



Provider Bulletin

June 2005

Volume 9, Issue 3

The Alliance Is Moving!

We will begin the move to our newly purchased office building located at 1600 Green Hills Road in Scotts Valley on July 1st at 12:00 noon. The long holiday weekend provides us time to complete our move without interruption of service to providers and members. Information on our new mailing addresses, and phone/fax numbers were mailed to all provider offices in early June. **If you did not receive information about our move, please contact your Provider Service Representative for assistance.**

Beginning **July 1, 2005** please use the following addresses for documents mailed to the Alliance:

All RAFs, TARs, and Authorizations for Alliance Members:

Central Coast Alliance for Health
P. O. Box 660012
Scotts Valley, CA 95067-0012

Claims for Alliance Medi-Cal Members:

Central Coast Alliance for Health
P. O. Box 660015
Scotts Valley, CA 95067-0015

Claims for Alliance Healthy Families (HF), Healthy Kids (HK) and Alliance Care (IHSS) Members:

Central Coast Alliance for Health
1600 Green Hills Road
Scotts Valley, CA 95066-9998

(Please indicate on the envelope if the claims enclosed are for HF, HK, or IHSS.)

We will resume business operations in our new office location on **July 5th at 8:00 a.m.** The following fax numbers and phone numbers will be effective at that time.

Department / Service	FAX #	Phone #
Main Line		430-5500
TAR / RAF Authorizations	430-5850	430-5506
Pharmacy Authorizations	430-5851	
Administration	430-5852	
Finance Department	430-5853	
Human Resources Dept	430-5854	
IT Department	430-5855	
Member Services Dept	430-5856	
Eligibility Clerks		430-5502
MS Representatives		430-5505
Automated Eligibility System		430-5501
Provider Services Dept	430-5857	
Claims Department	430-5858	430-5503
Health Services	430-5859	

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Help US Help YOU Process Your TAR's Quickly

Your help with the following basic reminders can help reduce confusion, phone calls, and delays. Please:

- ✓ Fill out TAR's completely, including
 - CPT Codes
 - Location of procedure
 - Contact name and number.
- ✓ Clearly mark any TARs that are URGENT. Include your Fax # on the TAR.
- ✓ Do not re-send a TAR if you have *not* received an answer from us. To check the status of a TAR, call (831) 466-4390. Effective July 5, 2005 call (831) 430-5506 to check the status of a TAR. * See exception below.
- ✓ If you wish to verify if a TAR is required, please fax the procedure code(s) to (831) 457-3858. Effective July 5, 2005, please fax your verification request to (831) 430-5850.
- ✓ Keep records of your most frequently used procedure codes for reference.
- ✓ Do not tell members to call us directly to see if their TAR's are approved. We will only deal with providers directly.
- ✓ Inform us of someone in your office that we can establish as a personal "contact" regarding TARs. We will record the contact's name and phone number so we'll have quick access to your office regarding TAR related issues. A personal contact is always helpful for good working relationships and it only takes a minute.
- ✓ TAR's for MRI's may be submitted by the PCP, Specialist, or the MRI Facility. The Alliance does not determine who's responsible for submitting the TAR. The PCP and Specialist submitting a TAR for an MRI must ensure the TAR includes the Medi-Cal provider number and Tax number of the MRI facility.

- * The PCP and Specialist may inquire with the **MRI facility** regarding TAR status. We will directly notify the MRI facility with the TAR outcome. This assists in streamlining communication, and provides more time for processing TARs. We thank you for your cooperation.

Please let us know if you have additional questions about TARs.

Lastly and most importantly, we want to thank you for providing excellent care to our Members!*

Deletion of Members -Criteria-

There are times when a provider is left with no choice but to request the deletion of a member. The Alliance has developed the following criteria to be used when evaluating each provider's request for a member deletion:

- Three or more missed appointments within the last 12 months.
- Abusive or disruptive behavior.
- Non-Compliance with case management efforts.
- Requests for medications/narcotics and/or non-medically necessary care.
- Unsatisfactory doctor-patient relationship.

To successfully complete a deletion request, be sure to complete the following steps:

1. Mail a letter to the member explaining the provider's reason for the deletion request (you may use sample letter created by Provider Services).
2. Complete the CCAH "Request for Deletion of Patient from Case Management List" form.
3. Fax a copy of the letter mailed to the member along with the deletion request form that contains information supporting the reason for deletion to Provider Services @ 831-430-5857.*

Case Management for Special Needs Populations

The Alliance has case management support programs to assist providers with the special needs populations within your practice. A key principle of the programs is to prevent the duplication of services that are available elsewhere in the community. Alliance case managers network with community agencies to identify resources and link members to appropriate services. The list below provides descriptions of our case management staff positions and contact information.

Disabilities Liaison / Medical Social Worker

Provides community and health care referrals for persons with disabilities, as well as assistance in obtaining necessary medical equipment.

Monterey: MaryLea Almeida, MSW
831-755-8220, ext. 6771

Santa Cruz: Cathie Meyers, MSW
831-430-5567

Long Term Care Case Management

Assists in obtaining community and medical services that allow seniors and persons with disabilities to remain in the home. Provides health plan oversight of Skilled Nursing Facilities and may assist with discharge planning.

Monterey: Liz Nation, RN
831-755-8220, ext. 6640

Santa Cruz: Margaret Seidler, RN
831-430-5565

Children's Case Manager

Coordinates care between school districts, community agencies and the regional center for children with special health care needs. Assists parents in navigating the multi-agency health care system.

Monterey and Santa Cruz: Judi LeDuc, RN
831-430-5561

California Children's Services (CCS) Liaison

Supplements physician referrals to CCS by screening specialty referrals and authorization requests for CCS medically-qualifying conditions. Refers children

with qualifying conditions to CCS and tracks these cases to ensure that appropriate care is provided.

Monterey and Santa Cruz:

Lynol Elliot-Greenspon, LVN
831-430-5562

Paige Pentecost, LVN
831-430-5563

Chronic Disease Case Manager

Provides physicians and high-risk diabetic members with case management services and support.

Monterey and Santa Cruz:

Holly Scarabosio, RN
831-430-5566

Other Alliance Case Management Staff

Medical Director:

Barbara Palla, MD - 831-430-5550

Associate Medical Director:

Julio Porro, MD - 831-430-5551

Health Services Director:

Barbara Flynn, RN - 831-430-5552

Health Services Operations Manager:

Jackie Kellum, RN - 831-430-5554

Health Program Manager:

Michele Beard, RN - 831-430-5564

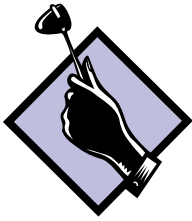
Utilization Review Nurse, DME Authorization Nurse:

Teresa Wahala, RN - 831-430-5560

Utilization Review Nurse, DME Authorization Nurse:

Bob Hayden, RN - 831-430-5557*





PCP Corner

Referring Members to a Specialist

Whenever possible, please try to stay within the Alliance network of providers. In most cases, out-of-network services are not covered benefits.

If you need a current copy of the Provider Directory, please contact your Provider Services Representative, as listed below.

Monterey Peninsula/Watsonville Area Providers

Theresa Garcia 831-755-8220, ext. 6770

Salinas and South Monterey County Providers

Gabriella Calderon 831-755-8220, ext. 6763

Santa Cruz County Providers

Laurie Hester 831-457-3850, ext. 4422
(Effective 7/5/05, 831-430-5537)✕

Changing your address, Medi-Cal # or Tax ID #?

Please let us know as soon as possible to prevent a delay in payment. If your Tax ID changes, please submit a completed W-9 to the Provider Services Department.

Alliance Holiday Office Hours

Central Coast Alliance for Health will be closed to observe the following Holidays:

July 1st - Closed at noon

Independence Day - July 4, 2005

Labor Day - September 5, 2005✕

Upcoming Meetings

Managed Care Commission Meeting

Aug 24 - Commission Retreat

Sept 28

All Managed Care Commission meetings are open to the public. For specific times and locations please call Gabriella Carvalho at the Alliance.

Physician's Advisory Group

September 7, Green Valley Grill, 6:30-8:30 pm

Santa Cruz County Member Services Advisory Group

August 22, CCAH Scotts Valley Office, Conference Room 3, 10:00 am-Noon

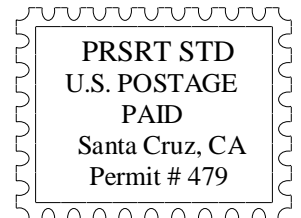
Monterey County Member Services Advisory Group

July 26, CCAH Salinas Office; Noon-1:30 pm

September 27; CCAH Salinas Office; Noon-1:30 pm



1600 GREEN HILLS ROAD
SCOTTS VALLEY, CA 95066



Mailing Address Line 1
Mailing Address Line 2
Mailing Address Line 3
Mailing Address Line 4
Mailing Address Line 5

Health Programs Update

June 2005

New Chronic Disease Case Manager

Meet Holly
Scarabosio, RN,
the first Alliance
Chronic Disease
Case Manager!



Our Board created
this position to assist
providers with the
case management of
members with asthma and diabetes. The
objective is to improve long-term outcomes
through better disease management.

Holly is identifying members through claims,
referrals, and emergency room attendance.
Members receive a biannual mailing offering
self-management suggestions and tools. In
addition, Holly contacts higher risk members
by telephone.

She encourages members to:

- Visit their primary care provider.
- Become more active in self-management of their condition.
- Attend asthma or diabetes management education.

Holly also calls provider offices to assist
members to get follow-up appointments for
asthma or diabetes. Holly works closely with
community agencies such as the American Lung
Association to make sure that members access
appropriate resources. Your office may be
hearing from Holly soon!

For more information, contact Holly Scarabosio
at 831-430-5566 (new number as of 7/5/05).

Asthma and Diabetes Education Benefits Improved

Comprehensive self-management education for
members with diabetes and asthma is a special
“Alliance-only” benefit for our members. These
benefits allow for up to 6 hours of education for
asthma and up to 10 hours for diabetes.

RAF Waived*

To increase utilization of these cost-effective
services, we have now removed the requirement
for a Referral Authorization Form (RAF). Our
Physician Advisory Group recommended
removing the RAF to improve patient outcomes.

Impaired Glucose Tolerance Added

Based on emerging research, the Alliance has
also added impaired glucose tolerance (ICD-9
codes: 790.20-790.22, 790.29) as a qualifying
diagnosis for diabetes education.

Making referrals

Physicians should direct patients to one of the
Alliance-approved education providers. When
referring, please include relevant medical history
and lab values. The Alliance Chronic Disease
Case Manager also makes referrals, and
members may self-refer. Educators will fax
assessment and care plan to the member’s PCP.

For details on program content and a list of
approved education providers, visit the Alliance
website at www.ccah-alliance.org. Under the
Provider Services menu, go to “Alliance-Only
Benefits”. Or contact Isleen Glatt, Senior
Health Educator, at 831-430-5570 (new number
as of 7/5/05).

*Please note that Medical Nutrition Therapy still requires a
RAF for assessment and a TAR for any follow-up visits.

Cultural Crossroads

Tips and resources to help you communicate better with Alliance members

Patient Materials in Multiple Languages

If you treat patients who do not read English well, you need forms and health education materials in their preferred language. Most of our providers have materials in Spanish, but not in Vietnamese, Tagalog, or other languages spoken by some patients.

The Alliance can help. Contact our Senior Health Educator for help finding materials in specific languages or on specific health topics. Or explore these websites:

www.lacare.org

L.A. Care is one of our sister Medi-Cal health plans. They offer materials in ten languages. For vital documents such as consent forms, do a “Document Search” on the provider page of their website. For patient health education materials, search “Useful Materials” on the member pages.

<http://medstat.med.utah.edu/24languages/>

The Twenty-Four Languages Project in Utah offers consumer health brochures and sound recordings in—you guessed it—24 languages. Remember that many Alliance members need simple, easy-to-read materials. Be selective.

<http://www.u-write.com/foreign.shtml>

The U-Write company offers this page of great links to health education materials in other languages. Most are public domain materials from sites such as the U.S. Food and Drug Administration and National Institutes of Health.

Improving Cross-Cultural Communication

The **LEARN** mnemonic offers a guideline for overcoming obstacles in cross cultural communication with patients. This technique can help you understand your patient’s health beliefs. Agreeing on a treatment plan that is culturally acceptable to your patient will increase compliance.



- L** **Listen** with empathy and understanding of the patient’s perception of the problem.
- E** **Explain** your perceptions of the problem.
- A** **Acknowledge** and discuss the differences and similarities.
- R** **Recommend** treatment.
- N** **Negotiate** agreement.

Source: E.A. Berlin and W.C. Fowkes Jr., A Teaching Framework for Cross-cultural Health Care, *The Western Journal of Medicine*, 1983, 139(6), 934, as reprinted on www.med.umich.edu, 2/7/05.

For more helpful tools, visit the Alliance Cultural & Linguistic Services web page, http://www.ccah-alliance.org/cult_and_ling_services.htm.

Isleen Glatt, Senior Health Educator, iglatt@ccah-alliance.org.

New phone as of 7/5/05: 831-430-5570.