have to look at one easy-to-understand figure: a food's PersonalPoints™ value.

## Supportive Community

Weight Watchers's exclusive social network, Connect, means members never have to go at it alone. By joining the Living with Diabetes group, members can share tips and recipes, celebrate milestones, and meet other members on a similar journey.

**Encourage your patients to join today. It's never been easier – or more affordable with select plans as low as \$9.75 a month. They can sign up at [CommunityCareHealth.WW.com](https://CommunityCareHealth.WW.com)**



# DID YOU KNOW: CCH's Pharmacy Coverage Can Lead to Better Outcomes & Savings



The better you – and your patients – understand CCH's coverage of prescriptions, the more time and money they can save. But more importantly, even small changes to prescription supplies can result in improved outcomes thanks to greater adherence to prescribed medications by your patients.

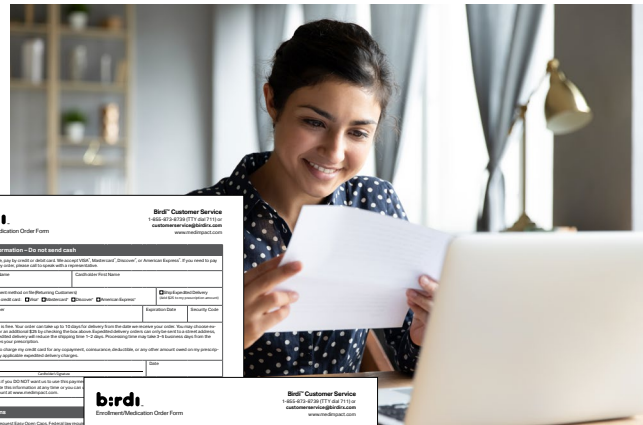
It's pretty straightforward: you can save your patients money simply by prescribing a 90-day supply instead of 30-day supply when appropriate. For example, recent CCH data from the first six months of 2022 showed that 86 prescriptions were filled for a 30-day supply of Albuterol while only ten were filled for a 90-day supply. Members, however, who filled for a 90-day, one-time supply, saved \$5 in copays compared to those that filled for a 30-day supply three times.

In addition to the convenience a 90-day supply provides our members, **studies have shown that a 90-day supply leads to greater adherence to prescribed medications** as trips to the pharmacy and refill requests are dramatically reduced from 12 times a year (30-day supply) to four times per year.

New Direct Medication Order form here  
<https://www.communitycarehealth.org/pharmacy-coverage/>  
(Click on "Birdi Enrollment/Medication Order Form" link)

Understanding that CCH has a growing underserved population, it is critical that we do everything we can to making their healthcare as convenient and affordable as possible.

**DON'T FORGET** that CCH members are able to obtain a 90-day supply of ongoing medications through the mail-order program with Birdi. To submit a prescription, simply complete and submit the Birdi Direct Medication Order Form, available on the CCH website, and submit electronically via ePrescribing or by fax to (888) 783-1773.



New Direct Medication Order form from Birdi (replacing MedImpact)

# Notice of Language Assistance

CCH offers a no-cost telephonic interpreter service to members with limited English proficiency, both directly and through provider offices. To get an interpreter, or to ask about written information in a non-English language for a member, please call CCH Customer Service at 1 (855) 343-2247. All CCH members are entitled to full and equal access to covered services, including members with disabilities, as required under the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973. CCH Customer Service representatives are accessible by phone at 1 (855) 343-2247. Speech and hearing impaired individuals may use the California Relay Service's (CRS) toll-free telephone number 1 (800) 735-2929 or 1 (888) 877-5378 (TTY) and provide the CRS operator CCH's Customer Service number, 1 (855) 343-2247.



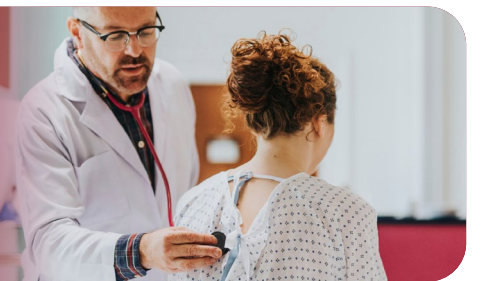
# Introducing the New Referral Form



If you don't have a referral form in your electronic health record, CCH has created a form that you can use to refer your patient's to specialists. <https://www.communitycarehealth.org/wp-content/uploads/2022/11/CCH-Form-Referral-110222.pdf>

# Stronger. Together.

Please refer CCH members to in-network doctors. You can find participating providers from our Provider Finder:  
<https://www.communitycarehealth.org/find-a-provider/>





**DID YOU KNOW...**



## Grievance Process

If your patient has a grievance regarding CCH, please refer them to CCH Customer Service at 1 (855) 343-2247 or our on-line grievance form at: <https://www.communitycarehealth.org/grievance-form/>

**Medical and Mental Health Appointments and Timely Access to Care**

Health Plans in California must ensure that members have timely access to their physicians and other providers when seeking care. This means that there are limits on how long members have to wait to get an appointment and telephone triage or screening. The wait times are shown in the chart below. Some exceptions to the wait times apply. If you or a CCH member are having difficulty in obtaining a timely referral to an appropriate provider, please call CCH Customer Service at 1 (855) 343-2247. Providers and members can also file a complaint with the Department of Managed Health Care at [www.HealthHelp.ca.gov](http://www.HealthHelp.ca.gov) or by calling 1 (888) 466-2219.

**Medical Urgent & Non-Urgent Wait Times**

Appointment Type	Standard
Urgent Care (non-life threatening) – no prior authorization required	Appointment is offered within 48 hours from time of the request
Urgent Care (non-life threatening) – prior authorization required	Appointment is offered within 96 hours from time of the request
Non-urgent appointments with a primary care physician (PCP) for regular and routine primary care services	Appointment is offered within 10 business days from time of the request
Non-urgent care appointments with a specialist	Appointment is offered within 15 business days from time of the request
Non-urgent appointment with a mental health provider (who is not a physician)	Appointment is offered within 10 business days from time of the request
Non-urgent appointments for ancillary services for the diagnosis or treatment of an injury, illness or other health condition	Appointment is offered within 15 business days from time of the request
Telephone triage or screening	No greater than 30 minutes

**Mental Health Urgent & Non-Urgent Wait Times**

Appointment Type	Time-Elapsed Standard
Non-urgent appointments with a physician mental health care provider	Must offer the appointment within 10 business days of request
Non-urgent care appointments with a non-physician mental health care provider	Must offer the appointment within 10 business days of request
Urgent care appointments	Must offer the appointment within 48 hours of request
Access to follow up care after hospitalization for mental illness	Must provide both: <ul style="list-style-type: none"> <li>One follow-up encounter with a mental health provider within 7 calendar days after discharge</li> </ul> <b>Plus</b> <ul style="list-style-type: none"> <li>One follow-up encounter with a mental health provider within 30 calendar days after discharge</li> </ul>



## Valley Fitness and CCH have teamed up to give members this offer.

CCH members and their family (any family members enrolled in the medical health plan) can join Valley Fitness with this special offer.

Your special membership features:

- 14 California locations:
 

Atascadero	Gilroy	Modesto
Atwater	Hanford	Selma
Fresno - Ashlan	Los Banos	Stockton
Fresno - Maroa	Madera	Visalia
Fresno - Herndon	Manteca	
- Unlimited access to HydroMassage to relax and recover
- Total Body Circuit for full body workout in 30 minutes
- Swimming pools and racquetball at select locations
- Top-of-the-line cardio, free weights and functional training equipment

Standard Rates	\$49 Enrollment Fee	\$19.99 per Month	\$39 Annual Fee	
<b>Discount Rates</b>	<b>\$0 Enrollment Fee</b>	<b>\$14.99* or \$39.99* per Month</b>	<b>Annual Fee Waived</b>	<b>Offer Expires N/A</b>

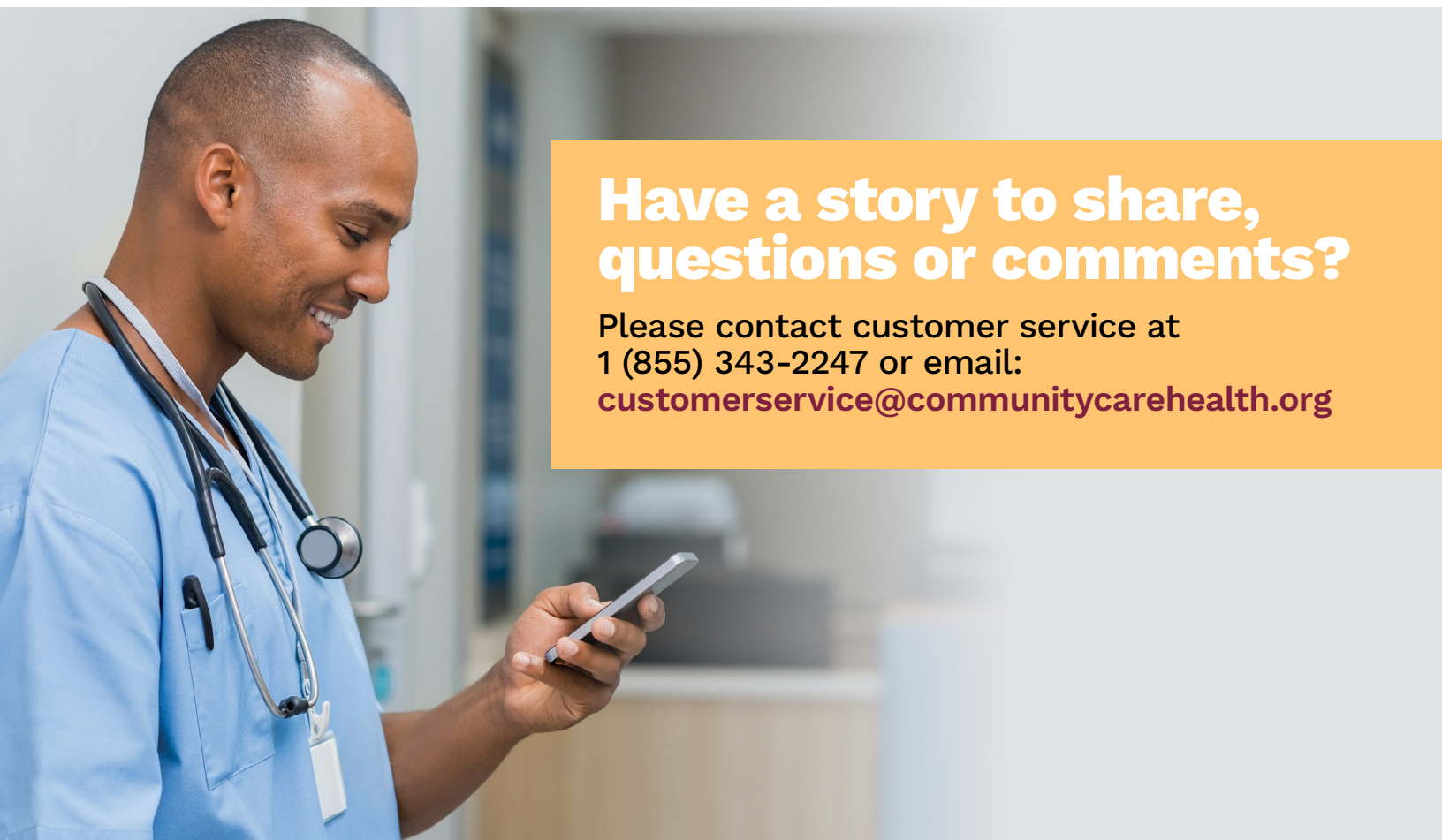
\* Basic membership - \$14.99 (per person) offers access to all gyms and equipment.  
 \* Boot Camp Group Training membership - \$39.99 (per person) includes the basic membership, plus group training: 60 minutes fully body workout, Zumba class, yoga classes and interval training.  
 \* Only in California

For more information contact Edgar Velasco  
 phone: (669) 225-5382 | email: [edgar@valleyfitness.com](mailto:edgar@valleyfitness.com)



Community Care Health  
P.O. Box 45020  
Fresno, CA 93718  
1 (855) 343-2247  
[communitycarehealth.org](http://communitycarehealth.org)

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**Have a story to share,  
questions or comments?**

Please contact customer service at  
1 (855) 343-2247 or email:

[customerservice@communitycarehealth.org](mailto:customerservice@communitycarehealth.org)