

Member NEWSLETTER

SPRING ISSUE • MARCH 2023



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



Featured this issue

TIMELY ACCESS
Requirements **3**

ONE TOUCH REVEAL PLUS –
Diabetes Care Program **8**

HOW TEAMWORK
Can Help You **9**



VENTURA COUNTY HEALTH CARE PLAN

SPRING ISSUE • MARCH 2023

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.....	3
Timely Access Requirements.....	3
CAHPS Survey – COMING SOON	3
Submitting an External Exception Review Request for the denial of Request	4
VCHCP Member Behavioral Health and Substance Abuse Resources	4
Gender Affirming Procedures and Services	5
Everyone Deserves to Have a Healthy, Smokefree Home!.....	6
One Touch Reveal Plus – Diabetes Care Program	8
How Teamwork Can Help You.....	9
A Message From Our Case Management Nurse	10
Nonpharmacologic Pain Management Treatments	10
Case Management & Disease Management Services	11
Anti-depressant Medication Management	11
Depression Education Materials	11
VCHCP Maternal Mental Health Program.....	12
2023 Affirmative Statement	13
Did you know?	13
VCHCP's Referral & Prior Auth Process & Services	13
New Medical Technology	14
Post Inpatient Discharge Follow-Up	14
Emergency Room Visit Copays and Follow Up	15
Emergency Room vs Urgent Care.....	15
Accessing Behavioral Healthcare Services	15
Milliman Care Guidelines & Medical Policy Updates	15
Pharmacy Updates	16
Express Scripts Website	17
VCHCP Network Updates.....	18
Standards for Member's Rights & Responsibilities.....	19

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

SUBMITTING AN EXTERNAL EXCEPTION REVIEW REQUEST

for the denial of Request for Step Therapy Exception, Formulary Exception, and Prior Authorization for a Medication

You, your designee, or your prescribing doctor can request that the original step therapy exception request, formulary exception request, prior authorization request and subsequent denial of such requests be reviewed by an independent review organization by following the steps below:

- Submit an exception via online request available in the VCHCP member website vchealthcareplan.org/members/requestPharmacyExceptionForm.aspx or by calling the Plan.
- Ask the Plan to make an exception to its coverage rules.
- There are several types of exceptions that can be requested such as:
 - Cover a drug even if it is not on the Plan's formulary.
 - Waive coverage restrictions or limits on a drug. For example, the Plan limit the amount on certain drugs it covers. If the drug has a quantity limit, ask the Plan to waive the limit and cover more.
 - Provide a higher level of coverage for a drug. For example, if the drug is in the Non-Preferred Drug tier, ask the Plan to cover it at the cost-sharing amount that applies to drugs on the Preferred Brand Drug tier 3 instead. This applies so long as there is a formulary drug that treats your condition on the Preferred Brand Drug tier 3. This would lower the amount paid for medications.
- Once the Plan receives the exception request via website or via phone call, the Plan's Utilization Management will contact your doctor to process your External Exception Review Request.
- The Plan sends your external exception review request to an independent review organization called IMEDECS/Kepro.
- VCHCP will ensure a decision and notification within 72 hours in routine/standard circumstances or 24 hours in exigent circumstances.
- The Plan will make its determination on the external exception request review and notify the enrollee or the enrollee's designee and the prescribing provider of its coverage determination no later than no later than 24 hours following receipt of the request, if the original request was an expedited formulary/prior authorization/step therapy exception request or 72 hours following receipt of the request, if the original request was a standard request for nonformulary prescription drugs/step therapy/prior authorization.
- If additional information is required to make a decision, the Plan in collaboration with IMEDECS/Kepro will send a letter via fax to your prescribing doctor advising that additional information is required.
- Exception request for step therapy/nonformulary/prior authorization will be reviewed against the criteria in Section 1367.206(b) and, if the request is denied, the Plan will explain why the exception request for step therapy/nonformulary/prior authorization drug did not meet any of the enumerated criteria in section 1367.206(b).
- The exception request review process does not affect or limit the enrollee's eligibility for independent medical review or to file an internal appeal with VCHCP.
- The enrollee or enrollee's designee or guardian may appeal a denial of an exception request for coverage of a nonformulary drug, prior authorization request, or step therapy exception request by filing a grievance under Section 1368.
- If the independent review organization reverses the denial of a prior authorization, formulary exception, or step therapy request, the decision binding on the Plan.
- The decision of independent review organization to reverse a denial of a prior authorization, formulary exception, or step therapy request applies to the duration of the prescription including refills.

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.



To access Optum Health's Behavioral Health Clinical Criteria, please visit:

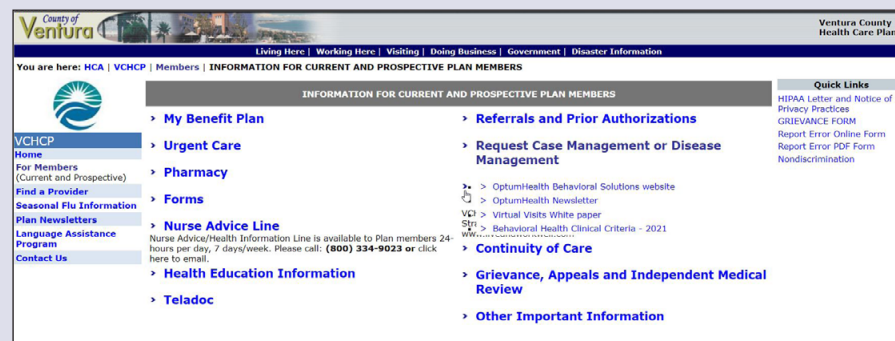
vchealthcareplan.org/members/memberIndex.aspx

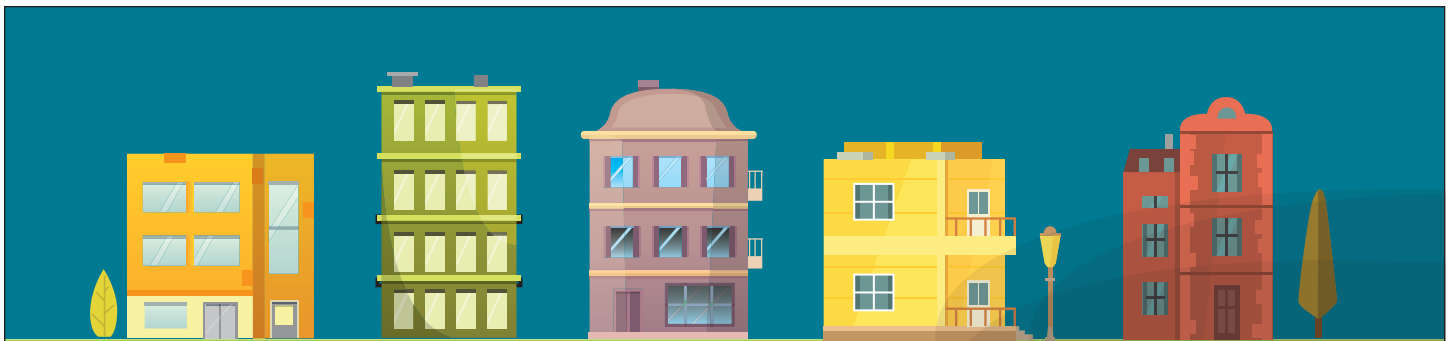
Adopted Behavioral Health Clinical Criteria:

- 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.



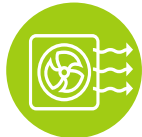


EVERYONE DESERVES TO HAVE A **HEALTHY, SMOKEFREE HOME!**

DID YOU KNOW?

People living in apartments are more likely to be exposed to secondhand smoke.¹

- » Smoke can enter your home through vents, electrical outlets, windows, and even tiny cracks in walls.



65%

Up to 65% of the air in an apartment can come from other units in the building.²



ANY AMOUNT OF SECONDHAND SMOKE CAN BE HARMFUL

- » **41,000 nonsmokers die** from secondhand smoke each year in the U.S.³



It is especially dangerous for children and can cause permanent damage to growing lungs.⁴



YOUR LUNGS CAN'T TELL THE DIFFERENCE

- » **Marijuana secondhand smoke is harmful just like cigarette smoke.**⁵ It has many of the same toxic chemicals that cause cancer and other diseases.
- » Vaping produces tiny droplets of harmful chemicals, including lead. **It's NOT just harmless water vapor!**⁶



TO FULLY PROTECT YOUR HOME FROM SECONDHAND SMOKE, YOUR ENTIRE APARTMENT COMPLEX NEEDS TO BE SMOKEFREE

This includes:

- » Inside units
- » On patios and balconies
- » Outdoor common areas such as pools, parking lots, stairways, and courtyards.



Free help to quit tobacco is available from the Kick It California.

Visit kickitca.org

Call **1-800-300-8086**

Text **“Quit Smoking”** or **“Quit Vaping”** to **66819**

Download the free **No Butts** or **No Vape** mobile apps

YOU CAN MAKE A DIFFERENCE!

- » Apartment owners have the legal authority to make their property entirely smokefree. Contact your local health department for resources to offer managers and landlords about the benefits of a smokefree property.
- » Share information with neighbors about the harms of all forms of secondhand smoke. Try posting information on bulletin boards or in laundry rooms.
- » Reach out to city officials about local laws that would require apartments and other multi-unit housing to be smokefree.
- » Check the strength of your city’s smokefree policies and take action at www.secondhanddangers.org



VENTURA COUNTY
PUBLIC HEALTH
A Department of Ventura County Health Care Agency

Tobacco Education and Prevention Program

805-201-STOP (7867)
callitquits@ventura.org

REFERENCES:

- » Tsai, J., et al. (2018). Exposure to Secondhand Smoke Among Nonsmokers - United States, 1988-2014. *Morbidity and Mortality Weekly Report*, 67(48), 1342-1346.
- » Center for Energy and Environment. (2004). Reduction of Environmental Tobacco Smoke Transfer in Minnesota Multifamily Buildings Using Air Sealing and Ventilation Treatments.
- » U.S. Department of Health and Human Services. (2014). The health consequences of smoking – 50 years of progress: A report of the surgeon general. Atlanta, GA: U.S. Department of Health and Human Services, Centers for Disease Control and Prevention, National Center for Chronic Disease Prevention and Health Promotion, Office on Smoking and Health.
- » Ibid.
- » Graves, BM, et al. (2020). Comprehensive characterization of mainstream marijuana and tobacco smoke. *Scientific Reports*, 10(1), 7160. <https://doi.org/10.1038/s41598-020-63120-6>
- » National Academies of Sciences, Engineering, and Medicine. (2018). Public Health Consequences of E-Cigarettes.

© 2021. California Department of Public Health. Funded under contract # 21-10001. J999 - 09/21.

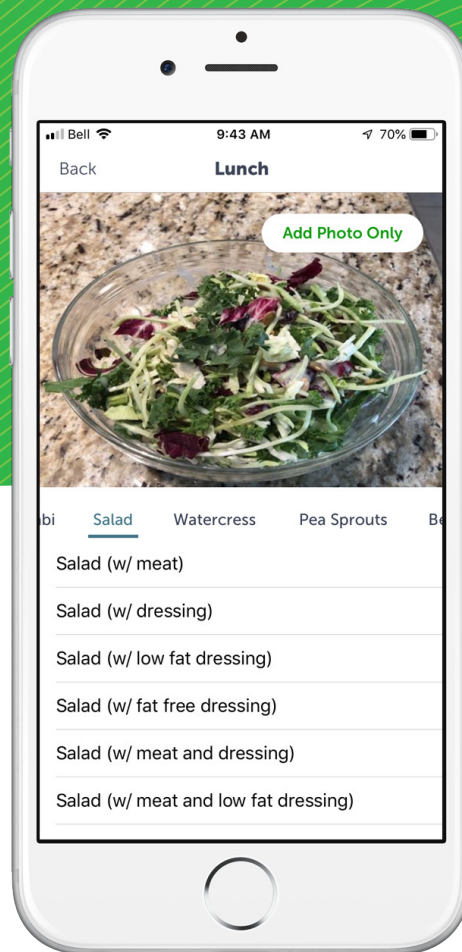
Start your new diabetes care program

- 1 Visit express-scripts.com/healthsolutions
- 2 Log in to your Express Scripts account
- 3 If you're eligible for OneTouch Reveal Plus, you will see an access code, personal code and a link to enroll

OneTouch Reveal Plus is available to Express Scripts members and their covered dependents who are over 18 with Type 1 or Type 2 diabetes.

Questions?

Call OneTouch Reveal Plus Customer Care at 1.844.689.9880 (TTY: 711)



The OneTouch Reveal™ Plus app, powered by BlueStar®, is indicated for use by patients aged 18 and older who have Type 1 or Type 2 diabetes and their healthcare providers. The app is not intended to replace the care provided by a licensed healthcare professional. The app should not be used by patients with gestational diabetes or patients using an insulin pump. BlueStar™ is a Welldoc, Inc. patented system. The OneTouch Reveal™ Plus app is manufactured by Welldoc, Inc.

Express Scripts is a trademark of Express Scripts Strategic Development, Inc. Express Scripts administers your prescription plan for your employer, plan sponsor, health plan or benefit fund.

© 2021 Express Scripts. All Rights Reserved. 20EME20532 CRP2106_009586.1

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).

Nonpharmacologic Pain Management TREATMENTS

Purpose:

Assembly Bill 2585 – Nonpharmacological pain management treatment requires Ventura County Health Care Plan (VCHCP) to encourage the use of evidence-based nonpharmacological therapies for pain management.

Nonpharmacological Pain Management

The overarching goal of chronic pain management is to relieve pain and improve function. The National Pain Strategy (NPS) report recommends that management be integrated, multimodal, interdisciplinary, evidence-based, and tailored to individual patient needs. In addition to addressing biological factors when known, it is thought that optimal management of chronic pain also addresses psychosocial contributors to pain, while considering individual susceptibility and treatment responses. Self-care is an important part of chronic pain management. At the same time, the NPS points to the “dual crises” of chronic pain and opioid dependence, overdose, and death as providing important context for consideration and implementation of chronic pain management strategies. A vast array of nonpharmacological treatments is available for management of chronic pain. VCHCP’s health plan benefits include nonpharmacologic services to treat pain. These interventions include and not limited to the following:

- Physical Therapy/Occupational Therapy
- Osteopathic Manipulative Treatment
- Acupuncture & Chiropractic Treatments*
- Behavioral Health Treatments for example, cognitive behavioral therapy or mindfulness-based stress reduction (MBSR). For more information, please visit Optum Behavioral Health’s Live Work Well website: healthwise.net/liveandworkwell/Content/StdDocument.aspx?DOCHWID=cpain

*Chiropractic and acupuncture: When part of Plan coverage, chiropractic, and acupuncture treatments, arranged by Member, may be offset by reimbursement to the member of a portion of the practitioner’s fee incurred by the member in receiving such therapy. Reimbursements are limited to a maximum per visit and an aggregate maximum per plan year.

VCHCP encourages the use of evidence-based nonpharmacological therapies for pain management such as physical therapy/occupational therapy, osteopathic manipulative treatment, acupuncture/chiropractic treatment and behavioral health treatments (as listed above).

Providers and Members will be made aware of the above nonpharmacological interventions via the biannual newsletters.

References

(Obtained from Optum’s live work well healthwise.net/liveandworkwell/Content/StdDocument.aspx?DOCHWID=cpain effectivehealthcare.ahrq.gov/products/nonpharma-treatment-pain/research-protocol)

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 vhealthcareplan.org and click on the box labeled "Request Case Management or Disease Management".

ANTI-DEPRESSANT Medication Management

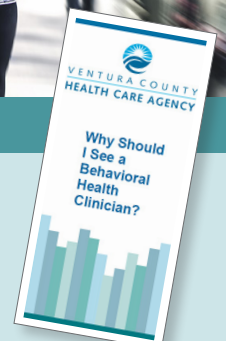
Members who are diagnosed with depression and prescribed medication should work closely with their physician to ensure proper treatment. To achieve maximum results from anti-depressant medication, it is important to remain on the medication consistently for at least 6 months, or for the duration prescribed 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 sense of control. VCHCP has created a brochure of depression information and resources available to members. This valuable resource is available on the VCHCP website at vhealthcareplan.org/members/healthEducationInfo.aspx. If you do not have access to the website, or would like further information please call (805) 981-5060 and ask to speak with a Disease Management Nurse.



VCHCP MATERNAL MENTAL HEALTH PROGRAM

PURPOSE:

To ensure that maternal members are screened for maternal mental health conditions or issues including but not limited to post-partum depression during pregnancy or during post-partum period to improve diagnosis and treatment of such conditions or issues.

SCOPE:

Primary Care Providers (PCPs – including Nurse Practitioners and Physician Assistants) caring for maternal members and Ob-gyn providers (including nurse midwife/midwife).

POLICY:

VCHCP contracted providers (PCPs caring for maternal members and OB-GYN) are to adhere to the Assembly Bill Bi. 2193 SEC. 2. Article 6 (commencing with Section 123640). This includes:

1. By July 1, 2019, a licensed health care practitioner who provides prenatal or postpartum care for a patient shall ensure that the mother is offered screening or is appropriately screened for maternal mental health conditions or issues.
2. For example, administration of a standardized depression screening tool such as PHQ-2 and/or the PHQ-9.
3. Results are to be recorded in the medical chart of the patient.
4. If the depression or other mental health issues screening result is negative but the maternal member and/or PCP or OB-GYN remains concerned, the PCP or OB-GYN should schedule a follow up visit and make the proper referral to Optum Behavioral Health.
5. If the depression or other mental health issues screening result is positive, refer for an appropriate comprehensive mental health evaluation.
6. The program was developed consistent with sound clinical principles and processes such as the use of standardized depression screening tools name PHQ-2 and/or PHQ-9 and Edinburg Postnatal Depression Scale (EPDS).



For VCHCP members, the maternal mental health screening is done by PCPs or OB-GYN providers. VCHCP providers will use their existing process to refer members to mental health providers such as Ventura County Employee Assistance Program (EAP) and OptumHealth Behavioral Solutions of California (OHBS-CA)/plan contracted providers.

In addition, your doctor may coordinate with OHBS-CA for additional behavioral health treatment as appropriate.

Your OB-GYN or primary care doctor will be trained regarding compliance with VCHCP's Maternal Mental Health Program via email/fax blast and VCHCP Provider Newsletter.

EVALUATION OF COMPLIANCE:

In order to ensure that the above policy is followed and that all maternal members are appropriately screened for mental health conditions/issues including but not limited to post-partum depression, VCHCP will conduct a provider's medical record audit to capture of data related to mental health issues screening(s) done, screening results, treatment and follow up. Any provider who is not compliant with this activity may receive additional educational information regarding the screening procedure, follow up limited audit and possible corrective action plan (CAP) if warranted. If a CAP is requested, a Quality Assurance team member will monitor activities until the CAP details are addressed satisfactorily.

2023 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.

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 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 of decisions.

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 vhealthcareplan.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**.

The screenshot shows the Ventura County Health Care Plan website. The top navigation bar includes links for Living Here, Working Here, Visiting, Doing Business, Government, and Disaster Information. Below this, a breadcrumb trail indicates the user is here: HCA | VCHCP | Members | INFORMATION FOR CURRENT AND PROSPECTIVE PLAN MEMBERS. The main content area is titled 'INFORMATION FOR CURRENT AND PROSPECTIVE PLAN MEMBERS' and features a list of links. A red arrow points to the 'Referrals and Prior Authorizations' link. Other links include My Benefit Plan, Urgent Care, Pharmacy, Forms, Nurse Advice Line, Health Education Information, Teladoc, Request Case Management or Disease Management, Mental/Behavioral Health and Substance Use, Continuity of Care, Grievance, Appeals and Independent Medical Review, and Other Important Information. A sidebar on the left contains links for VCHCP Home, For Members (Current and Prospective), Find a Provider, Seasonal Flu Information, Plan Newsletters, Language Assistance Program, and Contact Us.



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.

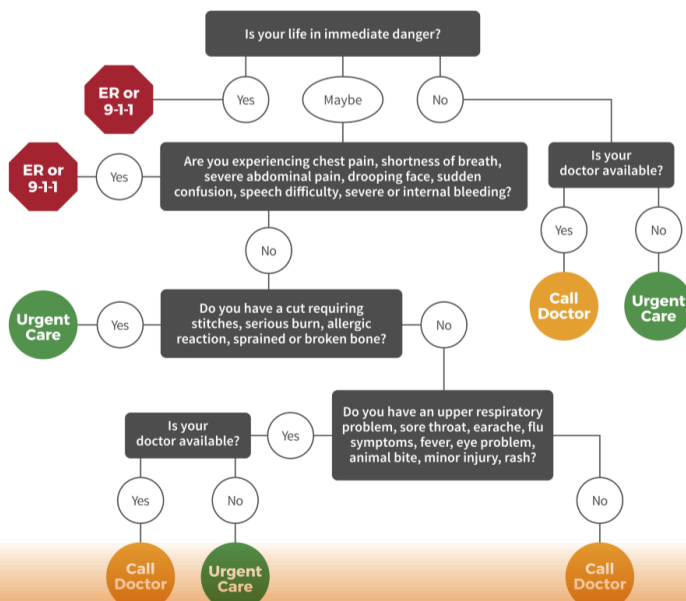
Avoid having to pay multiple ER copays by ensuring that you see your Primary Care Provider (PCP) for any follow-up care. Just a reminder... Additional ER copays will be applied when returning for follow-up care at the ER.

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.

Emergency Room vs Urgent Care

HOW SHOULD I CHOOSE?



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.

Milliman Care Guidelines & Medical Policy Updates

VCHCP Utilization Management uses Milliman Care Guidelines (currently 27th 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

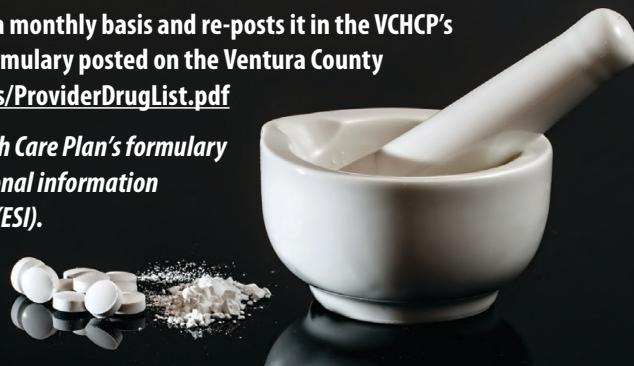
New and updated medical policies are posted on The Plan's website at vchealthcareplan.org/providers/medicalPolicies.aspx.

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: 4Q-2022

NEW GENERICS

Brand Name for First Generic	Product Name
DALIRESP	ROFLUMILAST 500 MCG TABLET ROFLUMILAST 250 MCG TABLET
DIVIGEL	ESTRADIOL 0.1% (0.25MG) GEL PK ESTRADIOL 0.1% (0.5MG) GEL PKT ESTRADIOL 0.1% (0.75MG) GEL PK ESTRADIOL 0.1% (1 MG) GEL PKT ESTRADIOL 0.1% (1.25MG) GEL PK
GILENYA	FINGOLIMOD 0.5 MG CAPSULE
SUPREP	SOD SUL-POTASS SUL-MAG SUL SOL
TAZORAC	TAZAROTENE 0.05% GEL TAZAROTENE 0.1% GEL
TIMOPTIC	TIMOLOL MALEATE 0.25% EYE DROP
VASCEPA	ICOSAPENT ETHYL 500 MG CAPSULE

LINE EXTENSIONS - NEW DOSAGE FORMS/STRENGTHS

Review Comments	Product Name
New Strength; New Dose Form	BORTEZOMIB 3.5 MG/1.4 ML VIAL
New Strength; New Dose Form	IMBRUVICA 70 MG/ML SUSPENSION
New Dose Form	MENVEO 1 VIAL-A-C-Y-W-135-DIP
New Strength	ORKAMBI 75-94 MG GRANULE PKT

NEW AND EXISTING BRANDS/CHEMICALS

Review Comments	Product Name
Existing Product Review	MENVEO A-C-Y-W KIT (2 VIALS)
New Brand; New Chemical Entity Combination	SPEVIGO 450 MG/7.5 ML VIAL

Formulary Removals: 4Q-2022

MULTISOURCE BRAND REMOVALS

Review Comments	Product Name	NPF Preferred Alternative
MSB Removals	ALIMTA 100 MG VIAL ALIMTA 500 MG VIAL	Pemetrexed Disodium
MSB Removals	GILENYA 0.5 MG CAPSULE	Fingolimod HCL
MSB Removals	SELZENTRY 150 MG TABLET SELZENTRY 300 MG TABLET	Maraviroc

Formulary Removals: 4Q-2022

EXCLUSION LIST ADDITIONS: 4Q-2022

Review Comments	Product Name	NPF Preferred Alternative
New Strength	ALLOPURINOL 200 MG TABLET	allopurinol (generic)
New Brand; New Chemical Entity/Combination	AUVELITY ER 45-105 MG TABLET	bupropion, citalopram (generic), duloxetine, paroxetine, sertraline (generic), venlafaxine, FETZIMA
New Chemical Entity/Combination; New Brand	CIMERLI 0.3 MG/0.05 ML VIAL CIMERLI 0.5 MG/0.05 ML VIAL	EYLEA
New Strength; New Dose Form	CLONIDINE HCL ER 0.17 MG TAB	clonidine patches, clonidine tablets (generic)
New Brand; New Chemical Entity/Combination	ENTADFI 5-5 MG CAPSULE	finasteride 5mg, tadalafil 5mg
New Chemical Entity/Combination; New Brand	FYLNETRA 6 MG/0.6 ML SYRINGE	FULPHILA, ZIEXTENZO
New Strength; New Dose Form	HYDROCORT-PRAMOXINE 25-18 MG	hydrocortisone ac suppositories, hydrocortisone-pramoxine cream (generic)
New Brand	INSULIN DEGLUDEC 100 UNIT/ML	LEVEMIR, SEMGLEE (YFGN), TOUJEO SOLOSTAR, TRESIBA
New Brand	INSULIN DEGLUDEC PEN (U-100)	LEVEMIR FLEXTOUCH, SEMGLEE (YFGN) PEN, TOUJEO SOLOSTAR, TRESIBA FLEXTOUCH U-100
New Brand; New Strength	KYZATREX 100 MG CAPSULE KYZATREX 150 MG CAPSULE KYZATREX 200 MG CAPSULE	testosterone (topical, generic), ANDRODERM
New Brand	LEVAMLODIPINE 2.5 MG TABLET	amlodipine besylate, felodipine er, nifedipine er, nisoldipine
New Strength	METHOCARBAMOL 1,000 MG TABLET	methocarbamol (generic)
New Brand; New Strength; New Dose Form	PHEBURANE PELLET	sodium phenylbutyrate, RAVICTI
New Strength	PIRFENIDONE 534 MG TABLET	pirfenidone tablets (generic), OFEV
New Dose Form	QUETIAPINE 150 MG TABLET	quetiapine fumarate (generic)

Formulary Removals: 4Q-2022 - continued

EXCLUSION LIST ADDITIONS: 4Q-2022

Review Comments	Product Name	NPF Preferred Alternative
Contract Update	ROXYBOND 5 MG TABLET ROXYBOND 15 MG TABLET ROXYBOND 30 MG TABLET	oxycodone hcl
New Brand; New Strength; New Dose Form	TADLIQ 20 MG/5 ML SUSPENSION	sildenafil, tadalafil (alt product chapter = MISCELLANEOUS PULMONARY AGENTS)
New Brand; New Chemical Entity/ Combination	VTAMA 1% CREAM	betamethasone valerate, calcipotriene, clobetasol emollient, desoximetasone, fluocinonide, mometasone furoate, ENSTILAR
New Brand	ZONISADE 100 MG/5 ML ORAL SUSP	zonisamide capsules

EXCLUSION LIST REMOVALS: 4Q-2022

Review Comments	Product Name	NPF Preferred Alternative
Exclusion List Update- Product is obsolete	ACIPHEX SPRINKLE DR 10 MG CAP ACIPHEX SPRINKLE DR 5 MG CAP	esomeprazole magnesium, lansoprazole, omeprazole, pantoprazole, rabeprazole sodium
Contract Update	ANNOVERA VAGINAL RING	drospirenone-ethinyl estradiol, eluryng, etonorgestrel-ethinyl estradiol, junel fe, sprintec, tri-sprintec, xulane
Contract Update	BREXAFEMME 150 MG TABLET	fluconazole
Exclusion List Update- Product is obsolete	BYNFEZIA 2,500 MCG/ML PEN	octreotide acetate
Exclusion List Update- Product is obsolete	DUTOPROL 100-12.5 MG TABLET DUTOPROL 25-12.5 MG TABLET DUTOPROL 50-12.5 MG TABLET	metoprolol-hctz, hctz, metoprolol succinate
Exclusion List Update- Product is obsolete	EPIDUO 0.1-2.5% GEL PUMP	adapalene-benzoyl peroxide
Exclusion List Update- Product is obsolete	ESTROSTEP FE-28 TABLET	tri-legest fe, tilia fe
Exclusion List Update- Product is obsolete	GOLYTELY PACKET	gavilyte-g, peg 3350-electrolyte
Exclusion List Update- Product is obsolete	HELIDAC THERAPY PACK	lansoprazol-amoxicil-clarithro, TALICIA
Exclusion List Update- Product is obsolete	NASONEX 50 MCG NASAL SPRAY	mometasone furoate
Exclusion List Update- Product is obsolete	PAZEO 0.7% EYE DROPS	azelastine hcl, bepotastine besilate, cromolyn sodium, epinastine hcl, olopatadine hcl
Exclusion List Update- Product is obsolete	ZOHYDRO ER 10 MG CAPSULE ZOHYDRO ER 15 MG CAPSULE ZOHYDRO ER 20 MG CAPSULE ZOHYDRO ER 30 MG CAPSULE ZOHYDRO ER 40 MG CAPSULE ZOHYDRO ER 50 MG CAPSULE	hydrocodone bitartrate er
Exclusion List Update- Product is obsolete	ZOMIG ZMT 2.5 MG TABLET ZOMIG ZMT 5 MG TABLET	zolmitriptan odt

2023 National Preferred Formulary Exclusions

The excluded medications are not covered by the National Preferred Formulary beginning January 1, 2023, unless otherwise noted. Please note that members filling prescriptions for one of these excluded drugs may pay the full retail price. Please discuss the alternative preferred medications with your patients and provide a new prescription for one that you feel is right for the patient. To access the list of National Preferred Formulary Exclusions, please visit our website at vchealthcareplan.org/members/programs/docs/NationalPreferredFormularyExclusions.pdf

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

NEW TO THE NETWORK

180 Medical, a DME supplier, has been added effective February 2023.

Aashika Rafanan, N.P., a Nurse Practitioner at Insite Digestive Health Care in Camarillo and Oxnard, has been added effective December 2022.

Angela Sepulveda Velez, M.D., a Family Medicine physician at Clinicas Del Camino Real Inc in Newbury Park, has been added effective December 2022.

Angelique Dore, F.N.P. at Hematology-Oncology Clinic (VCMC) in Ventura has been added, effective October 2022.

Ayhan Yoruk, M.D., a Cardiac Electrophysiologist at Cardiology Associates Medical Group in Oxnard and Ventura has been added, effective August 2022.

Benham Sharareh, M.D., an Orthopedic Surgeon at Ventura Orthopedic Medical Group in Oxnard and Ventura has been added, effective October 2022.

Chris Wu, M.D., an Ophthalmologist at California Retina Consultants in Oxnard and Simi Valley has been added, effective August 2022.

Christopher Tatum, DPM at Foot and Ankle Concepts in Oxnard has been added, effective November 2022.

Claudio Cardenas, F.N.P. at Clinicas Del Camino Real in Oxnard has been added, effective November 2022.

Daniel Farnsworth, M.D. a Family Medicine physician at Santa Paula Medical Clinic in Santa Paula has been added, effective September 2022.

Emily Sim, P.A.-C at Ventura Orthopedics Medical Group in Oxnard and Ventura has been added, effective August 2022.

Erica Wall, P.A., a Physician Assistant at Las Islas Family Medical Group North (VCMC) in Oxnard, has been added effective January 2023.

Evelyn Magdaleno, F.N.P. at Pediatric Diagnostic Center (VCMC) in Ventura and Las Islas Family Medical Group North (VCMC) in Oxnard has been added, effective July 2022.

Farshid Bozorgnia, M.D., an internal medicine physician at Clinicas Del Camino Real, Inc. in Newbury Park and Oceanview has been added effective September 2022.

Ishita Patel, M.D., a Pediatrician at Clinicas Del Camino Real in Ventura and Santa Paula has been added, effective October 2022.

Jaira Muriel Gomez, P.A.-C at Clinicas Del Camino Real Inc in Oxnard has been added, effective October 2022.

Jason Amurao, N.P., a Nurse Practitioner at Matthew L Bloom, DO PC in Ventura, has been added effective December 2022.

Joni Bhutra, M.D., a Pediatrician at Pediatric Diagnostic Center in Ventura has been added, effective September 2022.

Khristina Shad, P.A.-C., a Physician Assistant at Ventura Orthopedics Medical Group in Simi Valley and Thousand Oaks, has been added effective December 2022.

Leon Fogelfeld, M.D. an Endocrinologist at Medicine Specialty Center - West has been added, effective September, 2022.

Lindy Chavez, F.N.P., a Family Nurse Practitioner at Dignity Health Medical Group in Ventura, has been added effective November 2022.

Lisa Brand, M.D., a General Surgeon at L E Brand MD Corporation in Camarillo, has been added effective February 2023.

Louise Toutant, F.N.P. at Clinicas Del Camino Real in Oxnard has been added, effective November 2022.

Margaret Clark, M.D., a Family Medicine physician at Las Islas Family Medical Group (VCMC) in Oxnard, has been added effective January 2023.

Maryam Atashbar, N.P., a Nurse Practitioner at Sierra Vista Family Medical Clinic, has been added effective November, 2022.

Misty Eleryan, M.D., a Dermatologist at Pacifica Center for Dermatology in Camarillo has been added, effective September 2022.

Oliver Ong, M.D., an Endocrinologist at Adventist Health Physicians Network - SV Alamo Hills has been added effective, August 2022.

Robert Streeter IV, M.D. a Family Medicine physician at Clinicas Del Camino Real in Ventura and Oxnard has been added, effective September 2022.

Sarah Ali, M.D. at Hematology-Oncology Clinic (VCMC) in Ventura has been added, effective April 2022.

Stephanie Cekov, P.A.-C at Clinicas Del Camino Real in Oxnard has been added, effective November 2022.

Tarika Balyan, N.P., a Nurse Practitioner at Clinicas Del Camino Real Inc in Moorpark and E. Simi Valley, has been added effective December 2022.

Tatum Vedder, R.D.N., a Registered Dietician Nutritionist at 360 Nutrition Consulting in Camarillo, has been added effective December 2022.

Yohan Perera, M.D., an Family Medicine and Women's Health physician at Las Islas Family Medical Group North in Oxnard has been added effective, August 2022.

LEAVING THE NETWORK

Alexander Meyer, M.D., a family medicine physician in Santa Paula has left, effective October 2022.

Amy Gowan, M.D. a family medicine physician at Clinicas Del Camino Real in East Simi Valley has left effective October 2022.

Christine Weber, P.A. at Anacapa Surgical Associates in Ventura, has left effective August 2022.

Daniel Demirchyan, M.D., a Family Medicine physician at Clinicas Del Camino Real Inc in East Simi Valley and Ojai, has left effective February 2023.

David R. Hantke, an Otolaryngology (ENT) specialist in Ventura, has left effective October 2022.

Dena Werner, M.D., an Internal Medicine and Infectious Disease physician at Las Islas Family Medical Group North and Medicine Specialty Center West - Immunology has left, effective August 2022.

Diane Narhi, M.D., a Rheumatologist at Dignity Health Medical Group in Oxnard has left effective December 2022

Farshid Bozorgnia, M.D., an internal medicine physician at Clinicas Del Camino Real Inc in Newbury Park and Oceanview, has left, effective September 2022.

Jeff Magbitang, P.A.-C at Clinicas Del Camino Real in Santa Paula has left effective November 2022.

Jonathan Guinto, P.A., a Physician Assistant at California Dermatology Institute in Thousand Oaks and Ventura, has left effective February 2022.

Josephine Soliz, M.D., a family medicine physician at Rose Avenue Family Medical Group in Oxnard, has left effective January, 2023.

Judith Driscoll, N.P., a Nurse Practitioner at Coastal Pediatric Medical Group in Ventura, has left effective April 2022.

Julie Schreiner, N.P. at Surfside Pediatrics in Ventura has left effective September 2022.

Kristi Schoeld, M.D. a Family Medicine physician at Academic Family Medicine Center in Ventura has left effective December 2022.

Lindsay Loft, N.P., a Nurse Practitioner at Anacapa Surgical Associates - Anacapa Plastics and Hand Reconstruction in Ventura, has left effective February 2023.

Louise Toutant, F.N.P. at Anacapa Surgical Associates in Ventura has left effective June 2022.

Mark Smith, M.D., a family medicine physician at Conejo Valley Family Med Grp (VCMC) in Thousand Oaks has left, effective November 2022.

Michele Horwitz, FNP, a nurse practitioner at Academic Family Medicine Center in Ventura has left effective December 2022.

Nandinidevi Ramaswamy, M.D., an Internal Medicine physician at Clinicas Del Camino Real in Fillmore and Oxnard has left, effective December 2022.

Neil Jorgensen, M.D. a Family Medicine physician at Academic Family Medicine Center in Ventura has left effective December 2022.

Nirmala Gowrinathan, M.D., a Pediatric Neurologist at Pediatric Diagnostic Center in Ventura and Sierra Vista Family Medical Clinic in Simi Valley, has left effective October 2022.

Pallavi Kamra, M.D., a Pediatrician at Clinicas Del Camino Real, Inc. in E. Simi Valley and Moorpark, has left effective August 2022.

Paul Rehder, M.D., a Pediatric Dermatologist at Pediatric Diagnostic Center in Ventura has left effective November 2022.

Sheetal Mehndiratta, D.O., a Family Medicine physician at Alta California Medical Group, has left effective September 2022.

Sukhpreet Walia, M.D., a Gastroenterologist at Insite Digestive Health Care in Camarillo and Oxnard, has left effective January 2023.

Tamir Keshen, M.D., a Pediatric Surgeon at Anacapa Surgical Associates (VCMC) in Ventura, has left effective December, 2022.

Tamra Travers, M.D. a family medicine physician at Academic Family Medicine Center (VCMC) in Ventura has left, effective October 2022.

Wesley Schooler, M.D., a Plastic Surgeon in Santa Barbara, has left effective February 2023.

William Greene, M.D., a Pediatrician at Community Pediatrics Medical Group in Moorpark and Westlake Village, has left effective August 2022.

CHANGES

Access Eye Institute - Thousand Oaks has closed their doors, effective July 2022.

Access Eye Institute has added a new location in Westlake Village, effective August 2022.

Apex Infusion Pharmacy has added a new location in Camarillo, effective February 2023.

California Retina Consultants in Westlake Village has relocated, effective September 2021.

Fillmore Urgent Care has closed their doors, effective August 2022.

Nobbe Orthopedics Inc in Ventura has changed it's name to Hanger Clinic effective October 2022.

St John's Pleasant Valley Hospital in Camarillo has changed it's name to St John's Hospital Camarillo effective October 2022.

Ventura Care Partners in Ventura has relocated, effective October 2022.

West Coast Hearing & Balance in Ojai and Ventura have changed ownership and are now called Nelson Audiology, effective September 2022.

West Coast Vascular in Oxnard and Ventura are no longer a practicing Group. They are now called Pacific Cardiovascular & Vein Institute, effective February 2023. Locations remain the same.

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

PRSRT MKTG
U.S. POSTAGE
PAID
COUNTY of
VENTURA

