

Member NEWSLETTER

FALL ISSUE • SEPTEMBER 2022



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

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**VENTURA COUNTY
HEALTH CARE PLAN**
FALL ISSUE • SEPTEMBER 2022

CONTACT INFORMATION

Ventura County Health Care Plan

Regular Business Hours are:

Monday - Friday, 8:30 a.m. to 4:30 p.m.

- 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 express-scripts.com
- Behavioral Health/Life Strategies:
(24 hour assistance)
(800) 851-7407
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/Creative Services

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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:
vchealthcareplan.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, vchealthcareplan.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

A GREAT RESOURCE in Ventura County...



2•1•1 can assist patients with
counseling, food assistance,
domestic violence services,
employment resources,
health care, senior services,
legal assistance, substance
abuse services, housing,
resources for parents, and
much more!

2•1•1 is available 24 hours a
day, 7 days per week.
You can also visit
211ventura.org.

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
Waiting time in provider office (to speak with a triage nurse.	30 Minutes
Ensure wait time for enrollees to speak with a qualified representative during business hours	Not to exceed 10 minutes

Member Portal NOW AVAILABLE



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

The Ventura County Health Care Plan is excited to announce that Members can now access their personal Health Plan information online. As a VCHCP Member, you can now create an online profile through the VCHCP Member Login link found on the Plan's website: vchealthcareplan.org

Once you are logged in you will be able to access personalized information about your:

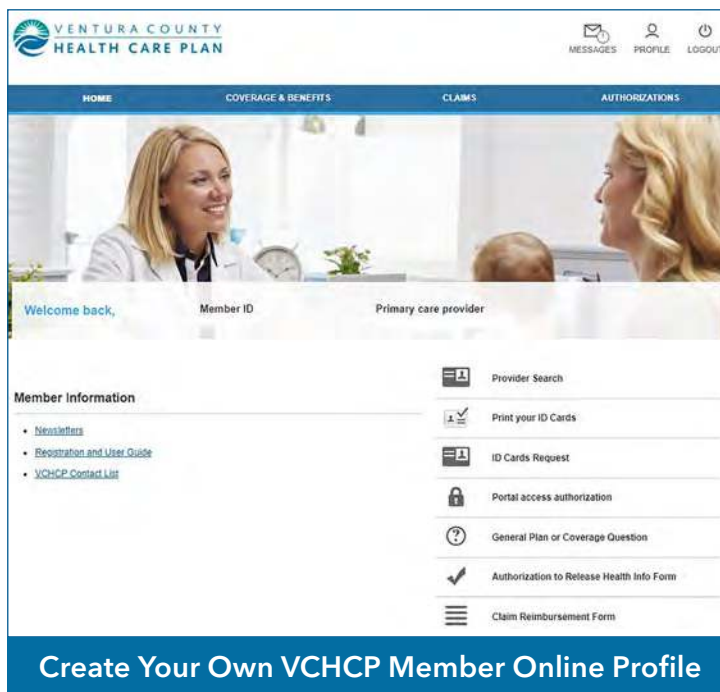
- **Benefits**
- **Claims Status**
- **Authorizations status**

You will also be able to:

- **Request ID Cards**
- **Print your ID Cards**
- **Submit Reimbursement Forms**
- **Submit a General Plan or Coverage Question**

To register for the portal...

- **Go to vchealthcareplan.org**
- **Click on "For Members"**
- **Click on "VCHCP Member Portal"**



For questions on accessing the portal, please contact Member Services at (805) 981-5050 or (800) 600-8247, Monday - Friday 8:30 a.m. - 4:30 p.m., or email VCHCP.Memberservices@ventura.org

VCHCP Member Behavioral Health and Substance Abuse RESOURCES

Member Website and Provider Directory:
LiveandWorkWell.com

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

Substance Use Disorder
Helpline: 1-855-780-5955
A 24/7 helpline for VCHCP
Providers and Patients

Optum covers all Substance-Use-Disorder services identified in the American Society of Addictions Medicine (ASAM) criteria, and as of January 1, 2021, this includes ASAM levels 3.1 and 3.2 WM services.

If you have paid for these services out of pocket, you can submit claims for retrospective review to the following address:

Optum Claims Processing
P.O. Box 30755
Salt Lake City,
UT 84130-0755

A LETTER FROM OUR Case Management Nurse

Dear Member,

Case Management (CM) is part of your Ventura County Health Care Plan (VCHCP) benefit, free of charge to all members. We are dedicated to assist in organizing your healthcare need(s) and assist with coordinating care you may need. We can communicate between your providers to help connect your care and achieve your health goals. We are your advocate, and we will help to empower you to manage your health care needs.

If you are “lost” in the system of navigating your health care news, contact CM to discuss your options. We are ready to help you get the most from your health care benefits. If you’re dealing with a lot of health issues and things are getting too complicated, or if you find yourself constantly ending up in the hospital, we can help you organize and figure out a plan for your care.

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 vchealthcareplan.org/cm or by scanning the QR Code below.



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 vchealthcareplan.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.

COVID-19 MEDICALLY NECESSARY THERAPEUTICS

There are treatments that can keep COVID-19 symptoms from getting worse.



What You Need to Know

- If a patient test positive for COVID-19 and is more likely to get very sick, treatments are available that can reduce the chances of hospitalization and death.
- The FDA has authorized certain antiviral medications and monoclonal antibodies to treat mild to moderate COVID-19 in people who are more likely to get very sick.
- Treatment must be started within days after the first development of symptoms to be effective.
- Learn more about COVID-19 therapeutics at venturacountyrecovers.org/therapeutics/.

Learn about:

- Possible treatment options
- Oral antivirals
- Monoclonal antibodies
- Other resources and treatment locations

Ventura County Health Care Plan does not require a prior authorization for COVID-19 medically necessary therapeutics.



WHERE YOUR PREMIUM DOLLARS GO...

The Ventura County Health Care Plan (VCHCP) is a nonprofit health plan dedicated to providing County of Ventura employees and their covered dependents with access to high-quality health care at an affordable price.

As a nonprofit, our mission is to balance premiums to cover health care expenses while ensuring quality health care for our members.

Because of this, on average, 91.5% of premium dollars are used to cover health care costs:

- **72.0% Medical Expenses**
- **14.0% Pharmacy Expenses**
- **5.50% Behavioral Health**

VCHCP is committed to being your plan of choice. For 2022 & beyond, the focus is on improving access, providing quality service, and continuing to manage health care costs to control premiums.





American Heart Association®

Check. Change. Control.®

Consequences of High Blood Pressure

High blood pressure (HBP) is often the first domino in a chain or “domino effect” leading to devastating consequences, like:



STROKE

HBP can cause blood vessels in the brain to burst or clog more easily.

VISION LOSS

HBP can damage the vessels in the eyes.



HEART FAILURE

HBP can cause the heart to enlarge and fail to supply blood to the body.

HEART ATTACK

HBP damages arteries and causes them to narrow and stiffen.

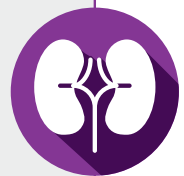


SEXUAL DYSFUNCTION

This can be erectile dysfunction in men or lower libido in women.

KIDNEY DISEASE/ FAILURE

HBP can damage the arteries in the kidneys and interfere with their ability to effectively filter blood.



A simple **blood pressure check** is the first step to preventing the “domino effect.”

Learn more at heart.org/hbp.

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Breast Cancer Screening

Early detection is the best practice against cancer, especially breast cancer. In an effort to increase awareness, VCHCP sent mammogram post cards to those who are due for their breast cancer screening. The postcards were mailed in May and will be mailed out again in October. Our goal is to provide education to you to complete this important screening.

If you have any questions or concerns, please contact our Health Services Department at (805) 981-5060.

Early Detection Is Your Best Protection Against BREAST CANCER

You can now set an appointment for a screening mammogram directly with any VCHCP contracted radiology facility without a doctor's prescription or order. There is no copay for screening mammogram at any of these contracted facilities. The COVID-19 pandemic may affect office hours and capacity, please make sure to call ahead and make an appointment.

GET YOUR SCREENING MAMMOGRAM DONE WHEN RECOMMENDED.

VCHCP and the U.S. Preventive Services Task Force recommends a screening mammogram every two years between the ages of 50 and 74.

Note: If you are having a diagnostic mammogram, copayment applies.

Bring this card with you to your mammogram appointment and give it to the radiology office.

Remember to ask the radiology office to send the result of your mammogram to your primary care physician.

VCHCP NETWORK RADIOLOGY FACILITIES

Ventura County Medical Center Radiology (VCMC)	(805) 652-6080
M-F 8am - 3:30pm / Saturday by appointment only 8am - 12:30pm	
Santa Paula Hospital Radiology Center	(805) 652-6080
M-F 8am - 3:30pm	
Grossman Imaging Centers	(805) 988-0416
VENTURA LOCATION	M & F 8am - 4pm
OXNARD LOCATION	M & TH 9am - 4:30pm
Rolling Oaks Radiology	(805) 357-0067
VENTURA LOCATION	M-F 8am - 4pm
CANABEILLO LOCATION	M-F 8am - 4pm
OXNARD LOCATION	M-F 8am - 4:15pm
THOUSAND OAKS LOCATION	Saturday by appointment only 9am - 5pm
Rolling Oaks St. John's Imaging Center	(805) 983-0883
M-F 8am - 5pm	
Nancy Reagan Breast Center	(805) 955-6122
M-F 8am - 4pm	
Palms Imaging	(805) 684-9500
M-F 8am - 5pm	



ADDING A NEW DIMENSION TO BREAST CANCER DETECTION

Hologic Genius 3D Mammography
Now Available at Santa Paula Hospital

- ◆ More comfortable screening experience
- ◆ Earlier detection for better outcomes
- ◆ 40% fewer unnecessary callbacks
- ◆ Greater accuracy and minimal false positives
- ◆ Comparable exam time to traditional mammography

The Ventura County Health Care Agency is pleased to announce that Santa Paula Hospital has acquired Hologic's Genius 3D Mammography which allows state-of-the-art mammography exams.

One in eight women will develop breast cancer in her lifetime, but with better, earlier, detection the five-year survival rate is nearly 100 percent. At Santa Paula Hospital, they are committed to earlier detection which can save lives.

The new Hologic Genius 3D Mammography exam features the SmartCurve system, which offers enhanced comfort, as well as Clarity HD high-resolution 3D imaging technology. Hologic's Genius 3D Mammography exam detects more invasive cancers, reduces false positives, and is FDA approved as superior when compared to conventional 2D mammography for all women.

For more information on Hologic's Genius 3D Mammography exam, visit Genius3DNearMe.com.

Consult with your Primary Care Provider to order a 3-D Mammogram. To make an appointment for your exam at Santa Paula Hospital, call Centralized Scheduling at (805) 652-6080.

If you have any questions or concerns, please contact our Health Services Department at (805) 981-5060.



**VENTURA COUNTY
MEDICAL CENTER**
SANTA PAULA HOSPITAL
A Division of Ventura County Health Care Agency



How to Find a Provider

The most efficient way of finding a provider is by utilizing our online Provider Search Engine!

The Search Engine can be found in our website at vchealthcareplan.org via the "Find a Provider" link. This is updated on a weekly basis thus providing the most accurate information available.

Select your plan:	All Plans
Select a provider type:	All Provider Types
Select a specialty:	All Specialists
Select a city:	All Cities
Select a language:	All Languages
Select a gender:	All Genders
Select Name of Clinic...	All Clinics
Select Name of Hospital...	All Hospitals

TIP: When searching for a specialist, make sure to select a specialty but ensure that the provider type is set at "All Provider Types" as selecting a provider type will limit the options available.

How Often Should You See Your Primary Care Physician?

Your Primary Care Provider (PCP) is responsible for treating you when you are sick or injured, and at times is the coordinator of referrals to specialists and other services. Some members rarely see their PCP, which can make care difficult, especially in an emergent situation. Children and Adults should be seen by their PCP at least yearly (more frequently for children under 2 years of age). Preventive Health Visits, or Check-ups should occur regularly to have appropriate preventive screenings, immunizations, and an overall review of your health. This is an important visit to discuss health concerns or even health goals. Staying in contact with your PCP by having annual check-ups can help with establishing a good relationship with your PCP. This relationship can make times of illness or injury run smoother and give you peace of mind for the care you receive.



If you haven't had a checkup in the last year,
please call your PCP today to make an appointment.

If you need assistance or have questions,
please call Member Services at (805) 981-5050.



COMPLETE THE 2022 Member Access Survey today!

YOUR INPUT MATTERS! Help us make a difference to your health care access needs and identify areas needing improvement by completing the 2022 Member Access Survey online at:

surveymonkey.com/r/VCHCPMemberSurvey2022

You may also complete the survey by visiting our website at vchealthcareplan.org and click on "For Members".

The Survey is available now through December 31st.

For assistance contact our Member Services Department at (805) 981-5050 or toll free at (800) 600-8247 Monday – Friday between 8:30 a.m. – 4:30 p.m.



Out-of-Pocket MAXIMUMS

An out-of-pocket (OOP) maximum is a cap, or limit, on the amount of money you pay for covered health care services in a plan year. If you meet that limit, your health plan will pay 100% of all covered health care costs for the remainder of the plan year. Under the Ventura County Health Care Plan (VCHCP), the individual OOP maximum is \$3,000.

Effective July 2022, VCHCP is required to send out notices monthly to any members who have had claims processed in the last 30 days. This includes medical, pharmacy, and behavioral health claims. These notices will indicate how much of your OOP maximum has been met for the year, and we are required to send these notices to each individual enrollee, so some households may receive more

than one notice.

This information is also available by contacting the Plan and is available in the Member Portal:

member.vchealthcareplan.org.

Please note that you can opt out from receiving these monthly mailings, or you can request to receive them via email as an alternative. Please contact the Plan's Member Services Department via email at vchcp.memberservices@ventura.org or via phone at (805) 981-5050 if you would like to select one of these alternative options.

Direct Specialty REFERRALS

A "Direct Specialty Referral" is a referral that your Primary Care Physician (PCP) can give to you so that you can be seen by a specialist physician or receive certain specialized services. Direct Specialty Referrals do not need to be pre-authorized by the Plan. All VCHCP contracted specialists can be directly referred by the PCPs using the direct referral form [EXCLUDING TERTIARY REFERRALS, (e.g. UCLA AND CHLA), PERINATOLOGY and NON VCMC PAIN MANAGEMENT SPECIALISTS]. Referrals to Physical Therapy and Occupational Therapy also use this form.

Note that this direct specialty referral does not apply to any tertiary care or non-contracted provider referrals. All tertiary care referrals and referrals to non-contracted providers continue to require approval by the Health Plan through the treatment authorization request (TAR) procedure.

Appointments to specialists when you receive a direct referral from your PCP should be made either by you or by your referring doctor. Make sure to check with your referring doctor about who is responsible for making the appointment.

Appointments are required to be offered within a specific time frame, unless your doctor has indicated on the

referral form that a longer wait time would not have a detrimental impact on your health. Those timeframes are: Non-urgent within 15 business days, Urgent within 48-96 hours.

If you or your doctor feel that you are not able to get an appointment within an acceptable timeframe, please contact the Plan's Member Services Department at (805) 981-5050 or (800) 600-8247 so that we can make the appropriate arrangements for timeliness of care.

The Direct Referral Policy can also be accessed at: vchealthcareplan.org/providers/providerIndex.aspx. To request to have a printed copy of the policy mailed to you, please call Member Services at the numbers listed above.

Standing REFERRALS

A standing referral allows members to see a specialist or obtain ancillary services, such as lab, without needing new referrals from their primary care physician for each visit. Members may request a standing referral for a chronic condition requiring stabilized care. The member's primary care physician will decide when the request meets the following guidelines.

A standing referral may be authorized for the following conditions when it is anticipated that the care will be ongoing:

- Chronic health condition (such as diabetes, COPD etc.)
- Life-threatening mental or physical condition
- Pregnancy beyond the first trimester
- Degenerative disease or disability
- Radiation treatment
- Chemotherapy
- Allergy injections
- Defibrillator checks
- Pacemaker checks
- Dialysis/end-stage renal disease
- Other serious conditions that require treatment by a specialist

A standing referral is limited to 6 months, but can be reviewed for medical necessity as needed, to cover the duration of the condition.

If you change primary care physicians or clinics, you will need to discuss your standing referral with your new physician. Changing your primary care physician or clinic may require a change to the specialist to whom your primary care physician makes referrals. Additional information regarding Standing Referrals is located on our website:

vchealthcareplan.org/providers/providerIndex.aspx or by calling Member Services at (805) 981-5050 or (800) 600-8247.

FAQ's

FOR MEMBERS ABOUT SPECIALTY MEDICATIONS



It is very important that you remain proactive in following up with your specialty medication. This will minimize the delay in getting timely medications.

What is a “Specialty Medication”?

Specialty Medications are high-cost medications, regardless of how they are administered (injectable, oral, transdermal, or inhalant), and are often used to treat complex clinical conditions that require close management by a physician due to their potential side effects and the need for frequent dosage adjustments.

What if my Doctor prescribes a “Specialty Medication” for me?

Most “Specialty Medications” require prior authorization from the Plan. Your doctor will need to complete a Prescription Drug Prior Authorization Request form and submit it to the Health Plan for approval.

How do I know if my medication is a “Specialty Medication”?

Contact Accredo at (866) 848-9870. Accredo is Express Scripts’ specialty pharmacy provider.

How much will my specialty medication cost?

You can look up your out-of-pocket cost for any medication (whether specialty or not) by going to the Express Scripts website at [express-scripts.com](https://www.express-scripts.com) and creating an online account. Or you can call Express Scripts directly at (800) 811-0293 to find out your out-of-pocket cost for a particular medication or for help logging into their website.

How do I get my specialty medication?

Once the Health Plan approves your doctor’s Treatment Authorization Request, Accredo verifies the approval and contacts the patient to coordinate shipment of the medication to the patient’s address within 24 to 48 hours. Accredo cannot ship your medication without speaking with you directly to arrange shipment.

If you receive a message from Accredo, you will need to call Accredo back. Accredo will also provide any equipment necessary for you to take your medication. You can call Accredo directly with any questions at (866) 848-9870.

What if I need to start taking my medicine right away?

If your doctor determines that it is medically necessary for you to begin taking the medication right away, he/she can write a prescription for a 1 time 30-day supply to be filled at a local pharmacy upon approval by the Plan.

What if my medication hasn’t arrived yet?

If you are concerned about the amount of time it is taking for your medication to be shipped to you, or if you have any other questions or concerns, please call the Plan’s Member Services Department at (805) 981-5050 or toll free at (800) 600-8247 Monday through Friday between the hours of 8:30 am and 4:30 pm.

For more information about the Plan’s Specialty Medication policies or Prescription Medication Benefit Program please see the Plan’s website at vchealthcareplan.org or call the Plan’s Member Services Department at (805) 981-5050 or toll free at (800) 600-8247 between the hours of 8:30 am and 4:30 pm Monday-Friday.

VENTURA COUNTY HEALTH CARE PLAN CONTRACTS WITH



OptumHealth Behavioral Solutions (LIFE STRATEGIES)

FOR MENTAL/BEHAVIORAL HEALTH AND SUBSTANCE ABUSE SERVICES

Optum's Live and Work Well website is packed with valuable information for healthy living. For easy access to this information, look for Optum's icon on the VCHCP website – click on it and you are on your way to learning more about healthy living! You can also access it through liveandworkwell.com/member.

Following are two examples of articles available for members to help with common behavioral health issues.

Attention Deficit Hyperactivity Disorder (ADHD)

What is attention deficit hyperactivity disorder?

Attention deficit hyperactivity disorder (ADHD) is a condition in which a person has trouble paying attention and focusing on tasks, tends to act without thinking, and has trouble sitting still. It may begin in early childhood and can continue into adulthood. Without treatment, ADHD can cause problems at home, at school, at work, and with relationships. In the past, ADHD was called attention deficit disorder (ADD).

What causes ADHD?

The exact cause is not clear, but ADHD tends to run in families.

What are the symptoms?

The three types of ADHD symptoms include:

- **Trouble paying attention.** People with ADHD are easily distracted. They have a hard time focusing on any one task.
- **Trouble sitting still for even a short time.** This is called hyperactivity. Children with ADHD may squirm, fidget, or run around at the wrong times. Teens and adults often feel restless and fidgety. They aren't able to enjoy reading or other quiet activities.
- **Acting before thinking.** People with ADHD may talk too loud, laugh too loud, or become angrier than the situation calls for. Children may not be able to wait for their turn or to share. This makes it hard for them to play with other children. Teens and adults may make quick decisions that have a long-term impact on their lives. They may spend too much money or change jobs often.

How does ADHD affect adults?

Many adults don't realize that they have ADHD until their children are diagnosed. Then they begin to notice their own symptoms. Adults with ADHD may find it hard to focus, organize, and finish tasks. They often forget things. But they also often are very creative and curious. They love to ask questions and keep learning. Some adults with ADHD learn to manage their lives and find careers that let them use those strengths.

The Basics: Autism Facts

What is Autism?

Autism is a developmental disorder. The disorder makes it hard to understand the world. Communication is especially challenging. It is hard for people with autism to attach meaning to words and facial expressions. Individuals with the disorder have trouble interacting with others. They may seem as if they are in their own world. People with autism tend to engage in repetitive or obsessive behavior. They often do self-harming things. They may bang their heads on the wall or do things like repeatedly pinch themselves.

What are the Symptoms?

Autism is usually noticed in the first three years. Sometimes the symptoms are apparent when comparing the development of your child to others their age. Other times the symptoms may come on all at once. Some signs to look for are:

Communication symptoms:

- Talks late or not at all; speaks loudly or with flat tones
- Points or uses other motions to indicate needs
- Repeats words or phrases without understanding the meaning
- May talk at length about something even if no one is listening



Autism Screening FOR ALL CHILDREN

Autism Spectrum Disorder (ASD) is the name for a group of developmental disorders. Studies show that when children with ASD are diagnosed early and receive early intervention, they have improved long-term outcomes. With this in mind, VCHCP has in place a Screening for Autism Policy that all Family Practitioners and Pediatricians caring for children age 2 and younger are to follow. Your child's provider will administer a standardized screening and surveillance of risk factors at age 18 and 24 months. Also, your provider will perform a general observation at every well-child visit. Please understand that these screenings are to be provided for all children at age 18 and 24 months. If you have concerns about the screening or the results, contact your child's provider.

Social interaction symptoms:

- Likes to be alone
- Dislikes being held or touched
- Does not know how to interact; poor listener
- May stare at something for a long time, ignoring the rest of the world
- Poor eye contact
- Does not understand the feelings of others

Behavior symptoms:

- Likes routine; is upset by change
- Does not pretend or use his or her imagination
- May have tantrums or show aggression
- May become very attached
- May engage in repetitive movements like rocking
- May bang his or her head or hurt self
- May be sensitive to noises that others tolerate
- May have an unusual reaction to the way things smell, taste, look, feel or sound

Not everyone experiences autism in the same way. Some may have severe trouble with some things and not be as challenged by others. If you suspect that your child may have autism, trust your instincts. Take your child to a doctor and have them examined.

Additionally, VCHCP has a Case Management Program specific to the needs of those with Autism. Contact the VCHCP Case Management Department for more information (805) 981-5060 or visit vchealthcareplan.org and click on "Request Case Management or Disease Management".

If you have any questions about the Autism Screening Policy, please contact VCHCP Utilization Management department at (805) 981-5060.

Autism Spectrum DISORDERS

Members now have an opportunity to seek assistance for Autism Spectrum Disorders (ASD). VCHCP recommends all members with ASD or parents of children with ASD participate in our Autism Case Management Program. Visit vchealthcareplan.org/members/memberIndex.aspx, and on the right side of the site, click "Request Case Management or Disease Management". You will be prompted to enter member specific information. You will then submit this form to a secure email. A nurse will evaluate your request and call you within 2 business days.

**REQUEST
Case Management or
Disease Management**

If you would like to speak directly with a nurse, please call (805) 981-5060 and ask for a Case Management Nurse.

Choosing Wisely®

An initiative of the ABIM Foundation



AMERICAN ACADEMY OF
FAMILY PHYSICIANS

Imaging tests for lower-back pain

You probably don't need an X-ray, CT scan, or MRI

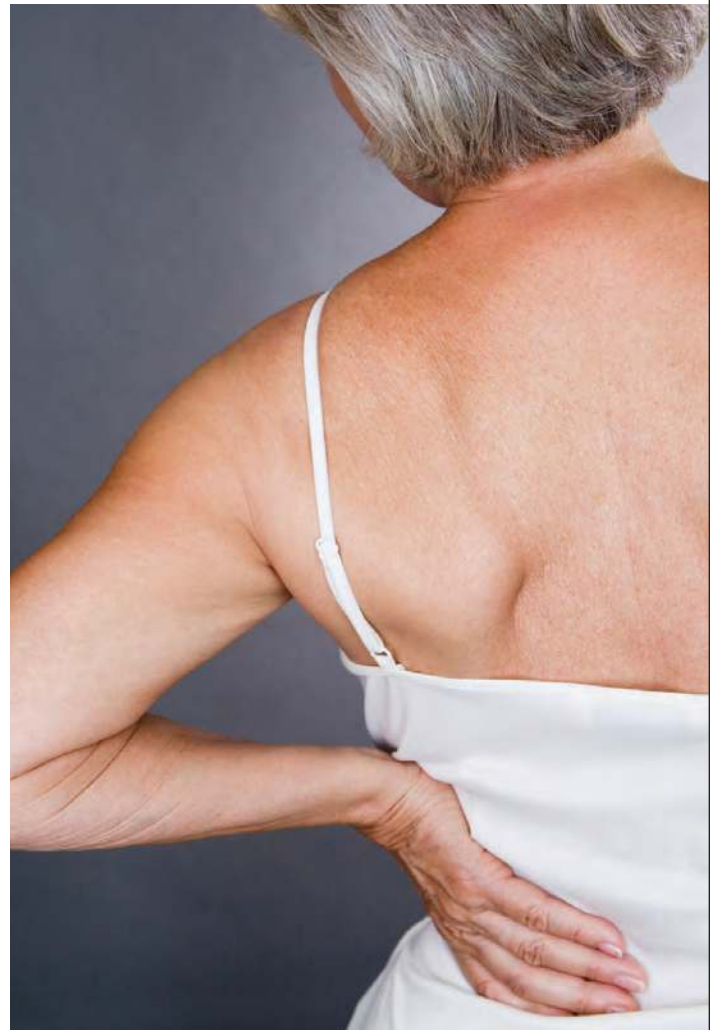
X-rays, CT scans, and MRIs are called imaging tests because they take pictures, or images, of the inside of the body. You may think you need one of these tests to find out what is causing your back pain. But these tests usually don't help. Here's why:

The tests will not help you feel better faster.

Most people with lower-back pain feel better in about a month, whether or not they have an imaging test.

People who get an imaging test for their back pain do not get better faster. And sometimes they feel worse than people who took over-the-counter pain medicine and followed simple steps, like walking, to help their pain.

Imaging tests can also lead to surgery and other treatments that you do not need. In one study, people who had an MRI were much more likely to have surgery than people who did not have an MRI. But the surgery did not help them get better any faster.





2021 QUALITY IMPROVEMENT Program Evaluation

Each year, the Health Plan evaluates its success in accomplishing identified goals for the prior year, including, but not limited to, its ability to meet regulatory standards specified by the Department of Managed Health Care (DMHC). For 2021, the Plan is pleased to share that it succeeded in achieving multiple identified goals despite the challenges that was faced during the pandemic.

To view the summary of our Quality Improvement Program Evaluation, please click this link: vchealthcareplan.org/members/docs/AnnualQualityAssuranceProgramOverview.pdf

OptumHealth QUALITY PROGRAM

VENTURA COUNTY HEALTH CARE PLAN contracts with OptumHealth Behavioral Solutions (Life Strategies) for Mental/Behavioral health and substance abuse services. OptumHealth has a Quality Management Program (QM) that is reviewed annually. If you would like to obtain a summary of the progress OptumHealth has made in meeting program goals, please visit OptumHealth's online newsletter at liveandworkwell.com/newsletter or call OptumHealth directly at (800) 851-7407 and ask for a paper copy of the QM program description.

Do I really need antibiotics?



**BE
ANTIBIOTICS
AWARE**
SMART USE, BEST CARE



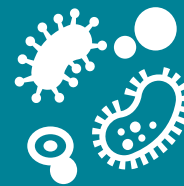
SAY YES TO ANTIBIOTICS

when needed for certain infections caused by **bacteria**.



SAY NO TO ANTIBIOTICS

for **viruses**, such as colds and flu, or runny noses, even if the mucus is thick, yellow or green. Antibiotics also won't help for some common bacterial infections including most cases of bronchitis, many sinus infections, and some ear infections.



Antibiotics
are only
needed for
treating
certain
infections
caused by
bacteria.

Antibiotics do **NOT** work on
viruses.

To learn more about antibiotic prescribing and use,
visit www.cdc.gov/antibiotic-use



MEMBER SATISFACTION WITH SURVEY RESULTS Utilization Management

As part of our continuing commitment to serve our members, VCHCP conducted a 2021 Consumer Assessment of Healthcare Providers and System (CAHPS) survey. The purpose of this survey is to measure how well the Health Plan meets members' expectations and goals. SPH Analytics was selected by VCHCP to randomly select eligible members to participate in the survey using a combination of mail and telephone outreach.

We would like to thank the 198 members who responded to our survey, yielding a 18.1% response rate. Based on your responses, specifically with regards to your "experience with our Utilization Management" (UM), the Plan is committed to improving member survey results and experiences. The specific questions in the survey that pertain to your experience with our Utilization Management are:

Q9: IN THE LAST 12 MONTHS, how often was it easy to get the care, tests, or treatment you needed?

Q20: IN THE LAST 12 MONTHS, how often did you get an appointment to see a specialist as soon as you needed?

We heard your feedback and recognized we have opportunities for improvement. We have continued these actions to improve your experience with our Utilization Management such as:

- **Telemedicine (Teladoc) which helped with access issues.**
- **Direct Specialty Referral Program for our VCHCP health plan members.**

The Primary Care Physicians can directly refer members to certain in network/contracted specialty providers without requiring prior authorization.

- **Evaluating and removing prior authorization requirement on services that the Plan generally approve, reducing the barrier of having to obtain prior authorization.**

The intent is to make it easy for members to get these services.

- **Working with its contracted providers to send timely referrals to the Plan to ensure timely processing of prior authorization requests.**

- **Continuing efficiencies in prior authorization processing.**

- **Electronic prior authorization referral process at the Ventura County Medical Center (VCMC) through the Cerner system.**

- **Addressing access issues for continued improvement with collaboration between the Plan and providers.**

- **Executing contracts with needed specialists in geographic areas of need.**

- **Monitoring the timeliness of our UM prior authorization processing daily to ensure timely review and compliance with regulatory requirements. So far in 2022, over 99% of requests received have been completed within the specified regulatory requirement.**

Your continued participation in our annual member satisfaction surveys and other feedback will help us identify areas of opportunity for improvement, which in turn aids us in increasing the quality of care you receive. Thank you again for your participation.

Language and Communication Assistance

Good communication with VCHCP and with your providers is important. If English is not your first language, VCHCP provides interpretation services and translations of certain written materials.

- **To ask for language services call VCHCP at (805) 981-5050 or (800) 600-8247.** You may obtain language assistance services, including oral interpretation and translated written materials, free of charge and in a timely manner. You may obtain interpretation services free of charge in English and the top 15 languages spoken by limited-English proficient individuals in California as determined by the State of California Department of Health Services.
- If you are deaf, hard of hearing or have a speech impairment, you may also receive language assistance services by calling TDD/TTY at (800) 735-2929.



- If you have a preferred language, please notify us of your personal language needs by calling VCHCP at (805) 981-5050 or (800) 600-8247.
- Interpreter services will be provided to you, if requested and arranged in advance, at all medical appointments.

If you have a disability and need free auxiliary aids and services, including qualified interpreters for disabilities and information in alternate formats, including written information in other formats, you may request that they be provided to you free of charge and in a timely manner, when those aids and services are necessary to ensure an equal opportunity for you to participate.



Nondiscrimination

VCHCP complies with applicable Federal and California laws and does not exclude people or otherwise discriminate against them because of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age or disability.

The Department of Health and Human Services (HHS) Office for Civil Rights (OCR) enforces certain Federal civil rights laws that protect the rights of all persons in the United States to receive health and human services without discrimination based on race, color, national origin, disability, age, and in some cases, sex and religion.

If you believe that you have been discriminated against you may file a complaint with the Office for Civil Rights (OCR). You can file your complaint by email at OCRcomplaint@hhs.gov, or you can mail your complaint to:

Centralized Case Management Operations
U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Room 509F HHH Bldg.
Washington, D.C. 20201

If you have any questions, or need help to file your complaint, call OCR (toll-free) at 1-800-368-1019 (voice) or 1-800-537-7697 (TDD), or visit their website at: [hhs.gov/ocr](https://www.hhs.gov/ocr). You may also send an email to OCRMail@hhs.gov.

Pharmacy Updates

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:

vchealthcareplan.org/members/programs/countyEmployees.aspx



Formulary Additions: 2Q-2022

NEW GENERICS

Brand Name for First Generic	Product Name
APOKYN	APOMORPHINE 30 MG/3 ML CARTRDG
CLODERM	CLOCORTOLONE PIVALATE 0.1% CRM
COMBIGAN	BRIMONIDINE-TIMOLOL 0.2%-0.5%
CYSTADANE	BETAINE 1 GRAM/1.9 ML POWDER
FERRIPROX	DEFERIPRONE 1,000 MG TB(3X/DY)
LANOXIN	DIGOXIN 62.5 MCG TABLET
REVLIMID	LENALIDOMIDE 5 MG CAPSULE LENALIDOMIDE 10 MG CAPSULE LENALIDOMIDE 15 MG CAPSULE LENALIDOMIDE 25 MG CAPSULE
SAMSCA	TOLVAPTAN 15 MG TABLET
SELZENTRY	MARAVIROC 150 MG TABLET MARAVIROC 300 MG TABLET
VELCADE	BORTEZOMIB 3.5 MG VIAL
VIMPAT	LACOSAMIDE 50 MG TABLET LACOSAMIDE 100 MG TABLET LACOSAMIDE 150 MG TABLET LACOSAMIDE 200 MG TABLET
VIMPAT	LACOSAMIDE 200 MG/20 ML VIAL
ZIPSOR	DICLOFENAC POTASSIUM 25 MG CAP

LINE EXTENSIONS - NEW DOSAGE FORMS/STRENGTHS

Review Comments	Product Name
Line Extensions- New Strength	MAYZENT 1 MG TABLET MAYZENT 0.25MG START-1MG MAINT
Line Extensions	OMNIPOD 5 G6 INTRO KIT (GEN 5) OMNIPOD DASH INTRO KIT (GEN 4)
Line Extensions	OMNIPOD 5 G6 PODS (GEN 5) 5PK
Line Extensions- New Strength	OZEMPIC 2 MG/DOSE (8 MG/3 ML)
Line Extensions- New Strength	RINVOQ ER 45 MG TABLET
Line Extensions- New Dose Form	TAKHZYRO 300 MG/2 ML SYRINGE
Line Extensions	TRIUMEQ PD 60-5-30 MG TAB SUSP

NEW AND EXISTING BRANDS/CHEMICALS

Review Comments	Product Name
New Brand; New Chemical Entity/ Combination	CARVYKTI INFUSION BAG-CASSETTE
New Brand; New Chemical Entity/ Combination	CIBINQO 50 MG TABLET CIBINQO 100 MG TABLET CIBINQO 200 MG TABLET
New Brand; New Chemical Entity/ Combination	ENJAYMO 1,100 MG/22 ML VIAL
New Brand; New Chemical Entity/ Combination	KIMMTRAK 100 MCG/0.5 ML VIAL
New Brand; New Chemical Entity/ Combination	MOUNJARO 2.5 MG/0.5 ML PEN MOUNJARO 5 MG/0.5 ML PEN MOUNJARO 7.5 MG/0.5 ML PEN MOUNJARO 10 MG/0.5 ML PEN MOUNJARO 12.5 MG/0.5 ML PEN MOUNJARO 15 MG/0.5 ML PEN
New Brand; New Chemical Entity/ Combination	OPDUALAG 240-80 MG/20 ML VIAL
New Brand	PACLITAXEL PROTEIN-BOUND 100MG
New Brand	PREHEVBRIO 10 MCG/ML VIAL
New Brand; New Chemical Entity/ Combination	VIJOICE 125 MG TABLET VIJOICE 50 MG TABLET VIJOICE 250 MG DAILY DOSE PACK
New Brand; New Chemical Entity/ Combination	VONJO 100 MG CAPSULE

Pharmacy Updates

Formulary Removals: 2Q-2022

MULTISOURCE BRAND REMOVALS

Review Comments	Product Name	NPF Preferred Alternative
MSB Removals	AMBSOME 50 MG VIAL	amphotericin b liposome
MSB Removals	ERYTHROCIN LACT 500 MG VIAL	erythromycin lactobionate
MSB Removals	SAMSCA 15 MG TABLET	tolvaptan
MSB Removals	VIMPAT 200 MG/20 ML VIAL	lacosamide
MSB Removals	VIMPAT 50 MG TABLET VIMPAT 100 MG TABLET VIMPAT 150 MG TABLET VIMPAT 200 MG TABLET	lacosamide

EXCLUSION LIST ADDITIONS: 2Q-2022

Review Comments	Product Name	NPF Preferred Alternative
New Strength; New Dose Form	BACLOFEN 5 MG/5 ML SOLUTION	baclofen tablets
New Brand; New Chemical Entity/Combination	BESREMI 500 MCG/ML SYRINGE	PEGASYS
New Brand; New Chemical Entity/Combination	CAMCEVI 42 MG SYRINGE	ELIGARD, FIRMAGON
New Strength; New Dose Form	CITALOPRAM HBR 30 MG CAPSULE	citalopram tablets (generic)
New Brand; New Strength; New Dose Form	FLEQSUVY 25 MG/5 ML SUSPENSION	baclofen tablets
New Brand; New Chemical Entity/Combination	IBSRELA 50 MG TABLET	LINZESS, TRULANCE
New Strength	LOREEV XR 1.5 MG CAPSULE	lorazepam
New Brand; New Strength; New Dose Form	NEXICLON XR 0.17 MG TABLET	clonidine patches, clonidine tablets
New Strength	NUWIQ 1,500 UNIT VIAL NUWIQ 1,500 UNIT VIAL PACK	ADVATE, AFSTYLE, KOGENATE FS, KOVALTRY, NOVOEIGHT
New Brand; New Chemical Entity/Combination	RECORLEV 150 MG TABLET	ketoconazole, LYSODREN
New Brand; New Chemical Entity/Combination	RELEUKO 300 MCG/0.5 ML SYRINGE RELEUKO 300 MCG/ML VIAL RELEUKO 480 MCG/0.8 ML SYRINGE RELEUKO 480 MCG/1.6 ML VIAL	NIVESTYM, ZARXIO
New Brand; New Chemical Entity/Combination	SEGLENTIS 56 MG-44 MG TABLET	celecoxib, tramadol tablets,
New Brand; New Strength	SOAAZ 20 MG TABLET SOAAZ 40 MG TABLET SOAAZ 60 MG TABLET	bumetanide, furosemide, torsemide
New Brand; New Chemical Entity/Combination	TEZSPIRE 210 MG/1.91 ML SYRINGE	DUPIXENT, FASENRA, NUCALA, XOLAIR
New Brand; New Chemical Entity/Combination	VABYSMO 6 MG/0.05 ML VIAL	EYLEA
New Strength; New Dose Form	VALSARTAN 4 MG/ML SOLUTION	valsartan tablets
New Brand	ZIMHI 5 MG/0.5 ML SYRINGE	naloxone syringe (generic)

EXCLUSION LIST REMOVALS: 2Q-2022

Review Comments	Product Name	NPF Preferred Alternative
Exclusion List Update- Product is obsolete	BUNAVAIL 2.1-0.3 MG FILM BUNAVAIL 4.2-0.7 MG FILM BUNAVAIL 6.3-1 MG FILM	buprenorphine-naloxone, ZUBSOLV
Contract Update	OPZELURA 1.5% CREAM	pimecrolimus, tacrolimus, betamethasone dipropionate, fluocinonide, halcinonide, triamcinolone acetonide
Contract Update	OTOVEL 0.3%-0.025% EAR DROPS	ciprofloxacin- dexamethasone otic

NEW TO THE NETWORK

Annu Navani, M.D., a pain management specialist at Comprehensive Spine & Sports Center in Oxnard has been added, effective April 2022.

Ashley Lamb, D.O., an orthopedic surgeon specialist at West Ventura Orthopedics and Podiatry Clinic (VCMC) in Ventura has been added, effective July 2022.

Baijia Jiang, M.D., a hematology/oncology specialists at Ventura County Hematology/Oncology Specialists in Camarillo, Oxnard and Ventura, has been added effective March 2022.

Brenda Younany, P.A.-C., at Sierra Vista Family Medical Clinic (VCMC) in Simi Valley has been added, effective May 2022.

Brenda Younany, P.A.-C., at Clinicas Del Camino Real Inc. in Moorpark has been added, effective April 2022.

Dana Howard, M.D., an internal medicine physician at Conejo Valley Family Med Grp (VCMC) in Thousand Oaks has been added effective March 2022.

Daniel Demirchyan, M.D., a family medicine physician at Clinicas Del Camino Real Inc in Ojai has been added, effective September 2022.

Erin Baird, N.P., at Surfside Pediatrics In Ventura has been added, effective May 2022.

George Hoffman, M.D., an ophthalmologist at Miramar Eye Specialists/Westlake Eye Center in Westlake, has been added, effective May 2022.

Jeff Magbitang, P.A.-C., at Clinicas Del Camino Real Inc. in Santa Paula has been added, effective April 2022.

Jenny Ringnes, M.D., a pediatrician at Sierra Vista Family Medical Clinic (VCMC) in Simi Valley added, effective May 2022.

Joanne Wang, M.D., an orthopedic surgeon at Ventura Orthopedic Medical Group in Thousand Oaks and Simi Valley has been added, effective March 2022.

Jon Sherman, M.D., a cardiovascular disease specialist at Dignity Health Medical Group Ventura in Oxnard has been added, effective March 2022.

Joseph Chen, M.D., an ophthalmologist at California Retina Consultants in Westlake, has been added, effective May 2022.

Karina Jonusas, P.A.-C., a physician assistant at Fillmore Family Medical Group (VCMC) in Fillmore, Sierra Vista Family Medical Clinic in Simi Valley (VCMC) and West Ventura Medical Clinic (VCMC) in Ventura has been added, effective February 2022.

Khyrie Jones, M.D., a physical medicine & rehabilitation

specialist at Comprehensive Spine & Sports Center in Oxnard has been added, effective April 2022.

Lilly Mallare, M.D., OB/GYN at Santa Paula Hospital Clinic (VCMC) in Santa Paula, has been added, effective May 2022.

Maria Estrada, F.N.P., at Santa Paula Medical (VCMC) in Santa Paula has been added, effective March 2022.

Mariam Saad, P.A.-C., a physician assistant at California Dermatology Institute in Thousand Oaks and Ventura, has been added, effective May 2022.

Nicholas Campbell, P.A.-C., at Ventura Orthopedic Medical Group in Oxnard and Ventura has been added, effective August 2022.

Nima Nassiri, M.D., a urologist at Anacapa Urology Clinic (VCMC) in Ventura, has been added, effective April 2022.

Riza Malana, F.N.P., at Renal Consultants of Ventura County in Camarillo and Oxnard has been added, effective July 2022.

Roberto Roizenblatt, M.D., an ophthalmologist at Miramar Eye Specialists in Camarillo, Oxnard, Thousand Oaks, and Ventura, has been added, effective May 2022.

Sanket Shah, M.D., an ophthalmologist at California Retina Consultants in Westlake, has been added, effective May 2022.

Sam Key, P.A.-C., at Clinicas Del Camino Real Inc in Ventura has been added, effective July 2022.

Sathy Bhavan, M.D., an ophthalmologist at Jeffrey K Luttrull MD in Ventura, has been added effective March 2022.

Sheetal Mehniratta, D.O., a family medicine physician at Alta California Medical Group in Simi Valley has been added, effective March 2022.

Siamac Salehy, M.D., an internal medicine physician at Perez Salehy Internal Medicine in Thousand Oaks has been added, effective April 2022.

Solar Urgent Care in Oxnard and Ventura has been added, effective April 2022.

Steven Carter, M.D., an ophthalmologist at Miramar Eye Specialist Medical Group in Camarillo, Oxnard, Santa Paula, Thousand Oaks and Ventura has been added, effective August 2022.

Steven Mills, M.D., a urologist at Anacapa Surgical Associates (VCMC) in Ventura has been added, effective February 2022.

Steven Piper, P.A.-C. at Clinicas Del Camino Real Inc., La Colonia in Oxnard has been added, effective March 2022.

Virginia Perez Andreu, M.D., an internal medicine physician at Perez Salehy Internal Medicine in Thousand

Oaks has been added effective April 2022.

Vladislav Bekerman, M.D., an ophthalmologist at Miramar Eye Specialist in Camarillo, Oxnard, Thousand Oaks and Ventura has been added, effective August 2022.

West Coast Surgical Center, a surgery center in Oxnard and Ventura have been added, effective February 2022.

LEAVING THE NETWORK

Arezu Haghighi, M.D., an ophthalmologist at Miramar Eye Specialists Medical Group in Camarillo, Oxnard, Santa Paula, Thousand Oaks, and Ventura at has left, effective February 2022.

Brenda Younany, P.A.-C., at Clinicas del Camino Real Inc, Moorpark has left, effective May 2022.

Daniel Agarwal, M.D., an ophthalmologist at Miramar Eye Specialist Medical Group in Camarillo, Oxnard, Santa Paula, Thousand Oaks, and Ventura has left, effective October 2021.

David Mescher, M.D., an internal medicine and pulmonologist at Dignity Health Medical Group Ventura in Oxnard has left, effective February 2022.

Debbie Muratet, P.A.C., at Magnolia Family Medical Center (VCMC) in Oxnard, Sierra Vista Family Medical Clinic (VCMC) in Simi Valley, West Ventura Clinic (VCMC) and Medicine Specialty Center West (VCMC), both in Ventura, has left effective February 2022.

Debra Minjarez, M.D., a reproductive endocrinologist at SCRC Medical Group in Santa Barbara/Ventura, has left, effective May 2022.

Denise Ellison, CNM, a midwife at Santa Paula Hospital Clinic (VCMC) in Santa Paula, has left, effective June 2022.

Dennis Brooks, M.D., an interventional cardiologist at Cardiology Associates in Oxnard and Ventura has left effective January 2022.

Edward Li, M.D., a vascular surgeon at West Coast Vascular in Ventura has left effective December 2021.

Grace Hunter, M.D., an internal medicine physician at Las Islas Family Medical Group North (VCMC) in Oxnard has left, effective May 2022.

Jill Collier, N.P., at Alta California Medical Group in Simi Valley, has left effective December 2021.

Joni Bhutra, M.D., a pediatrician at Sierra Vista Family Clinic (VCMC) in Simi Valley has left, effective March 2022.

Joseph Chen, M.D., an ophthalmologist at Miramar Eye Specialist in Oxnard, Camarillo, Ventura has left, effective February 2022

Julian Becher, M.D., a family medicine physician at Clinicas Del Camino Real Inc. in Ojai Valley has left, effective April 2022.

Liliana Camacho, P.A.-C., at Clinicas Del Camino Real Inc., Moorpark in Moorpark has left, effective February 2022.

Marc D. Wolfsohn, a pain management physician at Spanish Hills Interventional Pain Specialists in Camarillo has left, effective June 2021.

Maria Choudhary, M.D., an ophthalmologist at Miramar Eye Specialist in Thousand Oaks has left effective July 2022.

Preiya Jain, M.D., an obstetrics & gynecology physician at Clinicas Del Camino Real Inc in Simi Valley and Moorpark, has left, effective June 2022.

Sanket Shah, M.D., an ophthalmologist at Miramar Eye Specialists Medical Group in Camarillo and Ventura has left, effective March 2022.

Sayeema Daudi, M.D., a gynecological oncologist at Central Coast Center for Gynecologic Oncology, has left July 2021.

Scott G. Ahl, M.D., an endocrinologist at Medicine Specialty Center West (VCMC) in Ventura has left, effective March 2022.

Shannon Kaminski, N.P., at Anacapa Surgical Associates in Ventura has left, effective March 2022.

Theresa L. Brooms, a N.P., at Dignity Health Medical Group in Oxnard, Camarillo, and Ventura, has left, effective May 2022.

Thomas Horn, M.D., an orthopedic surgeon at Ventura Orthopedic Medical Group- Ventura, has left, effective August 2022.

CHANGES

Clinicas Del Camino Real Inc, North Oxnard has closed their doors, effective July 2022.

Foot & Ankle Concept -Ventura service location has moved to 250 S. Mills Rd., Ste. 101, Ventura, effective March 2022.

Miramar Eye Specialists has added a new location in Simi Valley, effective August 2022.

Miramar Eye Specialists has added a new location in Westlake known as Westlake Eye Center, effective May 2022.

New location for Coastal Vascular Center in Simi Valley has been added, effective March 2022.

New service location for Planned Parenthood California Central Coast in Oxnard has been added, effective March 2022.

Oxnard Sleep Disorder Center, a sleep diagnostics facility, has closed one of their locations in Oxnard effective April 2022.

Westlake Radiation Center, a radiation oncology provider has closed, effective January 2022.

REQUEST Case Management or Disease Management

Members now have an opportunity to seek assistance for complex and or chronic medical needs such as asthma, diabetes, and coordination of challenging care online! Visit vchealthcareplan.org/members/memberindex.aspx, and on the right side of the site, click "Request Case Management or Disease Management". You will be prompted to enter member specific information. You will then submit this form to a secure email. A nurse will evaluate your request and call you within 2 business days. If you would like to speak directly with a nurse, please call (805) 981-5060 and ask for a Case Management Nurse.

HAVE YOUR SAY ABOUT YOUR EXPERIENCE WITH Disease Management & Case Management

All VCHCP members who are in our Disease Management or Case Management Programs will receive a survey to evaluate the program they are enrolled in. These surveys are to measure how useful our programs are to the members, and to evaluate where we need to improve. Programs being surveyed include, Diabetes Disease Management, Asthma Disease Management, and Autism Case Management. When you receive the survey, simply complete the questions and return it in the pre-paid envelope. Your responses are completely anonymous. As a special thank you for completing our survey, you have the option to receive a free Goody Bag (includes recipe books) from Champions for Change: Network for a Healthy California. Please click on the link listed on your survey so we know where to send your bag.

Thank you in advance for helping us evaluate our programs, making them even better! If you have questions regarding surveys or any of our Disease Management or Case Management programs, call Utilization Management at (805) 981-5060.

2021 HEDIS

RESULTS FROM MEASUREMENT YEAR 2020 AND INTERVENTIONS

VCHCP continues to maintain high standards in Healthcare Effectiveness Data Information Set (HEDIS) Measures. Examples of some of the measures include preventive screening for breast cancer, colorectal cancer, and cervical cancer; appropriate childhood immunizations; as well as decreasing or preventing complications in diseases such as diabetes and asthma. When these measures are met by members, disease and complications decrease.

The COVID-19 pandemic had an impact on VCHCP's 2021 HEDIS rates. In March 2020, several countywide restrictions including stay at home orders were in effect. It took time for members and providers to fully transition to telehealth and there remained a subset of services that required in person visits. In addition, reduced visits for preventive care due to many contributing factors such as stay at home orders, social distancing, discouragement of care for those without urgent need, reduced income, increased anxiety and depression and postponement of elective services.

2021 Accomplishments

- Improvement in weight assessment (documentation of body mass index), childhood immunizations, asthma medication ratio and timely postpartum care.
- VCHCP has a Diabetes Disease Management Program where our nurses perform health coaching calls when member risk is moderate and high. This means that your HgbA1c lab result is 8.0% and above. Our goal is to improve your health and it is important to call us back when our Health Coaching Nurse calls you because it is making a significant impact in your compliance with getting your HgbA1c testing done and decreasing your HgbA1c level and risk.

2022 Goals

- Breast cancer screening: All women aged 50-74 should receive a screening mammogram every two years (except for those with a history of mastectomy).
- Colorectal cancer screening: All men and women aged 50-75 should receive colorectal cancer screening. The frequency of the screening depends on the type of screening performed. For example, a colonoscopy every 10 years, or a sigmoidoscopy every 5 years, or a Fecal Occult Blood Test (stool test) annually.
- Postpartum Care: A new mom should have a postpartum visit within 7-84 days of delivery.
- Controlling High Blood Pressure: All members who have been diagnosed with hypertension should strive to have their blood pressure remain below 140/90.
- Continue to improve Comprehensive Diabetes Care.

2022 Areas for Improvement

- Breast Cancer Screening
- Colorectal Cancer Screening
- Prenatal and Postpartum Care
- Comprehensive Diabetes Care

2022 Planned Interventions include but not limited to the following:

- Continue outreach to you and to your doctor when you need preventive health screenings.
- Postcard reminder to members in need of breast cancer screenings twice a year.
- Health coaching calls to diabetics including mailed information and resources along with access to Health Coach Nurses.
- Follow up care letter reminder to all moms who delivered viable babies.
- Birthday Card with Care Gap information will be sent to you on your birthday month.

This is just a glance at the interventions continuously being performed by the VCHCP HEDIS team. When members fulfill these HEDIS measures, they are partnering with their Primary Care Physicians to improve their health or maintain good health. If you have any questions about the services, you may be in need of, please contact your primary care physician. If you have questions about HEDIS, please contact VCHCP at (805) 981-5060.

Boston Children's Hospital

Digital Wellness Lab Resource Information for Parents

The Digital Wellness Lab at Boston Children's Hospital and Harvard Medical School studies the positive and negative effects of the digital media that young people — from birth through young adulthood — use and how they use them.

Like nutrition or exercise, staying digitally healthy requires effort, but as with eating well or working out, digital wellness is best achieved by taking a balanced approach. In other words, digital wellness is not an end state, but an ongoing process of intentional engagement with our online and offline environment.

To access the most up-to-date Digital Wellness Guide, please visit: digitalwellnesslab.org/parents/family-digital-wellness-guide/ or by visiting our website at vchealthcareplan.org/members/healtheducationinfo.aspx

You are not alone in your parenting journey. Together, we can help our kids grow up healthy, smart, and kind in our increasingly digital world.

The Digital Wellness Lab at Boston Children's Hospital is an educational entity that exists to provide carefully researched health information. All information included on this website is for educational purposes only. For specific medical advice, diagnoses, and treatment, consult your health care provider.

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: 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 printed copy of this notice mailed to you.



VENTURA COUNTY
HEALTH CARE PLAN

A Department of Ventura County Health Care Agency

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