

THE

Check-In

SUMMER 2021
communitycarehealth.org

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COMMUNITY
CARE HEALTH

CCH Semi-annual Provider Newsletter

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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 CEO

A Message from the CEO

Welcome to “The Check-In,” Community Care Health’s (CCH) provider-focused newsletter. As a health plan, we recognize that we are only as strong as the team of network providers that deliver outstanding care to each and every one of our members. For that, we are so appreciative to have you as part of our network – especially during the COVID-19 pandemic, where your flexibility, ability to seamlessly incorporate new safety measures and commitment to patient care have truly been remarkable.

As trusted advisors, our members look to you for advice, counsel, encouragement and so much more. “The Check-In” is just one way we can share information with you so you can, in turn, share it with them. This newsletter has been designed with you in mind - full of information and resources to help make your and your staffs’ jobs easier. We use it to share important content, introduce recently released technologies, promote new partnerships and programs – along with other news that we hope allows you to focus on the care you provide patients.

We are also excited about the Provider Portal, available on communitycarehealth.org, where you can login and access detailed information regarding your patients’ healthcare coverage, benefits and more. Importantly, this information is updated daily, ensuring you have and are able to share with your patients the most reliable data available.

CCH will continue to deliver and promote more programs, tools and services for both members and providers alike, including mobile app updates, web site enhancements, new partnerships and more. One such program we are very excited about is our partnership with Fit Republic Gyms, which offers members significant enrollment and monthly premium savings. We hope you will share this opportunity with your patients as you encourage them to make healthy lifestyle choices.

So be sure to check in with “The Check-In” to stay abreast of the latest from your partners at Community Care Health.



Aldo De La Torre
President, CEO
Community Care Health



Laws & Regulations Impacting Providers



SB 855 Mental Health and Substance Use Disorders

Effective January 1, 2021 SB 855 updates and expands the California Mental Health Parity Act of 1999 and requires health plans and insurers to provide treatment for all mental health and substance use disorders (MH/SUD) under the same terms and conditions that are applied when treating medical conditions.



SB 855 defines “mental health and substance use disorders” as those conditions listed in the most recent edition of the World Health Organization’s International Classification of Diseases or in the American Psychiatric Association Diagnostic and Statistical Manual of Mental Disorders. It also defines “medically necessary treatment of a mental health or substance use disorder” as “a service or product addressing the specific needs of that patient, for purposes of preventing, diagnosing, or treating an illness, injury, condition, or its symptoms, including minimizing the progression of that illness, injury, condition, or its symptoms”.

The new law requires CCH to apply clinical guidelines developed by the nonprofit professional association for the relevant clinical specialty for utilization management and applies to all CCH HMO business.

If you have further questions regarding SB 855 please contact CCH’s Customer Service at (1-855) 343-2247 Monday through Friday between the hours of 8 a.m. and 5 p.m.

Provider Portal



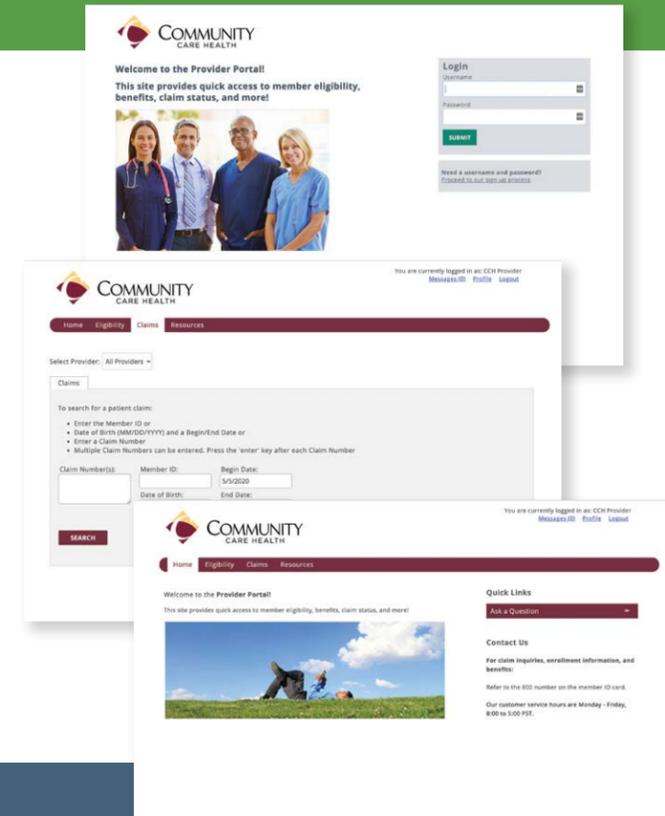
Accessible from the CCH website, the Provider Portal is a credential-accessed site that delivers a variety of resources to get you and your members the information they need.

Provider Portal

Did you know that the CCH Provider Portal offers real time access to the following:

- Verify Patient Eligibility and Benefits
- View Patient Eligibility Cards
- View Claims/Explanation of Benefits (EOB)
- Message CCH Customer Service

If you are not already registered, we encourage you to visit communitycarehealth.org > Providers > Portal Login to set up your account today.



Check-In with Us!

Have a story to share, questions or comments?

Please contact our staff at customerservice@communitycarehealth.org



Find a Provider

CCH’s Find a Provider directory allows members to locate physicians and other providers when seeking care. CCH is committed to displaying the most current and accurate data. We need your help in maintaining the quality of that data. Please go to www.communitycarehealth.org, and select “Find a Provider.” In the event you notice a discrepancy in your information being displayed please click on “Notice of Discrepancy” or contact CCH Customer Service at 1-855-343-2247.



Member Portal

We understand your patients are constantly asking about their insurance coverage, options and benefits. To help them navigate available services while relieving your staff from having to address these same questions, direct them to the Member Portal.

Member Portal

CCH strives to set itself apart by offering a variety of customer-focused tools. Following a simple registration process during which they only need to enter their member ID to get started, let your patients know they can use the portal to access:

- Schedule of Benefits that details their share of cost for services received
- Claims Activity for Both Medical and Pharmacy
- Ability to Change their Primary Care Physician
- Request a Member ID Card
- Message CCH's Customer Service Team



WW for Diabetes*

This offer combines the science-backed WW program with confidential, unlimited, one-to-one email and phone support from a Certified Diabetes Educator (CDE)**

What's included as a member:

- Unlimited access to the award-winning WW app and WW's live Virtual Workshops
- A personalized food plan tailored to meet your needs and goals
- Materials and guidance to address weight loss & maintain healthy blood sugar levels.
- Weekly CDE emails to tailor Workshop topics to members with Type 2 Diabetes.



A moderate weight loss of **5%**, even for people who are significantly overweight, can have a positive impact on blood sugar!

Start your health and weight loss journey today!

To learn more or to sign up for WW, visit

CommunityCareHealth.WW.com

CCH will cover over 50% of your WW membership costs!

Questions? Call WW at 866-204-2885.

* WW for Diabetes subscription: May be available to those who meet eligibility criteria, and participation requires a Digital + Workshops subscription, the availability of which will vary in accordance with company size and commitment. Further restrictions apply.

**The WW for Diabetes information and guidance provided by the CDE is not intended as a substitute for medical diagnosis or treatment; you should always consult your physician about any healthcare issues.

1 Klein S, Sheard EL, Pi-Sunyer X, et al. Weight management through lifestyle modification for the prevention and management of type 2 diabetes: rationale and strategies. Diabetes Care. 2004;27:2076-2073.

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DID YOU KNOW...



Provider Appointment Availability Survey Starts July 15th!

It's time for the annual provider surveys! On behalf of CCH, QMetrics will administer the MY2021 Provider Appointment Availability Survey ("PAAS") to begin on July 15, 2021. Beginning in October 2021, QMetrics will also conduct the Provider Satisfaction Survey ("PSS").

The PAAS will be fielded via fax or email. We encourage you to complete the survey within five (5) business days from receipt. Providers that do not respond by the deadline will be contacted by phone to complete the survey telephonically. We strongly encourage you to respond to the fax or email to avoid receiving a telephone call as this will reduce the burden on your office staff.

Please review the appointment wait time standards on the following page with your office staff to ensure your office complies and completes the survey.

Thank you for taking the time to participate in these important surveys to measure how easily members are able to access CCH's network.



Keep an Eye Out For...

- ✓ Faxes will come from (877) 399-3439 and completed surveys should be returned to this same fax number or can be scanned and emailed to PAASSurvey@QMetrics.us.
- ✓ Emails will come from QMetrics. Each survey will have a unique link to a provider specific survey to be completed online.

DID YOU KNOW...



Improving the Patient Experience

Medical and Behavioral Health Wait Times & 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 patients have to wait to get an appointment and telephone advice. The wait times are shown in the chart below. Some exceptions to the wait times apply. Sometimes waiting longer for care is not a problem. You may give a longer wait time if it would not be harmful to your patient's health. It must be noted in their record that a longer wait time will not be harmful to their health.

MEDICAL APPOINTMENT ACCESS STANDARDS

Urgent Appointments	Wait Time
For services that do not need prior approval	48 hours
For services that do need prior approval	96 hours
Non-Urgent Appointments	Wait Time
Primary care appointment	10 business days
Specialist appointment	15 business days
Appointment with a mental health care provider (who is not a physician)	10 business days
Appointment for other services to diagnose or treat a health condition	15 business days

BEHAVIORAL HEALTH EMERGENT & NON-EMERGENT APPOINTMENT ACCESS STANDARDS

Appointment Type	Time-Elapsed Standard
Non-urgent appointments with a physician mental health care provider	Must offer the appointment within 10 business days of the request
Non-Urgent Care appointments with a non-physician mental health care provider	Must offer the appointment within 10 business days of the request
Urgent Care appointments	Must offer the appointment within 48 hours of the request
Access to Care for Non-Life Threatening Emergency	Within 6 hours
Access to Life-Threatening Emergency Care	Immediately
Access to Follow Up Care After Hospitalization for mental illness	Must Provide Both: <ul style="list-style-type: none"> • One follow-up encounter with a mental health provider within 7 calendar days after discharge Plus <ul style="list-style-type: none"> • One follow-up encounter with a mental health provider within 30 calendar days after discharge



MedImpact (Pharmacy)

MedImpact is Community Care Health's (CCH) pharmacy benefit manager that works with CCH members that provides essential information to members about their medicine, including how to take it correctly, potential side effects, lower-cost options, and more.

To access the CCH formulary please visit www.communitymedical.org. Information on the formulary can be found on both the "For Members" and "For Providers" pages under Pharmacy Coverage.



Important Pharmacy Resources

Mail-Order Program: CCH members are able to obtain a 90-day supply of ongoing medications through the mail-order program with MedImpact Direct.

To submit a prescription, simply complete the MedImpact Direct Medication Order Form and submit electronically via ePrescribing or fax to (888) 783-1773.

Formulary Guide: Updated monthly, the Formulary Guide provides a list of covered generic and brand name drugs selected by physician and pharmacist subject matter experts.

Preferred Drug List: MedImpact has created a list of commonly prescribed medications within select classes to promote clinically appropriate utilization of medications in a cost-effective manner.

Formulary Exception Request Process: MedImpact has established a process for providers to obtain non-preferred drugs (Formulary Exception) for members. Visit www.communitycarehealth.org/for-providers/ to learn more.



Fit Republic and CCH have teamed up to give you this offer.

You and your family can become members of Fit Republic with this special offer. Your premium membership features:

- Over 20 California locations

Atascadero	Fresno - Herndon	Madera - Cleveland	Salinas
Atwater	Gilroy	Manteca	Selma
Dinuba	Great Falls	Modesto	Tracy
Fresno - Ashlan	Hanford	Oakdale	Visalia
Fresno - Center Point	Los Banos	Riverbank	Watsonville
- Unlimited access to HydroMassage to relax and recover
- Total Body Circuit for full body workout in 30 minutes
- Swimming pools, tennis and racquetball at select locations
- Top-of-the-line cardio, free weights, functional training equipment and more engineered to help find their State of Wellness

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

* Premium Membership - \$14.99 offers access to all gyms, equipment, swimming pools, tennis and racquetball.
 * Fit Nation Group Training membership - \$39.99 includes the premium membership, pulse group training: 45 min fully body workout, Zumba class, yoga classes and interval training.
 * Only in California and Washington

FOR MORE INFORMATION CONTACT:
Nate Garcia, Director of Corporate Wellness
 Phone: (559) 790-4678 / Email: Nate@fitrepublic.com



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Have a story to share, questions or comments?

Please contact our staff at
customerservice@communitycarehealth.org