Member NEWSLETTER

SPRING ISSUE • MARCH 2022

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

Featured this issue

VENTURA COUNTY
HEALTH CARE PLAN
SPRING ISSUE • MARCH 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

contents

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**

CAHPS Survey: COMING SOON

Will you be one of the randomly selected participants?

The Consumer Assessment of Healthcare Providers & System (CAHPS) Survey is one of the most important surveys to the Ventura County Health Care Plan (VCHCP).

This national survey conducted by SPH Analytics is sent out to randomly selected health care members.

If you are selected to participate, please take the time to complete the survey, as it is the best way you can let us know how the VCHCP can better serve you.

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

NEW VCHCP Member Portal

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:

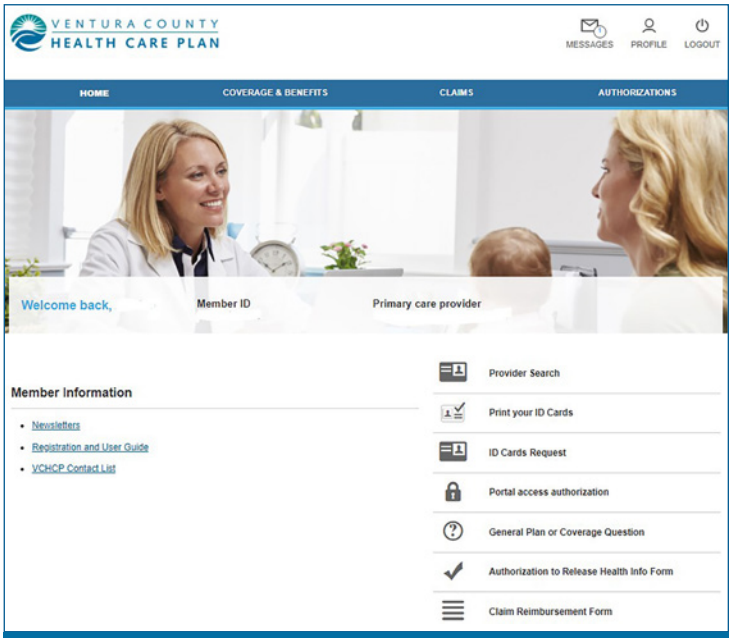
- **Benefits**
- **Claims Status**
- **Authorizations status**

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 "Member Portal – NOW AVAILABLE"**



Create Your Own VCHCP Member Online Profile

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

Gender Affirming
PROCEDURES AND SERVICES

Members should have access to affordable, high-quality health care, regardless of race, color, national origin, sex, gender identity, sexual orientation, age, or disability. Health plan benefits for transgender services are part of our commitment to the transgender community.

Ventura County Health Care Plan (VCHCP) adheres to the guidelines of the World Professional Association for Transgender Health (WPATH) for gender-affirming care benefits. VCHCP does not limit sex-specific recommended preventive services based on your gender identity or recorded gender.

To access VCHCP's Medical Policy on Gender Affirming Procedures, please visit: **vchealthcareplan.org/members/otherInformation.aspx**.

To access the Standards of Care for the Health of Transsexual, Transgender, and Gender Nonconforming People by the World Professional Association for Transgender Health (WPATH), please visit: **vchealthcareplan.org/members/otherInformation.aspx or tinyurl.com/2cwy6epu**.

To access Optum Health's Behavioral Health Clinical Criteria, please visit: **vchealthcareplan.org/members/memberIndex.aspx**

Adopted Behavioral Health Clinical Criteria:

- American Society of Addiction Medicine (ASAM) Criteria®, Third Edition
- Level of Care Utilization System (LOCUS)
- Child and Adolescent Service Intensity Instrument (CASII)
- Early Childhood Service Intensity Instrument (ECSII)

If you have questions, concerns, or would like a copy mailed to you at no cost, please contact Ventura County Health Care Plan at (805) 981-5050 or (800) 600-8247.

American Diabetes Association.
Connected for Life

Best Foods For You: Healthy Snack Choices

Healthy Snack Choices

When you choose to snack, think of it as a way to fit in more veggies, fruits, whole grains, and healthy fats. These foods can fill you up and give you an energy boost.

Tips

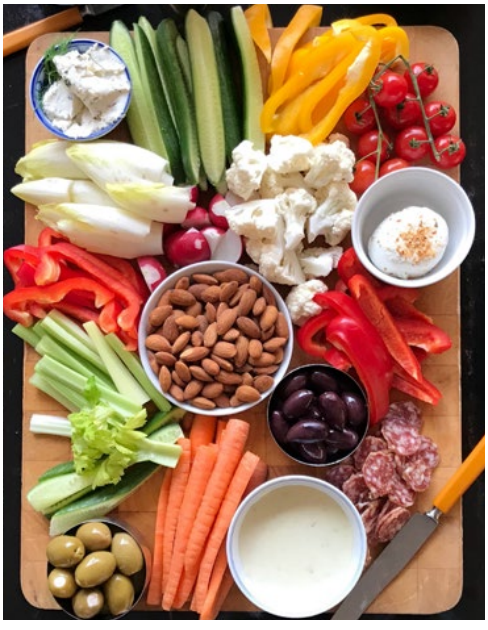
Follow these tips to plan snacks that will be healthy and satisfying:

- Watch your portions.
  - Use measuring cups and spoons to help.
  - Portion out single-use snacks from large bags and boxes to avoid overeating.
- Shop for snacks along the perimeter (outside walls) of the store. Skip the candy and chips in the middle aisles.
- Stock up on healthy snacks so you have them on hand and keep them visible in the front of the pantry and refrigerator.

Healthy Snack Ideas

Low Carbohydrate (less than or equals 5 grams)

- 3/4 cup of light popcorn
- 10 goldfish crackers
- 1 cup raw veggies (carrots, celery, cucumbers) + 1 tablespoon dressing or dip
- 1 hard-boiled egg
- 1 string cheese stick
- 1 frozen sugar-free popsicle
- 1 cup of sugar-free gelatin



Jan 2022

Understanding Your A1C Test

What is the A1C test?

The A1C is a blood test that tells you what your average blood sugar (blood glucose) levels have been for the past two to three months. It measures how much sugar is attached to your red blood cells. If your blood sugar is frequently high, more will be attached to your blood cells. Because you are always making new red blood cells to replace old ones, your A1C changes over time as your blood sugar levels change.

What is eAG?

eAG stands for estimated average glucose and is your estimated average blood sugar. This number translates an A1C test result into a number like the one you see when you test your blood sugar at home. For example, an A1C of 7% means that your average sugar for the last two to three months was about 154 mg/dL.

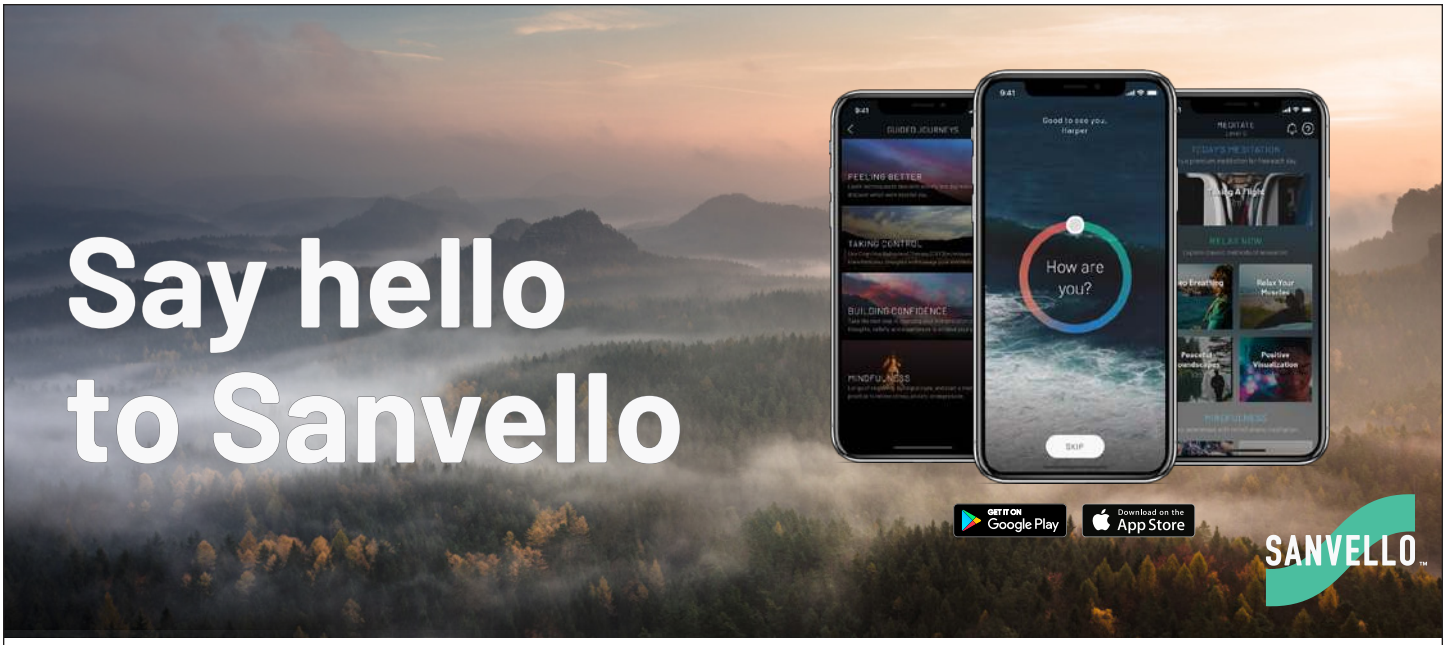
What does an A1C/eAG result mean?

Usually, your A1C gives you general trend in your blood sugar that matches what you see with your day-to-day blood sugar checks. Sometimes, however, your A1C result may seem higher or lower than you expected. That may be because you aren't checking your blood sugar at times when it's very high or very low.

Use the chart below to understand how your A1C result translates to eAG. First find your A1C number on the left. Then read across to learn your average blood sugar for the past two to three months.

A1C	Average Blood Glucose (eAG)
6%	126 mg/dL
6.5%	140 mg/dL
7%	154 mg/dL
7.5%	169 mg/dL
8%	183 mg/dL
8.5%	197 mg/dL
9%	212 mg/dL
9.5%	226 mg/dL
10%	240 mg/dL
10.5%	255 mg/dL

"Because you are always making new red blood cells to replace old ones, your A1C changes over time as your blood sugar levels change."



On-demand help with stress, anxiety and depression.

Sanvello is an app that offers clinical techniques to help dial down the symptoms of stress, anxiety and depression — anytime. Connect with powerful tools that are there for you right as symptoms come up. Stay engaged each day for benefits you can feel. Escape to Sanvello whenever you need to, track your progress and stay until you feel better.

More information on **Sanvello.com**

The Sanvello app is available to you at no extra cost as part of your plan's behavioral health benefits. Make sure to enter **Group ID: Ventura**

Daily mood tracking

Answer simple questions each day to capture your current mood, identify patterns and self-assess your progress.

Coping tools

Reach for just the right tool to relax, be in the moment or manage stressful situations, like test-taking, public speaking or morning dread.

Guided journeys

Designed by experts for a range of needs, journeys use clinical techniques to help you feel more in control and build long-term life skills.

Personalized progress

Through weekly check-ins, Sanvello creates a roadmap for improvement. Track where you are, set goals and make strides week by week.

Community support

Connect with one of the largest peer communities in the field and share advice, stories and insights — anonymously, anytime.

Get the Sanvello app on **LiveandWorkWell.com**. Or get the app on Google Play or iTunes using your medical insurance ID for free access to the premium version. Questions? Email **info@sanvello.com**.

OPTUM®

VENTURA COUNTY HEALTH CARE PLAN
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The Sanvello mobile application should not be used for urgent care needs. If you are experiencing a crisis or need emergency care, call 911 or go to the nearest emergency room. The information contained in the Sanvello mobile application is for educational purposes only; it is not intended to diagnose problems or provide treatment and should not be used as a substitute for your provider's care. The Sanvello mobile application is available at no out-of-pocket cost to you through your health plan membership. Participation in the program is voluntary and subject to the terms of use contained in the application.

How TEAMWORK Can Help You

Your brain is part of the rest of your body. If you are seeing a mental health specialist and your mental health specialist and medical doctor (Primary Care Physician or PCP) talk, you get better treatment. The way to make this possible is to sign a Confidential Exchange of Information Form and Authorization for Release of Information Form for each one of your providers. If you are seeing a mental health specialist, inform them how to contact your PCP and other healthcare providers. Also your PCP will want to know that you are seeing a mental health specialist.

Some reasons why working together is important:

- **You may be getting medicines from your psychiatrist as well as your PCP.**
- **Some medicines do not work well together.**
- **Your doctors need to know all the medicines, including non-prescription medicines you are taking.**
- **Medical problems can cause mental health problems.**
- **Mental health problems can cause medical problems.**

You can find the OptumHealth Behavioral Solutions of California Confidential Exchange of Information Form and Release of Information Form on **liveandworkwell.com** and also available at **vchealthcareplan.org** (*click the "Forms" link at the top of any page when logged in*). The information your healthcare providers share is private to the fullest extent permitted by law. Your PCP may decide to use their own Release of Information form. If so, make sure it includes the ability to exchange mental health information.

List the names of all your healthcare providers. Share this list with each person you listed and ask them to work together. If you are seeing a PCP, be sure that your PCP is collaborating care with any of your other treating providers including a mental health specialist. Communication is the key for your overall health care.

A MESSAGE FROM OUR Case Management Nurse

Case Management (CM) is part of your VCHCP benefit, free of charge to all members. I am dedicated to assist in organizing your healthcare need(s) and assist with coordinating care you may need. I can communicate between your providers to help connect your care and achieve your health goals. I am your advocate and I will help to empower you to manage your health care needs. If you are "lost" in the system of navigating your health care needs, contact CM to discuss your options. 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**.

Nurse Advice/Health Information Line is available to Plan members 24-hours per day, 7 days/week. **Talk to a nurse anytime for FREE by calling (800) 334-9023.**

Teladoc is simply a new way to access qualified doctors. All Teladoc doctors are practicing PCPs, pediatricians, and family medicine physicians with an average 20 years' experience, U.S. board-certified and licensed in the state of California.

Talk to a doctor anytime for FREE by visiting Teladoc.com or calling 1-800-TELADOC (835-2362).

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 Commercia l Members Combined Evidence of Coverage (EOC) Booklet and Disclosure Form.

Case Management & Disease Management SERVICES

VCHCP has a Case Management Program to help our members who have complex needs by ensuring that our members work closely with their doctors to plan their care. The goals of Case Management are to help members get to their best health possible in the right setting; coordinate and manage healthcare resources; support the treatment plan ordered by the doctor; and to take action to improve member overall quality of life and health outcomes. As a member in Case Management, members with complicated health care issues and their family have a truly coordinated plan of care.

VCHCP identifies members for Case Management through a number of referral sources, including health care provider referrals and member self-referrals. Some examples of eligible medical conditions or events include multiple hospital admissions or re-admissions, multiple chronic conditions, major organ transplant candidates, and major trauma. After a nurse Case Manager evaluates a member, the Case Manager creates a care plan with member and healthcare team input. The care plan is shared with the member's doctor for his/her input and review. The care plan is monitored by the Case Manager and coordinated with the member and doctor.

The VCHCP Disease Management Program coordinates health care interventions and communication for members with conditions where member self-care can improve their conditions. VCHCP has two Disease Management programs: Asthma and Diabetes. VCHCP has systematic processes in place to proactively identify members who may be appropriate for disease management services. Claims encounter data and pharmacy data are used to systematically identify members for disease management. Members and providers may also refer to the Disease Management program. This program is an automatic enrollment process unless members opt out. The Disease Management team works with doctors and licensed professionals to improve these chronic conditions so members obtain the best possible quality of life and functioning. Included in the Disease Management Program are mailed educational materials, provider education on evidence-based clinical guidelines, member education over the phone (health coaching) and care coordination. VCHCP has a variety of member materials about diabetes and asthma available to help you better understand your condition and manage your chronic disease. Our goal is to improve the health of our members.

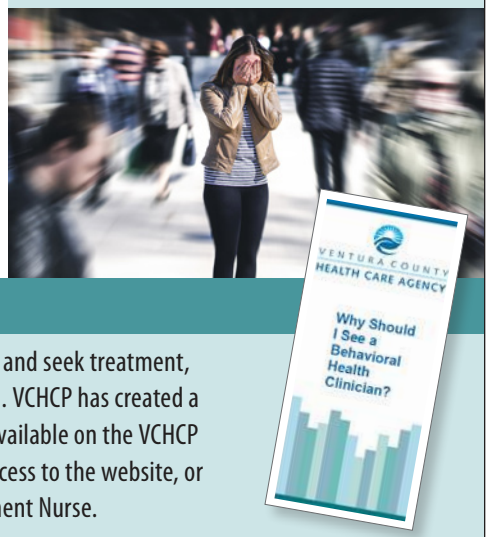
VCHCP has two programs for members with severe illnesses and chronic diseases to help them plan their care with their primary doctor and learn more about self-care. These programs have nurses who work with members over the phone to guide them towards the best possible health for their conditions.

Participation in these programs is free and voluntary for eligible members. Members can opt out at any time and being in these programs does not affect benefits or eligibility. For more information or to submit a referral for the Disease Management or Case Management Programs, please call (805) 981-5060 or discuss with your doctor. Members can also self-refer to these programs online on the Member page at ***vchealthcareplan.org*** *and click on the box labeled "Request Case Management or Disease Management".*

ANTI-DEPRESSANT Medication Management

Members who are diagnosed with depression and prescribed medication should work closely with their physician to ensure proper treatment. To achieve maximum results from anti-depressant medication, it is important to remain on the medication consistently for at least 6 months, or for the duration prescribed by your physician. VCHCP contracts with Express Scripts for prescription medications. If you have any questions about services you may be in need of, please contact your physician.

Depression is a chronic disease that requires long-term management, typically with medication.



DEPRESSION EDUCATION MATERIALS AVAILABLE

Depression is a common mental illness that can be very limiting. When members are well informed and seek treatment, they can successfully work through life problems, identify coping skills, and retain a senseof control. VCHCP has created a brochure of depression information and resources available to members. This valuable resource is available on the VCHCP website at **vchealthcareplan.org/members/healthEducationInfo.aspx**. If you do not have access to the website, or would life further information please call (805) 981-5060 and ask to speak with a Disease Management Nurse.

Smoking and the Body: What you may not know

You most likely know that smoking can cause serious health problems like cancer, heart disease, lung disease, and stroke. But did you know smoking can cause other health problems too?

Things in tobacco smoke that cause damage:[1]

- **Carbon monoxide:** Cuts oxygen flow to the heart, brain, and other tissues
- **Nicotine:** Narrows blood vessels, speeds up heart rate, and makes blood thicker, which can cause clotting
- **Tars:** Solids that can irritate and damage organs

Parts of the body affected by smoking:[2]

- **Belly:** Less stomach muscle and bigger belly
- **Bones:** Fractures and osteoporosis (brittle bones)
- **Blood:** Cholesterol and fatty buildup
- **Ears:** Hearing loss
- **Eyes:** Cataracts and macular degeneration (both can lead to blindness)
- **Face:** Early wrinkles and stretch marks
- **Feet:** Poor blood flow and possible amputation
- **Mouth:** Mouth sores, ulcers, gum disease, cavities, and tooth loss
- **Muscles:** Weak muscles from poor blood and oxygen flow

Other health concerns:[2]

- **Cough and phlegm:** Coughing and breathing problems from mucus build-up
- **Fertility:** Decreased fertility in women and men
  - » In women – harder to get pregnant
  - » In men – damaged sperm, which can lead to infertility
- **Impotence:** Not able to get or maintain an erection (erectile dysfunction)
- **Healing:** Wounds take longer to heal
- **Immune system:** Harder to fight sickness

[1] *The Truth About Smoking, Second Edition. (2009). Facts on File, Incorporated.*

[2] *Smokefree.gov. 18 Ways Smoking Affects Your Health.*

KICK IT

Did you know?

DIRECT SPECIALTY REFERRAL

- Did you know that the direct specialty referral allows your Primary Care Doctor to directly refer you to certain contracted specialty doctors for an initial consult and appropriate follow up visits without requiring a Treatment Authorization Request (TAR) submission and prior authorization from the Health Plan?
- Did you know that specialists can perform certain procedures during your initial consultation and follow up visits without prior authorization from the Health Plan? Also, any follow up visits will not require prior authorization if you were seen by the specialist within a rolling year and your visit is for the original problem.

45 DAY PEND REVIEW PROCESS

- Did you know that Utilization Management Department's RN Intake place phone calls or send messages to your doctor if additional information is needed from your doctor?
- Did you know that the Plan's Medical Director reviews all pended and denial letters/ determinations for appropriateness prior to sending to you and your doctors?

2022 Affirmative Statement Regarding Utilization-Related Incentive*

- Utilization Management (UM) decision making is based only on appropriateness of care and service and existence of coverage.
- The organization does not specifically reward practitioners or other individuals for issuing denials of coverage or care.
- Financial incentives for UM decision makers do not encourage decisions that may result in underutilization.
- VCHCP does not use incentives to encourage barriers to care and service.
- VCHCP does not make hiring, promotion or termination decisions based upon the likelihood or perceived likelihood that an individual will support or tend to support the denial of benefits.

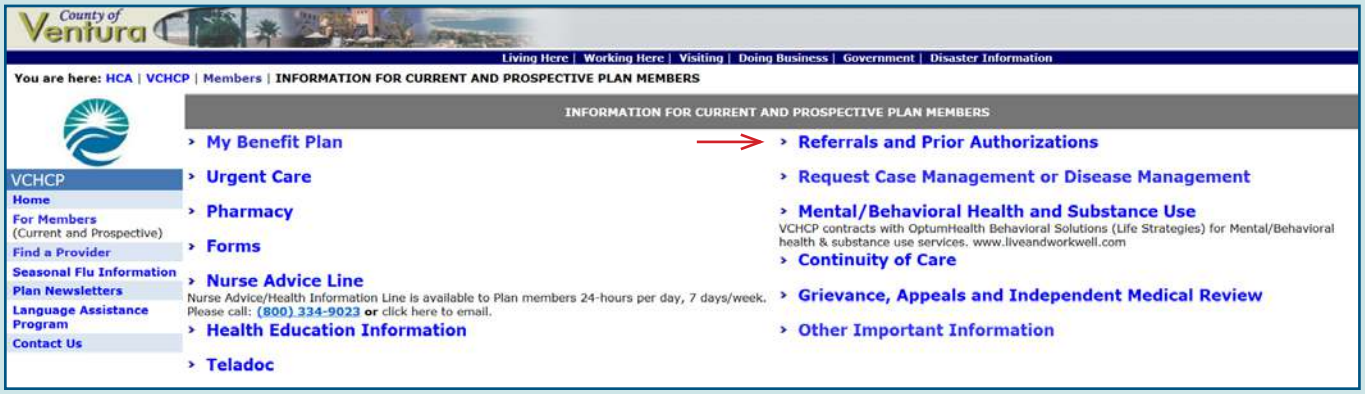
**Includes the following associates: Medical and Clinical Directors, Physicians, UM Directors and Managers, licensed UM staff including Management personnel who supervise clinical staff and any associate in any working capacity that may come in contact with members during their care continuum.*

VENTURA COUNTY HEALTH CARE PLAN'S

Referral & Prior Authorization Process and Services Requiring Prior Authorization

Need information on how and when to obtain referrals and authorization for specific services? Please visit our website at **vchealthcareplan.org**, click on "For Members", then click on "Referrals and Prior Authorization". This area provides links for members to obtain specific information on the Plan's prior authorization process, what services require prior authorization, timelines, and direct referral information.

IF YOU HAVE ANY QUESTIONS, PLEASE CALL MEMBER SERVICES AT (805) 981-5050.



New Medical Technology

VCHCP'S MEDICAL DIRECTOR, or designee, evaluates new technology that has been approved by the appropriate regulatory body, such as the Food and Drug Administration (FDA) or the National Institutes of Health (NIH). Scientific evidence from many sources, specialists with expertise related to the technology and outside consultants when applicable are used for the evaluation. The technology must demonstrate improvement in health outcomes or health risks, the benefit must outweigh any potential harm and it must be as beneficial as any established alternative. The technology must also be generally accepted as safe and effective by the medical community and not investigational.

For help with new medication evaluations, the Plan looks to our Pharmacy Benefit Manager, Express Scripts, for their expertise. For new behavioral health procedures, the Plan uses evaluations done by our Behavioral Health delegate, OptumHealth Behavioral Solutions of California (also known as Life Strategies).

Once new technology is evaluated by the Plan, the appropriate VCHCP committee reviews and discusses the evaluation and makes a final decision on whether to approve or deny the new technology. This final decision may also determine if any new technology is appropriate for inclusion in the plan's benefit package in the future.

FOR ANY QUESTIONS, PLEASE CONTACT THE
VCHCP Utilization Management Department at (805) 981-5060.

POST INPATIENT
Discharge Follow-Up

Admission to a hospital, either planned or unexpected, can be difficult and often results in a change in your medication or treatment plan. After discharge from the hospital, it is very important that you make an appointment to see your Primary Care Provider (PCP) and specialist when applicable, as soon as possible, or within 30 days. This visit is to update your PCP and/or specialist on what occurred that required you to be admitted to the hospital, update your medication routine, and to be referred to additional care if needed. Establishing and keeping a good relationship with your PCP is vital to your health and your PCPs ability to provide care to you.

If you feel you are having medical issues related to your recent hospitalization, for continuity of care, you should contact your doctor before going to the Emergency Room or if the issues are severe, like chest pain or sudden heavy bleeding, call 911. For less severe issues, we have several Urgent Care Centers in our network.

VCHCP will send all members discharged from an inpatient stay a targeted letter instructing them to follow up with the specific time frame noted. Letters will also be sent to Providers to notify of members discharge from the hospital.

If you find that making an appointment with your PCP or specialist after an inpatient hospital stay is difficult and you can't be seen within 30 days, please notify your Ventura County Health Care Plan Member Services Department at (805) 981-5050. Your ability to access health care is important to us.

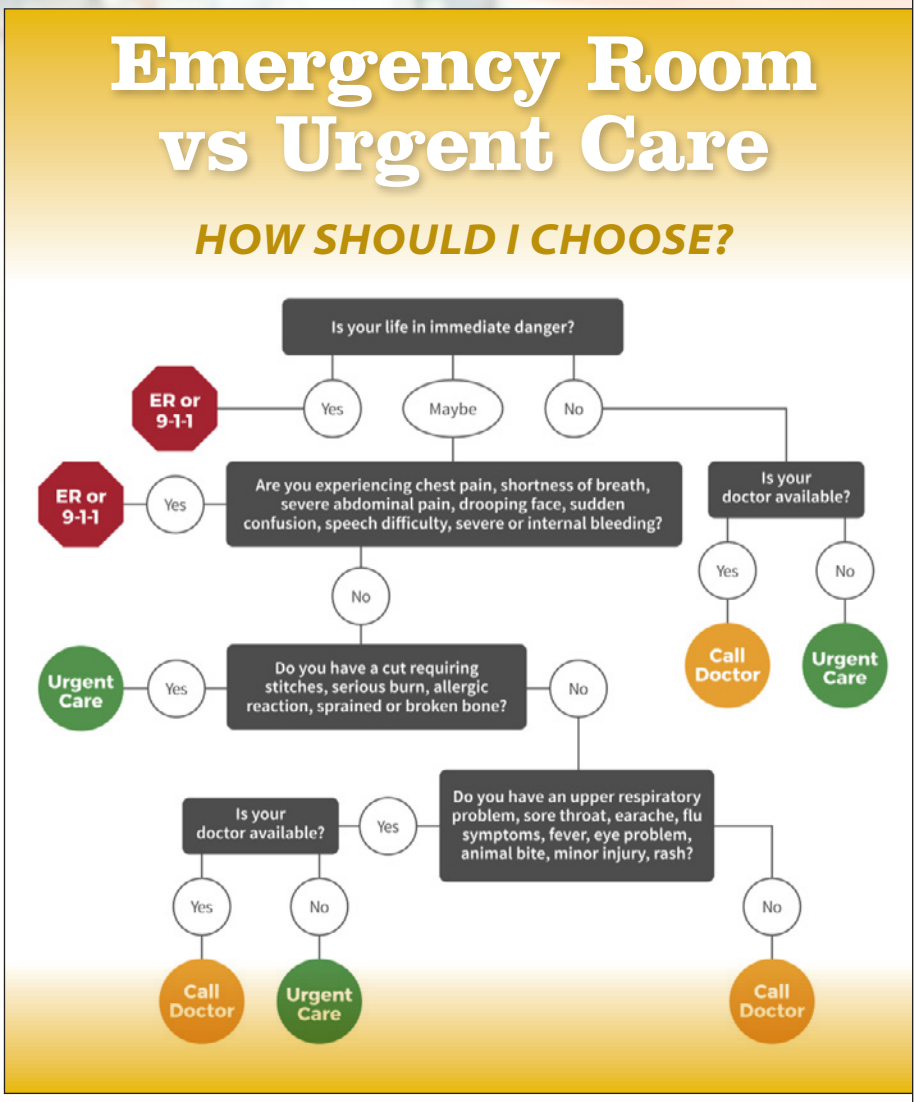
Emergency Room Visit Copays and Follow Up

No one likes Emergency Room (ER) visits, nor how pricey they can become.

Avoid having to pay multiple ER copays by ensuring that you see your Primary Care Provider (PCP) for any follow-up care. Just a reminder... Additional ER copays will be applied when returning for follow-up care at the ER.

A sudden trip to the ER can be difficult and often times results in a change in medication or treatment. After a visit to the ER, it is very important that you make an appointment to see your PCP and specialist when applicable, as soon as possible, or within 30 days. This visit is to update your PCP on what occurred that required you to seek emergency treatment, update your medication routine, and to be referred for additional care if needed. Establishing and keeping a good relationship with your PCP is vital to your health and your PCP's ability to provide care to you.

If you find that making an appointment with your PCP or specialist after an ER visit is difficult and you can't be seen within 30 days, or if your ER visit was due to your inability to be seen by your PCP, please notify your Ventura County Health Care Plan Member Services Department at (805) 981-5050. Your ability to access health care is important to us.



Milliman Care Guidelines & Medical Policy Updates

VCHCP Utilization Management uses Milliman Care Guidelines (currently 26th Edition), VCHCP Medical Policies and VCHCP Prior Authorization Drug Guidelines as criteria in performing medical necessity reviews. Due to proprietary reasons, we are unable to post the Milliman Care Guidelines on our website, but a hard copy of an individual guideline can be provided as requested.

A complete listing of VCHCP medical policies and prescription drug policies can be found at: **vchealthcareplan.org/providers/providerIndex.aspx**

To obtain printed copies of any of our VCHCP Medical/Drug Policies or Milliman Care Guidelines, please contact Member Services at (805) 981-5050 or at (800) 600-8247.

Medical Policy Updates

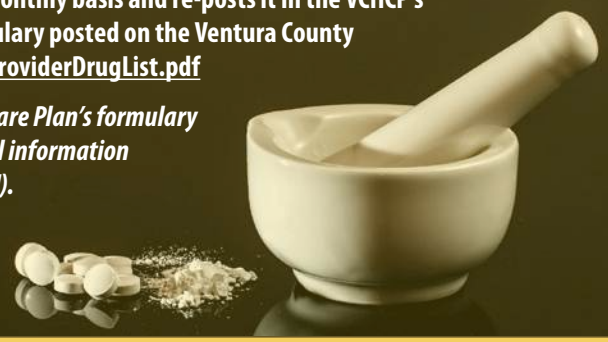
New and updated medical policies are posted on The Plan's website at **vchealthcareplan.org/providers/medicalPolicies.aspx**.

Pharmacy Updates

Ventura County Health Care Plan updates the formulary with changes on a monthly basis and re-posts it in the VCHCP's member website. Here is the direct link of the electronic version of the formulary posted on the Ventura County Health Care Plan's website vchealthcareplan.org/members/programs/docs/ProviderDrugList.pdf

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: Q4-2021

New Generics - Brand Name for First Generic

AFINITOR	ARRANON	CLINDAMYCIN PHOSPHATE	PAXIL	ZENZEDI
AFINITOR DISPERZ	BYSTOLIC	DUREZOL	RELTONE	
AZASAN	CHANTIXCLINDAGEL	EPANED	SUTENT	

Line Extensions - New Dosage Forms/Strengths

BIKTARVY 30-120-15 MG TABLET	EPCLUSA 150-37.5 MG PELLET PKT	OPDIVO 120 MG/12 ML VIAL
DUPIXENT 100 MG/0.67 ML SYRING	EPCLUSA 200-50 MG PELLET PACK	

New and Existing Brands/Chemicals: PRODUCT NAME

CALQUENCE 100 MG CAPSULE	KERENDIA 20 MG TABLET	TICOVAC 2.4 MCG/0.5 ML SYRINGE
FIRDAPSE 10 MG TABLET	PFIZER COVID (12Y UP) VAC(EUA)	VAXNEUVANCE 0.5 ML SYRINGE
KERENDIA 10 MG TABLET	PFIZER COVID (5-11Y) VAC (EUA)	

Formulary Removals Q4-2021

Multisource Brand Removals: PRODUCT NAME

AFINITOR 10 MG TABLET	AFINITOR DISPERZ 5 MG TABLET"	BYSTOLIC 10 MG TABLET
AFINITOR DISPERZ 2 MG TABLET	BYSTOLIC 2.5 MG TABLET	BYSTOLIC 20 MG TABLET
AFINITOR DISPERZ 3 MG TABLET	BYSTOLIC 5 MG TABLET	GABLOFEN 50 MCG/ML SYRINGE

Exclusion List Additions: PRODUCT NAME

ADUHELM 170 MG/1.7 ML VIAL	INVEGA HAFYERA 1,560 MG/5 ML	ROSUVASTATIN-EZETIMIBE 20-10MG
ADUHELM 300 MG/3 ML VIAL	LOREEV XR 1 MG CAPSULE	ROSUVASTATIN-EZETIMIBE 40-10MG
ANTIVERT 50 MG TABLET	LOREEV XR 2 MG CAPSULE	SEMGLEE (YFGN) 100 UNIT/ML PEN
DICLOFENAC POT 25 MG TABLET	LOREEV XR 3 MG CAPSULE	SEMGLEE (YFGN) 100 UNIT/ML VL
INSULIN GLARGINE-YFGN U100 PEN	MAVYRET 50-20 MG PELLET PACKET	THALITONE 15 MG TABLET
INSULIN GLARGINE-YFGN U100 VL	ROSUVASTATIN-EZETIMIBE 5-10MG	
INVEGA HAFYERA 1,092 MG/3.5 M	ROSUVASTATIN-EZETIMIBE 10-10MG	

Exclusion List Removals: PRODUCT NAME

AGGRENOX 25 MG-200 MG CAPSULE	GLUCOPHAGE 1,000 MG TABLET	MORPHABOND ER 60 MG TABLET
CALQUENCE 100 MG CAPSULE	GLUCOPHAGE 500 MG TABLET	NORCO 10-325 TABLET
CAPLYTA 42 MG CAPSULE	GLUCOPHAGE 850 MG TABLET"	NORCO 5-325 TABLET
DURAGESIC 100 MCG/HR PATCH	GLUCOPHAGE XR 500 MG TAB	NORCO 7.5-325 TABLET
DURAGESIC 12 MCG/HR PATCH	GLUCOPHAGE XR 700 MG TAB"	PATADAY 0.2% EYE DROPS
DURAGESIC 25 MCG/HR PATCH	IMIQUIMOD 3.75% CREAM PUMP	PRAVACHOL 20 MG TABLET
DURAGESIC 50 MCG/HR PATCH	MORPHABOND ER 100 MG TABLET	PRAVACHOL 40 MG TABLET
DURAGESIC 75 MCG/HR PATCH	MORPHABOND ER 15 MG TABLET	PRAVACHOL 80 MG TABLET"
FIRDAPSE 10 MG TABLET	MORPHABOND ER 30 MG TABLET	WYNZORA 0.005%-0.064% CREAM

For questions, concerns, or if you would like a copy mailed to your home address please call Ventura County Health Care Plan at (805) 981-5050 or (800) 600-8247. You may also contact Express Scripts directly at (800) 811-0293.

EXPRESS SCRIPTS®

If you have any questions or need to reach an Express Scripts Representative, please call (800) 811-0293.

The Ventura County Health Care Plan provides pharmacy coverage through Express Scripts. Members have the ability to create an online Express Scripts profile account at **express-scripts.com**. Members have access to the following services and information once their profile is established.

- Manage Prescriptions – Refill/Renew
- Determine Financial Responsibility for a Drug
- View Recent Orders & Status
- View Prescription History – *Ability to Search by RX Number*
- View Health and Benefit Information
- View Account Information
- Find the location of an in-network Pharmacy – *Ability to Search by Zip-code*

Grievance AND Appeal Process

POLICY

VCHCP recognizes that, under certain circumstances, our performance or that of our contracted providers, may not agree with or match our members' expectations. Therefore, the Plan has established a grievance/complaint and appeal system for the Plan Members to file a grievance. We endeavor to assure our members of their rights to voice complaints and appeals, and to expedite resolutions.

VCHCP encourages the informal resolution of problems and complaints, especially if they resulted from misinformation or misunderstanding. However, if a complaint cannot be resolved in this manner, a formal Member Grievance Procedure is available.

The Member Grievance Procedure is designed to provide a meaningful, dignified and confidential process for the hearing and resolving of problems and complaints. VCHCP makes available complaint forms at its offices and provides complaint forms to each Participating Provider. A Member may initiate a grievance in any form or manner (form, letter, or telephone call to the Member Services Department), and when VCHCP is unable to distinguish between a complaint and an inquiry, the communication shall be considered a complaint that initiates the Member Grievance Procedure.

PROCEDURES

Members may register complaints with VCHCP by calling, writing, or via email or fax:

Ventura County Health Care Plan
2220 E. Gonzales Rd. Ste. 210-B , Oxnard, CA 93036
Phone: (805) 981-5050 Fax: (805) 981-5051
Email: VCHCP.Memberservices@ventura.org

In addition, the Plan's website provides an on-line form that an enrollee may use to file a grievance on-line. The link to this on-line Grievance Form is found on the right-hand side of the Plan's web portal page, (vchealthcareplan.org).

The Plan shall provide written acknowledgment of a Member's grievance within five (5) days of receipt. The Plan shall provide a written response to a grievance within thirty (30) days. If, however, the case involves an imminent and serious threat to the health of the Member, including, but not limited to, severe pain, potential loss of life, limb, or major bodily function, the Plan shall provide an expedited review. This also applies to grievances for terminations for non-renewals, rescissions, and cancellations. The Plan shall provide a written statement on the disposition or pending status of a case requiring an expedited review no later than three days from receipt of the grievance.

VCHCP NETWORK Updates

For a full list of participating providers please see our website: vchealthcareplan.org/members/physicians.aspx or contact Member Services at **(805) 981-5050**.

NEW TO THE NETWORK

Amy Lai, P.A.-C. at Insite Digestive Health Care in Camarillo and Oxnard has been added, effective December 2021.

Apex Infusion Pharmacy Ventura, a home health provider for infusion at home or outpatient in Ventura has been added, effective September 2021.

Athletic Physical Therapy Inc., a physical therapy group in Simi Valley and Westlake Village has been added, effective September 2021.

Brooke Campbell, R.D.N., a registered dietician nutritionist at 360 Nutrition Consulting in Camarillo has been added, effective October 2021.

Caitlin Tourje, M.D., a pain management specialist at Spanish Hills Interventional Pain Specialists in Camarillo has been added, effective December 2021.

Casey Lowe, P.A.C. at Conejo Valley Family Medical Group (VCMC) in Thousand Oaks, Las Islas Family Medical Group (VCMC) in Oxnard and West Ventura Medical Clinic (VCMC) in Ventura has been added, effective October 2021.

Cedars-Sinai Medical Center, a Tertiary care provider has been added, effective May 2021.

Debra Minjarez, M.D., a reproductive endocrinologist at Southern California Reproductive Center in Ventura and Santa Barbara has been added, effective January 2022.

Edgepark Medical Supply, a durable medical equipment supplier, has been added, effective February 2022.

Gregory Senning, P.A.-C. at Ventura Orthopedic Medical Group in Simi Valley and Ventura has been added, effective December 2021.

Jay Guan, M.D. a gastroenterologist at Insite Digestive Health Care in Camarillo and Oxnard has been added, effective November 2021.

Jayth Sridhar, M.D., an ophthalmologist at California Retina Consultants in Westlake Village has been added, effective September 2021.

Julie Morantz, P.A.-C. at Cardiology Associates Medical Group in Ventura has been added, effective October 2021.

Karim Jreije, D.O., a general surgeon at Anacapa Surgical Associates(VCMC) in Ventura, has been added, effective August 2021.

Mayce Al Kuraishi, M.D., a pediatrician at Mandalay Bay Women & Children's Med Grp in Oxnard has been added effective December 2021.

Michael Jendusa, M.D., a family medicine physician at Magnolia Family Medical Clinic West (VCMC) in Oxnard has been added, effective October 2021.

Mina Ananth, M.D., a primary care provider at Santa Paula Hospital Clinic (VCMC) in Santa Paula has been added, effective August 2021.

Natalie Hammond, P.A. at Ventura Orthopedic Medical Group in Simi Valley has been added, effective October 2021.

Nell Baldwin, M.D., a family medicine physician at Magnolia Family Medical Clinic West (VCMC) in Oxnard has been added, effective October 2021.

Parastoo Modir, D.O., a pediatrician at Clinicas Del Camino Real in Oxnard has been added, effective December 2021.

Phillip Nguyen, M.D., a physical medicine & rehabilitation specialist at Matthew L Bloom DO PC in Ventura has been added, effective November 2021.

Rachel Mory, M.D., a rheumatologist at Sierra Vista Family Medical Clinic (VCMC) in Simi Valley has been added, effective September 2021.

Timothy Jones, P.A.-C. at Ventura Orthopedic Medical Group in Simi Valley has been added, effective October 2021.

West Coast Wound and Skin Care Inc., an ancillary group, providing services at-home wound care services, has been added, effective October 2021.

Zeena Al-Tai, M.D., a family medicine physician at Clinicas Del Camino Real in Ventura has been added, effective October 2021.

LEAVING THE NETWORK

Alexis Murray, P.A., at Magnolia Family Medical Clinic (VCMC) in Oxnard has left, effective August 2021.

Andrea Rudolph, a N.P. at Las Islas Family Medical Group(VCMC) in Oxnard, has left, effective August 2021.

Bradley Pace, P.A., at Clinicas Del Camino Real-Santa Paula has left, effective August 2021.

Carmen Cotsis, P.A., at Clinicas Del Camino Real in Ventura has left, effective August 2021.

Connell Davis., M.D., a family medicine at Santa Paula Medical Clinic(VCMC) and Fillmore Family Medical Clinic (VCMC), has left effective September 2021.

Heather Cornett, M.D., a pediatrician at Community Pediatrics Medical Group in Moorpark and Westlake Village, has left effective January 2022.

Helena Keeter, P.A.C., at West Ventura Orthopedics & Podiatry Clinic (VCMC) in Ventura has left, effective July 2021.

Ian D. Joel, M.D., a pulmonary disease specialist at Ventura Pulmonary & Critical Care in Ventura has left, effective June 2021.

Jacqueline Guinn, M.D., a pediatrician at Sierra Vista Family Medical Clinic (VCMC) in Simi Valley has left, effective June 2021.

Jake Donaldson, M.D., a family medicine physician at Santa Paula West Medical Group & Pediatrics (VCMC) in Santa Paula has left, effective October 2021.

James McPherson, M.D., a cardiothoracic surgeon at Cardiovascular & Thoracic Surgeons in Ventura, has left effective July 2021.

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

Kenneth Finger, M.D., a family medicine physician at Las Islas Family Medical Group (VCMC) in Oxnard has left, effective December 2021.

Kimberly Oglesby-McCowan, a nurse practitioner at Las Posas Family Medical Group (VCMC) in Camarillo, has left effective January 2022.

Mayce Al Kuraishi, M.D., a pediatrician at Clinicas del Camino Real Inc in Santa Paula & Ventura has

left, effective December 2021.

Nicholas Campbell, P.A.-C. at Ventura Orthopedics Medical Group in Oxnard and Ventura has left, effective November 2021.

Peggy Jung, N.P., at Moorpark Family Medical Center (VCMC) In Moorpark, has left effective February 2022.

Peter White, P.A., at Clinicas Del Camino Real -La Colonia in Oxnard, has left effective December 2021.

Sarah Hemmer, M.D., a pediatrician at Pediatric Diagnostic Centers (VCMC) in Ventura has left, effective July 2021.

Scott K. Luttge, a urologist specialist at Anacapa Urology Clinic(VCMC) in Ventura, has left effective December 2021.

Sung Kim, M.D., an internal medicine physician at Clinicas del Camino Real-Oceanview in Oxnard has left, effective December 2021.

Sydney Guo, M.D., a vascular surgeon at West Coast Vascular in Oxnard and Ventura has left, effective December 2021.

Wanda Kim-Hayes, P.A., at Pediatric Diagnostic Center (VCMC) in Ventura has left, effective June 2021.

William Goldie, M.D., a pediatric neurologist at Mandalay Bay Women and Children's Med Grp(VCMC) in Oxnard and Pediatric Diagnostic Center (VCMC) in Ventura, has left, effective June 2021.

Yvette Padilla, M.D., an obstetrics & gynecologist at Clinicas del Camino Real in Fillmore and Santa Paula , has left effective October 2021.

CHANGES

Cardiovascular & Thoracic Surgeons in Oxnard have permanently closed their doors, effective July 2021.

Socal Neurosurgery has moved addresses for their locations in Oxnard and Thousand Oaks, effective October 2021.

Summit Home Health in Simi Valley has changed their names to Angels of Summit Home Health, effective December 2021.

Two Trees Physical Therapy & Wellness has added a new service location in Newbury Park, effective November 2021.

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
2220 E. Gonzales Road, Suite 210-B
Oxnard, CA 93036

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STANDARD
U.S. POSTAGE
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COUNTY of
VENTURA