

Member NEWSLETTER

FALL ISSUE • SEPTEMBER 2023



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

FEATURED THIS ISSUE

TIMELY ACCESS
REQUIREMENTS **3**

SAY HELLO TO
SELF CARE FROM ABLETO **4**

VCHCP
MEMBER PORTAL **6**



**VENTURA COUNTY
HEALTH CARE PLAN**
FALL ISSUE • SEPTEMBER 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
211.....	3
Timely Access Requirements.....	3
Say Hello to Self Care from AbleTo	4
Practice mindfulness and de-stress with coloring	5
VCHCP Member Portal.....	6
VCHCP Member Behavioral Health and Substance Abuse Resources.....	6
A Letter from Our Case Management Nurse.....	7
Accessing Behavioral Healthcare Services	7
Breast Cancer Screening	8
New Hologic Genius 3D Mammography at Santa Paula....	8
How to Find a Provider	9
How Often Should You See Your PCP?.....	9
OptumHealth Quality Program	10
Direct Specialty Referrals	10
Standing Referrals	10
FAQ's for Members about Specialty Medications.....	11
OptumHealth Behavioral Solutions: ADHD and Autism	12
Autism Screening For All Children.....	13
Autism Spectrum Disorders	13
Combatting Respiratory Infections: The Power of Antibiotic Awareness.....	14
Taking the Right Steps for Upper Respiratory Infections.....	14
Throat Infections: Choosing Wisely for Your Health	15
Empowering You in Low Back Pain Care: Choosing the Right Approach	15
2023 Quality Improvement Program Evaluation	16
Care for Individuals Diagnosed with Schizophrenia and/or Prescribed Antipsychotic Medication	16
Pharmacy Updates	17
Request Case Management or Disease Management....	17
Have your say about your experience with DM & CM.....	17
Member Satisfaction with Utilization Management ...	18
Language and Communication Assistance	19
Nondiscrimination.....	19
VCHCP Network Updates.....	20
2022 HEDIS Results from Measurement Year	23
Standards For Members' Rights & Responsibilities.....	23

Patient Emergency & Provider AFTER HOURS CONTACT

Ventura County Medical Center Emergency Room

300 Hillmont Avenue,
Ventura, CA 93003

**(805) 652-6165 or
(805) 652-6000**

Santa Paula Hospital

*A Campus of Ventura
County Medical Center*
825 N Tenth Street
Santa Paula, CA 93060

**(805) 933-8632 or
(805) 933-8600**

Ventura County Health Care Plan

*on call Administrator
available 24 hours per
day for Emergency
Providers*

**(805) 981-5050 or
(800) 600-8247**

THE NURSE ADVICE LINE 1-800-334-9023

Available 24 hours a day, 7 days a week for Member questions regarding their medical status, about the health plan processes, or just general medical information.

THERE IS ALSO A LINK ON THE MEMBER WEBSITE:

vchealthcareplan.org/members/memberIndex.aspx
that will take Members to a secured email where they may send an email directly to the advice line. The nurse advice line will respond within 24 hours.

To speak with VCHCP UM Staff, please call The Ventura County Health Care Plan at the numbers below:

QUESTIONS? CONTACT US:
MONDAY - FRIDAY, 8:30 a.m. to 4:30 p.m.

Phone: **(805) 981-5060** or toll-free **(800) 600-8247**

FAX: **(805) 981-5051**, vchealthcareplan.org

TDD to Voice: **(800) 735-2929** Voice to TDD: **(800) 735-2922**

Ventura County Health Care Plan 24-hour Administrator access for emergency providers: **(805) 981-5050** or **(800) 600-8247**

Language Assistance - Language Line Services:
Phone **(805) 981-5050** or toll-free **(800) 600-8247**

A GREAT RESOURCE in Ventura County...



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

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

TIMELY ACCESS REQUIREMENTS

STANDARDS INCLUDE:

VCHCP adheres to patient care access and availability standards as required by the Department of Managed Health Care (DMHC). The DMHC implemented these standards to ensure that members can get an appointment for care on a timely basis, can reach a provider over the phone and can access interpreter services, if needed. Contracted providers are expected to comply with these appointments, telephone access, practitioner availability and linguistic service standards.

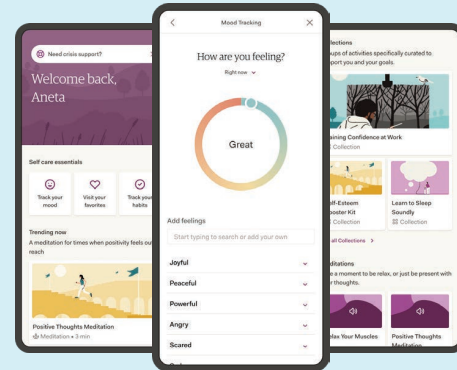
If a timely appointment is not available at any of our contracted clinics/facilities, then an out-of-network (OON) referral request should be sent by the referring provider to the Plan for authorization. The authorization request must include the details regarding the access issue and why an OON referral is required.

Note: The referring provider may allow for an appointment outside of the timely access requirements if it will not be harmful to the patient's health. These instances must be documented in the patient's chart and communicated to the patient.

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
Phone wait time for triage or screening by the provider office	Not to exceed 30 minutes
Wait time for enrollees to speak with a qualified Plan representative during business hours	Not to exceed 10 minutes

Say hello to Self Care from AbleTo

On-demand help for reducing worry, stress and improving mood.



Get access to self-care techniques, coping tools, meditations and more – anytime, anywhere. With Self Care, you'll get personalized content that's designed to help you boost your mood and shift your perspectives. Tap into tools created by clinicians that are suggested for you based on your responses to a short optional assessment. Self Care is here to help you feel better – and it's available at no additional cost to you as part of your Life Strategies.

Ready to get started?

Visit ableto.com/begin

Company access code:
vencohp.

Features and benefits



Daily mood tracking.

Answer daily questions to record your current mood, identify patterns and self-assess your progress.



Collections.

Build life skills with curated content, tools and resources for the stuff that matters most to you – from work life balance and sleep, and much more.



Meditation tools.

Explore classic methods of relaxation – like deep breathing and positive visualization – in the moment when you need them.



Personalized roadmap.

Track your progress, set goals and make strides through weekly check-ins – Self Care helps you create a roadmap to support your self-guided journey to better mental health.

Available 24/7.

Confidential.

No extra cost.

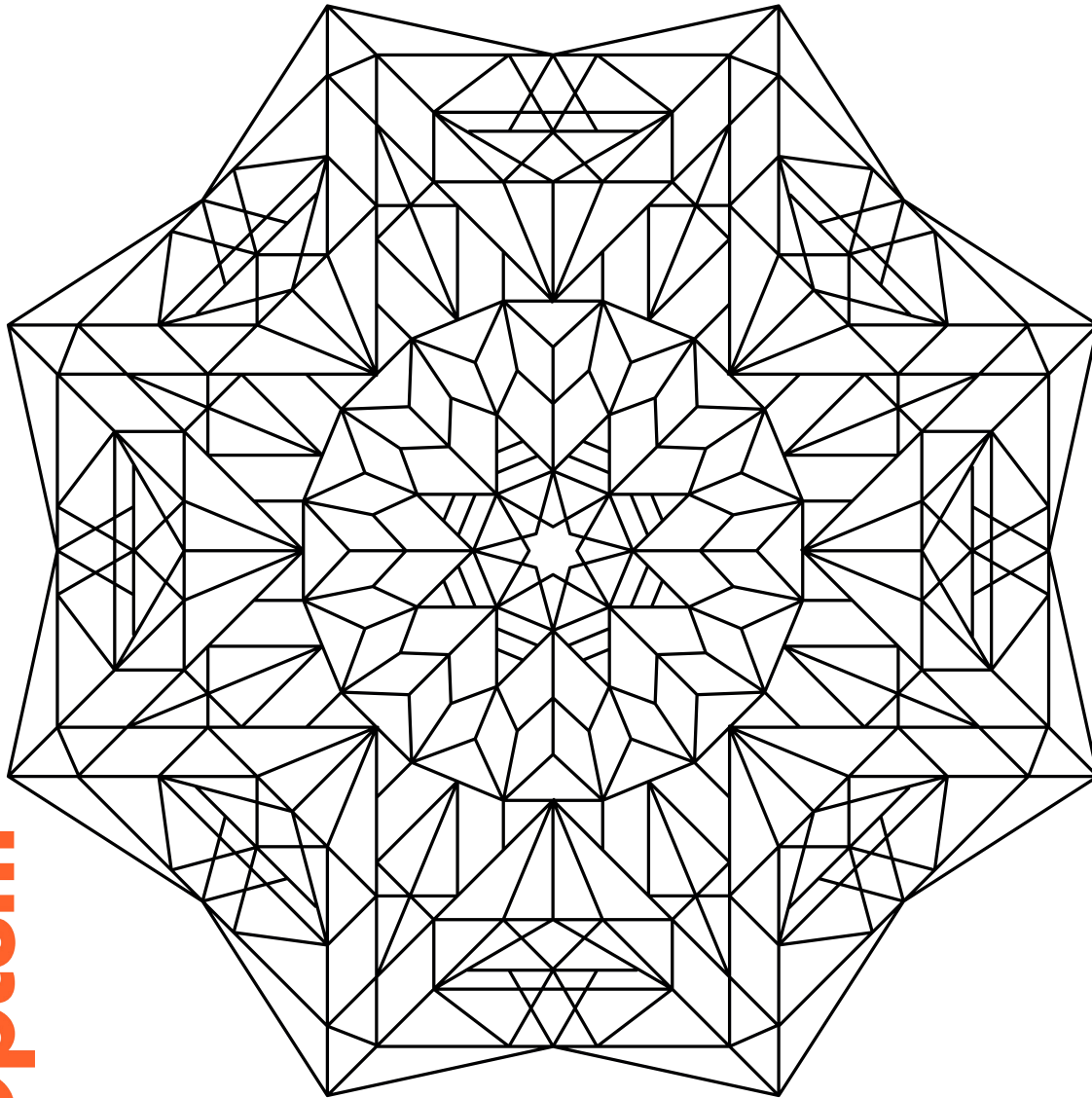
Self Care by AbleTo should not be used for urgent care needs. If you are experiencing a crisis or need emergency care, call 911 or go to the nearest emergency room. The information contained within Self Care is for educational purposes only; it is not intended to diagnose problems or provide treatment and should not be used on its own as a substitute for care from a provider. Self Care is available to members ages 13+ at no additional cost. Participation in the program is voluntary and subject to the Self Care terms of use.

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Practice mindfulness and de-stress with coloring

Coloring is a healthy way to relieve stress. It can help the body relax and calm your mind. Here are some additional ways to help manage stress:

- 1. Enjoy simple pleasures**
Look for opportunities to do things you enjoy, even if it's just for 15 minutes every day.
- 2. Use positive self-talk**
Frame your thinking around success, rather than failure.
- 3. Let things go**
Some things aren't worth sweating over. Reward yourself for a meaningful accomplishment — instead of being hard on yourself for not getting everything done.
- 4. Take a break from the situation**
Go for a walk or take three to five deep breaths to help clear your head.



Sources:
Mayo Clinic Health System. Coloring is good for your health
American Heart Association. Four ways to deal with stress.
Centers for Disease Control and Prevention. Injury prevention and control. Coping with stress.
Helpguide.org. Stress management: How to reduce, prevent and cope with stress.
National Institute of Mental Health. Fact sheet on stress.

This program should not be used for emergency or urgent care needs. In an emergency, call 911 if you are in the United States, the local emergency services phone number if you are outside the United States, or go to the nearest ambulatory and emergency room facility. This program is not a substitute for a doctor's or professional's care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and all its components, in particular services to family members below the age of 16, may not be available in all locations and is subject to change without prior notice. Experience and/or educational levels of Employee Assistance Program resources may vary based on contract requirements or country regulatory requirements. Coverage exclusions and limitations may apply.
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VCHCP Member Portal

As a VCHCP Member, you can access your personal Health Plan information online by creating a profile through the VCHCP Member Login link found on the Plan's website: vchealthcareplan.org

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

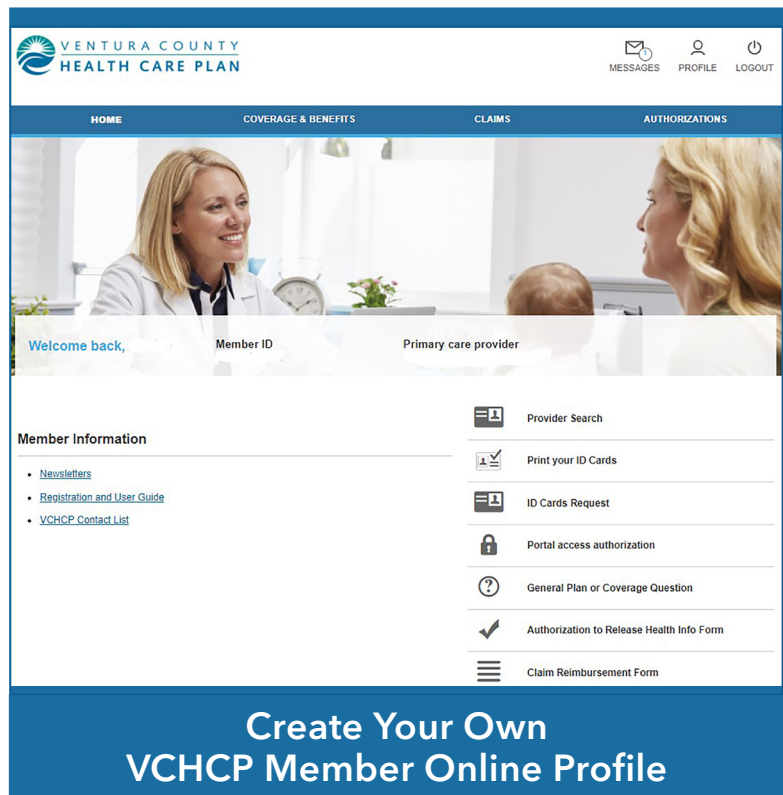
- **Benefits**
- **Claims Status**
- **Authorizations Status**

You will also be able to:

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

To register for the portal...

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



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

VCHCP Member Behavioral Health and Substance Abuse RESOURCES

Member Website and Provider Directory:
LiveandWorkWell.com

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

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

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

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

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

A LETTER FROM OUR Case Management Nurse

Dear Member,

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

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

If you would like to speak directly with a nurse, please call (805) 981-5060 and ask for a Case Manager or Disease Manager. Your call will be returned within 2 business days. You may also request for Case Management by visiting our website at vchealthcareplan.org/cm or by scanning this QR Code.



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.

Breast Cancer Screening

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

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

EARLY DETECTION IS YOUR BEST PROTECTION AGAINST BREAST CANCER

You can now get an appointment for a screening mammogram directly with any VCHCP contracted radiology facility without a doctor's prescription or order. There is no copy for screening mammogram at any of these contracted facilities. The hours and capacity may vary per location, please make sure to call ahead and make an appointment.

GET YOUR SCREENING MAMMOGRAM DONE WHEN RECOMMENDED.

VCHCP and the U.S. Preventive Services Task Force recommends a screening mammogram every two years between the ages of 40 and 74.

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

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

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

VCHCP NETWORK RADIOLOGY FACILITIES

Ventura County Medical Center Radiology (VCHCP) (805) 652-6080
M-F 8am - 5:30pm

Santa Paula Hospital Radiology Center (805) 652-6080
M-F 8am - 5:30pm

Grossman Imaging Centers (805) 988-0616
VENTURA LOCATION: M-F 8am - 4pm, W-F 10am - 12pm
SANTA PAULA LOCATION: M-F 8am - 5pm

Rolling Oaks Radiology (805) 357-0067
VENTURA LOCATION: M-F 8am - 5:30pm
CARMARILLO LOCATION: M-F 8am - 5:30pm
SANTA PAULA LOCATION: M-F 7:15am - 5pm

Rolling Oaks St. John's Imaging Center (805) 983-0883
M-F 8am - 4:30pm

Palms Imaging (805) 604-9500
Mammogram available at Santa Paula location only
M-F 8am - 5pm



ADDING A NEW DIMENSION TO BREAST CANCER DETECTION

Hologic Genius 3D Mammography
Now Available at Santa Paula Hospital

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

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

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

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

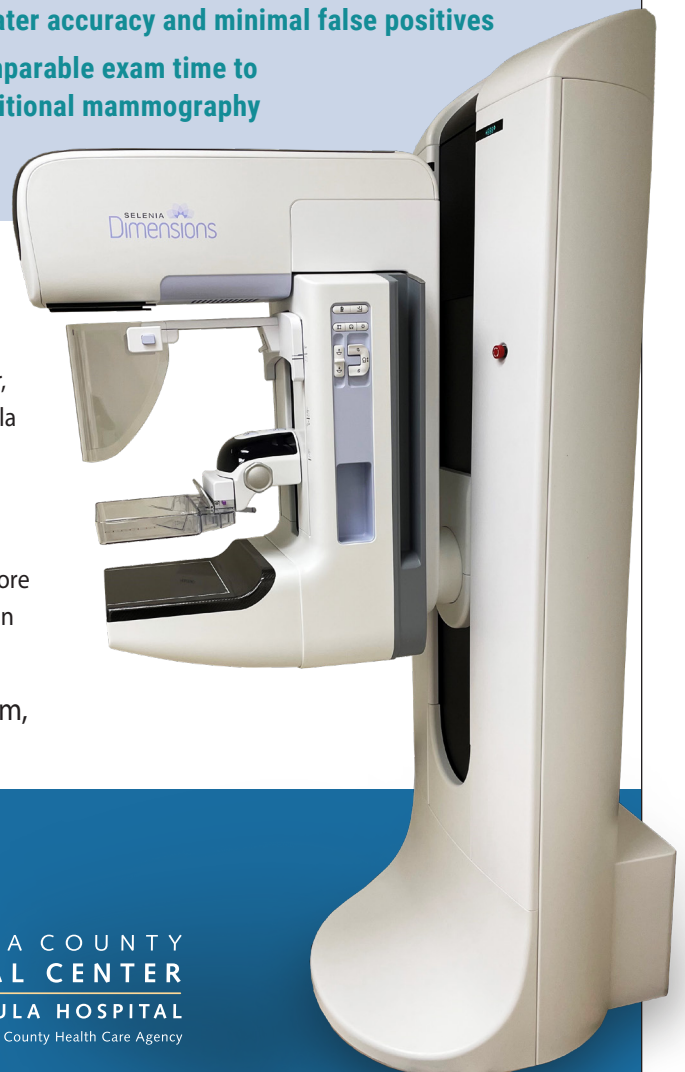
For more information on Hologic's Genius 3D Mammography exam, visit Genius3DNearMe.com.

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

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



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





How Often Should You See Your Primary Care Physician?

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

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



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



How to Find a Provider

The most efficient way of finding a provider is by utilizing our online Provider Search Engine! The Search Engine can be found in our website at vchealthcareplan.org via the "Find a Provider" link. This is updated on a weekly basis thus providing the most accurate information available.

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

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

OptumHealth QUALITY PROGRAM

VENTURA COUNTY HEALTH CARE PLAN

contracts with OptumHealth Behavioral Solutions (Life Strategies) for Mental/Behavioral health and substance abuse services. OptumHealth has a Quality Improvement Program (QI) that is reviewed annually.

If you would like to obtain a summary of the progress OptumHealth has made in meeting program goals, please visit OptumHealth's online newsletter at liveandworkwell.com/newsletter or call OptumHealth directly at (800) 851-7407 and ask for a paper copy of the QM program description.

Direct Specialty REFERRALS

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

Note that this direct specialty referral does not apply to any tertiary care or

non-contracted provider referrals. All tertiary care referrals and referrals to non-contracted providers continue to require approval by the Health Plan through the treatment authorization request (TAR) procedure.

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

Appointments are required to be offered within a specific time frame, unless your doctor has indicated on the referral form that a longer wait time would not have a detrimental impact

on your health. Those timeframes are: Non-urgent within 15 business days, Urgent within 48-96 hours.

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

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

Standing REFERRALS

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

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

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

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

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

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

FAQ's

FOR MEMBERS ABOUT SPECIALTY MEDICATIONS



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

What is a “Specialty Medication”?

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

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

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

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

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

How much will my specialty medication cost?

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

How do I get my specialty medication?

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

If you receive a message from Accredo, you will need to call Accredo back. Accredo will also provide any equipment necessary for you to take your medication. You can call Accredo directly with any questions at 1(800) 803-2523.

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

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

What if my medication hasn’t arrived yet?

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

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

VENTURA COUNTY HEALTH CARE PLAN CONTRACTS WITH



OptumHealth Behavioral Solutions (LIFE STRATEGIES)

FOR MENTAL/BEHAVIORAL HEALTH AND SUBSTANCE ABUSE SERVICES

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

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

Attention Deficit Hyperactivity Disorder (ADHD)

What is attention deficit hyperactivity disorder?

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

What causes ADHD?

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

What are the symptoms?

The three types of ADHD symptoms include:

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

How does ADHD affect adults?

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

The Basics: Autism Facts

What is Autism?

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

What are the Symptoms?

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

Communication symptoms:

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

Social interaction symptoms:



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

Behavior symptoms:

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

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

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

Autism Screening FOR ALL CHILDREN

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

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

Autism Spectrum DISORDERS

Members now have an opportunity to seek assistance for Autism Spectrum Disorders (ASD). VCHCP recommends all members with ASD or parents of children

with ASD participate in our Autism Case Management Program. Visit vchealthcareplan.org/members/memberIndex.aspx, and on the right side of the site, click "Request Case Management or Disease Management". You will be prompted to enter member specific information. You will then submit this form to a secure email. A nurse will evaluate your request and call you within 2 business days.

**REQUEST
Case Management or
Disease Management**

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

COMBATTING RESPIRATORY INFECTIONS: THE POWER OF ANTIBIOTIC AWARENESS

We care about your health and want to ensure you receive the most appropriate care for respiratory infections like acute bronchitis and bronchiolitis. Did you know that antibiotics are not always the best solution for these conditions? In fact, using antibiotics when they are not needed can lead to antibiotic resistance and potential side effects. According to the Centers for Disease Control and Prevention (CDC), most cases of acute bronchitis and bronchiolitis are caused by viruses, not bacteria, making antibiotics ineffective.

Our goal is to improve your care and avoid unnecessary antibiotic use. So, if you or a loved one experience symptoms like coughing, chest congestion, or mild difficulty breathing, don't rush for antibiotics. Instead, reach out to your healthcare provider. They can help determine the best course of action for your specific case, which may include rest, fluids, and other supportive measures.

Let's work together to combat respiratory infections wisely, preserving antibiotics for when they are truly needed. By doing so, we can protect ourselves and future generations from the threat of antibiotic resistance.

References:

Centers for Disease Control and Prevention (CDC). (2023). *Antibiotic Resistance Threats in the United States*.

[cdc.gov/drugresistance/pdf/threats-report/2023-ar-threats-report-508.pdf](https://www.cdc.gov/drugresistance/pdf/threats-report/2023-ar-threats-report-508.pdf)

National Institute for Health and Care Excellence (NICE). (2022). *Acute bronchitis:*

antimicrobial prescribing. [nice.org.uk/guidance/ng120](https://www.nice.org.uk/guidance/ng120)

TAKING THE RIGHT STEPS FOR UPPER RESPIRATORY INFECTIONS

When it comes to upper respiratory infections (URIs), receiving the appropriate treatment is essential for your health and well-being. URIs, such as the common cold and flu, are usually caused by viruses and do not require antibiotics. Did you know that taking antibiotics when they are not needed can lead to antibiotic resistance and potential side effects?

At **Ventura County Health Care Plan**, we are committed to providing you with the best care possible. If you or your family members experience symptoms like a runny nose, sore throat, or cough, it's crucial to consult with your healthcare provider. They can assess your condition and recommend the most suitable course of action, which may include rest, hydration, and over-the-counter medications for symptom relief.

Remember, antibiotics are powerful medications that should only be used when necessary to treat bacterial infections. By working together and avoiding unnecessary antibiotic use, we can protect ourselves and preserve the effectiveness of antibiotics for future generations.

Let's take the right steps for upper respiratory infections and prioritize your health and well-being.

References:

Centers for Disease Control and Prevention (CDC). (2023). *Antibiotic Resistance Threats in the United States*.

[cdc.gov/drugresistance/pdf/threats-report/2023-ar-threats-report-508.pdf](https://www.cdc.gov/drugresistance/pdf/threats-report/2023-ar-threats-report-508.pdf)

National Institute for Health and Care Excellence (NICE). (2022).

Acute bronchitis: [antimicrobial prescribing. nice.org.uk/guidance/ng120](https://www.nice.org.uk/guidance/ng120)

Throat Infections:

CHOOSING WISELY FOR YOUR HEALTH

When you or your loved ones experience a sore throat, it's essential to seek the right care to ensure a swift and accurate diagnosis. Pharyngitis, commonly known as a sore throat, can have various causes, including viral and bacterial infections. ***Did you know that not all sore throats require antibiotics?***

According to leading healthcare organizations like the American Academy of Family Physicians (AAFP) and the Centers for Disease Control and Prevention (CDC), most sore throats are caused by viruses, and antibiotics won't help in these cases. Inappropriately prescribed antibiotics can lead to antibiotic resistance and potential side effects.

Our focus is on providing you with the best care possible, which means making informed decisions about when antibiotics are necessary. If you or your loved ones have a sore throat, we encourage you to consult with your healthcare provider. They will conduct appropriate testing, like a rapid strep test, to determine if your sore throat is caused by bacteria. If it's viral, your provider will recommend supportive care to help manage your symptoms.

Together, let's choose wisely for your health and ensure that antibiotics are reserved for situations where they are most effective. By doing so, we protect ourselves, our community, and the effectiveness of these essential medications.

References:

American Academy of Family Physicians (AAFP). (2022). Sore Throat. familydoctor.org/condition/sore-throat

Centers for Disease Control and Prevention (CDC). (2023). Get Smart: Know When Antibiotics Work - Sore Throat. cdc.gov/antibiotic-use/community/for-patients/common-illnesses/sore-throat.html

EMPOWERING YOU IN LOW BACK PAIN CARE:

Choosing the Right Approach

When it comes to managing low back pain, choosing the right approach is crucial for your well-being. Low back pain can be caused by various factors, and not all cases require imaging studies, such as X-rays, MRIs, or CT scans.

Did you know that most low back pain cases can be diagnosed and treated without the need for imaging?

At Ventura County Health Care Plan, we prioritize your health and aim to provide the most appropriate care. It is essential to understand that imaging studies may not always be necessary for low back pain and can lead to additional costs and potential risks. Instead, your healthcare provider will likely perform a thorough evaluation, considering your medical history, symptoms, and physical examination.

We encourage you to have an open conversation with your provider about your low back pain symptoms.

Together, you can make informed decisions about the best course of action, which may involve non-invasive treatments like physical therapy, exercise, and pain management strategies.

Let's work together in making informed decisions about your low back pain care and prioritize your well-being.

References:

1. American Academy of Family Physicians (AAFP). (2022). Low Back Pain. familydoctor.org/condition/low-back-pain

2. The American College of Physicians (ACP). (2017). Noninvasive Treatments for Acute, Subacute, and Chronic Low Back Pain: A Clinical Practice Guideline. annals.org/aim/fullarticle/2603228/noninvasive-treatments-acute-subacute-chronic-low-back-pain-clinical-practice



2023 QUALITY IMPROVEMENT Program Evaluation

Each year, the Health Plan evaluates its success in accomplishing identified goals for the prior year, including, but not limited to, its ability to meet regulatory standards specified by the Department of Managed Health Care (DMHC). For 2022, the Plan is pleased to share that it succeeded in achieving multiple identified goals.

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

Care for Individuals Diagnosed with Schizophrenia and/or Prescribed Antipsychotic Medication



Regular care is crucial for individuals with schizophrenia or those prescribed antipsychotic medications. Here's what you can do:

- ✓ **Health Monitoring:** Get metabolic/lipid tests annually, including HbA1c or blood glucose and LDL-C or cholesterol levels.
- ✓ **Medication Adherence:** Stay on track with your prescribed medications. Educate yourself, be patient, and communicate openly with your healthcare provider.
- ✓ **Seeking Support:** Utilize resources like liveandworkwell.com for patient education and mental health provider information.
- ✓ **Coordinate Care:** Share contact information with your treating providers to ensure comprehensive care.

We're here to support your mental health journey.

References:

- Optum, Inc. All Rights Reserved. BH4885 06/2023
- Recommendations based on the National Committee for Quality Assurance HEDIS® specifications

Pharmacy Updates

The Ventura County Health Care Plan's Pharmacy & Therapeutics Committee has recently approved a list of additions and deletions to the formulary. The list can be accessed here: vchealthcareplan.org/members/programs/docs/ProviderNotificationAddsAndDeletes.pdf

For the Plan's Drug Policies, updated Step Therapy, and Drug Quantity Limits, please visit vchealthcareplan.org/providers/providerIndex.aspx

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.



REQUEST

Case Management or Disease Management

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

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

HAVE YOUR SAY ABOUT YOUR EXPERIENCE WITH

Disease Management & Case Management

All VCHCP members who are in our Disease Management or Case Management Programs will receive a survey to evaluate the program they are enrolled in. These surveys are to measure how useful our programs are to the members, and to evaluate where we need to improve. Programs being surveyed include, Diabetes Disease Management, Asthma Disease Management, and Autism Case Management. When you receive the survey, simply complete the questions and return it in the pre-paid envelope. Your responses are completely anonymous.

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

MEMBER SATISFACTION WITH SURVEY RESULTS Utilization Management

As part of our continuing commitment to serve our members, VCHCP conducted a 2022 Consumer Assessment of Healthcare Providers and System (CAHPS) survey. The purpose of this survey is to measure how well the Health Plan meets members' expectations and goals. SPH Analytics was selected by VCHCP to randomly select eligible members to participate in the survey using a combination of mail and telephone outreach.

We would like to thank the 153 members who responded to our survey, yielding a 14% response rate. Based on your responses, specifically with regards to your "experience with our Utilization Management" (UM), the Plan is committed to improving member survey results and experiences. The specific questions in the survey that pertain to your experience with our Utilization Management are:

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

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

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

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

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

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

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

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

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

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

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

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

- **Monitoring the timeliness of our UM prior authorization processing daily to ensure timely review and compliance with regulatory requirements. So far in 2023, over 98% of requests received have been completed within the specified regulatory requirement.**

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

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

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



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

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



Nondiscrimination

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

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

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

Centralized Case Management Operations

U.S. Department of Health and Human Services

200 Independence Avenue, S.W.

Room 509F HHH Bldg.

Washington, D.C. 20201

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

VCHCP NETWORK Updates

For a full list of participating providers please see our website: vhealthcareplan.org/members/physicians.aspx or contact Member Services at (805) 981-5050 or (800) 600-8247.

NEW TO THE NETWORK

Adnan Ameer, M.D., a Gastroenterologist at Island View Gastroenterology Associates in Ventura, has been added effective January 2023.

Alexis Nazzaro, R.D.N., a Registered Dietician Nutritionist at 360 Nutrition Consulting in Camarillo, has been added effective April 2023.

Amalya Ramonas, F.N.P., a Nurse Practitioner at Anacapa Urology Clinic (VCMC) in Ventura, has been added effective February 2023.

Angelika DeSimone, F.N.P., a Nurse Practitioner at Ventura Orthopedics Medical Group in Simi Valley, has been added effective June 2023.

Brittany Zeigler, N.P., a Nurse Practitioner at Alta California Medical Group in Simi Valley, has been added effective July 2023.

Cassandra Thomas, M.D., a Hematology/Oncology specialist at Hematology-Oncology Clinic (VCMC) in Ventura, has been added effective April 2023.

Derek Oliver, P.A.-C., a Physician Assistant at Anacapa Plastics And Hand Reconstruction (VCMC) in Ventura, has been added effective March 2023.

Emily Ewing, F.N.P., a Family Nurse Practitioner at Clinicas Del Camino Real Inc in Oxnard, has been added effective February 2023.

Farridah Shafiee, D.O., an Internal Medicine physician at Alta California Medical Group in Simi Valley, has been added effective July 2023.

Fernando Beltran Oviedo, M.D., an Internal Medicine physician at Clinicas Del Camino Real Inc, El Rio in Oxnard, has been added effective August 2023.

Jacqueline Vasquez, P.A.-C., a Physician Assistant at Clinicas Del Camino Real Inc,

Karen R Burnham Health Center in Oxnard, has been added effective July 2023.

Julia Ramos, M.D., a Family Medicine physician at West Ventura Medical Center (VCMC) in Ventura, has been added effective June 2023.

Katherine Katz, P.A.-C., a Physician Assistant at Ventura Orthopedic Medical Group in Oxnard, Simi Valley and Thousand Oaks, has been added effective February 2023.

Lakshmanan Sivasundaram, M.D., an Orthopedic Surgeon at Ventura Orthopedics Medical Group in Simi Valley and Thousand Oaks, has been added effective April 2023.

Leon Partamian, M.D., an Ophthalmologist at Miramar Eye Specialists in Ventura, has been added effective February 2023.

Marli Taich, N.P., a Nurse Practitioner at Surfside Pediatrics in Ventura, has been added effective July 2023.

National Ambulatory Surgery Center Camarillo, an outpatient surgical center in Camarillo, has been added effective February 2023.

Ramona Bahnam, M.D., a Family Medicine physician at Sierra Vista Family Medical Clinic (VCMC) in Simi Valley, has been added effective May 2023.

Renuka Rudra, M.D., a Physical Medicine & Rehabilitation specialist at Boomerang Healthcare in Oxnard, has been added effective July 2023.

Sabrina Brana, M.D., an Internal Medicine physician at Dignity Health Medical Group Ventura in Oxnard, has been added effective June 2023.

Savannah Harris, N.P., a Nurse Practitioner at Cardiology Associates Medical Group in Ventura and Oxnard, has been added effective July 2023.

Shyam Kolangara, M.D., an Internal Medicine physician at Clinicas Del Camino Real Inc in Fillmore, has been added effective July 2023.

Soraida Rodriguez, N.P., a Nurse Practitioner at Anacapa Neurosurgery (VCMC) in Ventura, has been added effective February 2023.

Spectrum Dialysis, an Outpatient Dialysis facility in Reseda, has been added effective April 2023.

St Johns Home Training, Outpatient Dialysis facility in Oxnard, has been added effective June 2023.

Susan Maxwell, M.D., an Obstetrics & Gynecology specialist at Southern California Reproductive Center in Santa Barbara, has been added effective July 2023.

Yennifer Gil Castano, M.D., an Internal Medicine physician at Clinicas Del Camino Real Inc, Ocean View in Oxnard, has been added effective August 2023.

Zeena Al-Tai, M.D., a Family Medicine physician at Sierra Vista Family Medical Clinic (VCMC) in Simi Valley, has been added effective May 2023.

LEAVING THE NETWORK

Aashika Rafanan, N.P., a Nurse Practitioner at Genesis Healthcare Partners in Camarillo and Oxnard, has left effective June 2023.

Adriana Parsons, F.N.P., a Nurse Practitioner at Ojai Valley Family Medicine Group in Ojai, has left effective July 2023.

Anagha Suresh, M.D., a Pediatrician at Clinicas Del Camino Real Inc, Karen R Burnham Health Center in Oxnard, has left effective April 2023.

Bora Kim, M.D., an Internal Medicine physician at Dignity Health Medical Group Ventura in Oxnard, has left effective June 2023.

Daniel Farnsworth, D.O., a Family Medicine physician at Santa Paula Medical Clinic (VCMC) in Santa Paula, has left effective April 2023.

Donald Thomas II, M.D., a Cardiothoracic Surgeon at Dignity Health Medical Group Ventura in Oxnard, has left effective March 2023.

Helena Iarovicov, M.D., a Family Medicine physician at Clinicas Del Camino Real Inc, La Colonia in Oxnard, has left effective June 2023.

Jennifer Garcia, F.N.P., a Family Nurse Practitioner at Santa Paula West Medical Group & Pediatrics (VCMC) in Santa Paula, has left effective May 2023.

Jessica Jacobs, P.A.-C., a Physician Assistant at Anacapa Neurosurgery (VCMC) in Ventura, has left effective January 2023.

Jon Sherman, M.D., a Cardiovascular Disease specialist at Dignity Health Medical Group Ventura in Oxnard, has left effective April 2023.

Larissa Larsen, M.D., a Dermatologist at Pacifica Center for Dermatology in Camarillo, has left effective July 2023.

Lewis Kanter, M.D., an Allergy/Immunology specialist at Coastal Allergy Care in Camarillo, Simi Valley and Thousand Oaks, has left effective August 2022.

Lilly Mallare, M.D., an Obstetrics & Gynecology specialist at Santa Paula Hospital Clinic (VCMC) in Santa Paula, has left effective June 2023.

Louise Toutant, F.N.P., a Nurse Practitioner at Clinicas Del Camino Real Inc in Oxnard, has left effective July 2023.

Mira Shishim, P.A.-C., a Physician Assistant at Anacapa Surgical Associates (VCMC) in Ventura, has left effective May 2023.

Norianne Pimentel, M.D., a Pediatric Neurologist at West Coast Neurology in Westlake Village, has left effective September 2023.

Ramona Bahnam, M.D., a Family Medicine physician at Clinicas Del Camino Real Inc, East Simi Valley, has left effective April 2023.

Regnar Madarang, N.P., a Nurse Practitioner at Clinicas Del Camino Real, Inc, El Rio in Oxnard, has left effective May 2023.

Robert Pereyra, M.D., a Vascular Surgeon at Anacapa Surgical Associates (VCMC) in Ventura, has left effective March 2023.

Robin Evans, M.D., a Plastic Surgeon at Anacapa Plastics and Hand Reconstruction (VCMC) in Ventura, has left effective December 2022.

Sally Smith, M.D., a Pediatrician at Channel Islands Medical Group in Ventura, has left effective June 2023.

Sam Mikhail, D.O., a Family Medicine physician at Clinicas Del Camino Real, Inc in Oxnard, has left effective June 2023.

Sarah Ali, M.D., a Hematologist/Oncologist at the Adult Hematology/Oncology Clinic (VCMC) in Ventura, has left effective March 2023.

Savannah Harris, N.P., a Nurse Practitioner at Dignity Health Medical Group Ventura in Oxnard, has left effective June 2023.

Sohrab Pahlavan, M.D., an Orthopedic Surgeon at Ventura Orthopedics Medical Group in Camarillo, Simi Valley and Ventura, has left effective July 2023.

Stephen Covington, M.D., a Gastroenterologist at Island View Gastroenterology Associates in Ventura, has left effective November 2022.

Tatum Vedder, R.D.N., a Registered Dietician Nutritionist at 360 Nutrition Consulting in Camarillo, has left effective July 2023.

Thomas Brugman, M.D., a Pulmonary Disease specialist at Ventura Pulmonary & Critical Care in Ventura, has left effective May 2023.

Tihele Walkowsky, M.D., an Obstetrics & Gynecology specialist at Clinicas Del Camino Real Inc in Ojai and Oxnard, has left effective July 2023.

William Conway II, M.D., a Surgical Oncologist at Anacapa Surgical Associates (VCMC) in

Ventura, has left effective April 2023.

Zade Batarseh, P.A.-C., a Physician Assistant at Ventura Orthopedic Medical Group in Simi Valley, has left effective January 2023.

Zeena Al-Tai, M.D., a Family Medicine physician at Clinicas Del Camino Real Inc in East Simi Valley, Fillmore and Ventura, has left effective April 2023.

CHANGES

Allergy, Asthma & Immunology Medical Group in Camarillo has moved to a new location within the same city, effective April 2023.

Coastal Vascular Center in Simi Valley has moved to a new location within the same city, effective April 2023.

Comprehensive Spine & Sports Center in Oxnard is now called Boomerang Healthcare, effective May 2023. Location remains the same.

Darancare Health Corporation, a Home Health facility has moved to a new location within the same city, effective June 2023.

Insite Digestive Health Care in Camarillo and Oxnard are now called Genesis Healthcare Partners, effective May 2023. Locations remain the same.

Jerald C. Meeks, P.T., at Fillmore Physical Therapy in Fillmore have permanently closed their doors, effective June 2023.

Sunset Sleep Labs in Simi Valley, a Sleep Diagnostics facility has moved to a new location within the same city, effective April 2023.

Ventura Care Partners, a Palliative Medicine facility in Ojai and Ventura have permanently closed their doors, effective July 2023.

Westlake Village Dialysis in Westlake Village has permanently closed their doors, effective December 2022.

2022 HEDIS

RESULTS FROM MEASUREMENT YEAR 2021 AND INTERVENTIONS

We are delighted to share the exceptional results of Ventura County Health Care Plan (VCHCP) in the 2022 HEDIS measures, based on data from Measurement Year 2021. Our dedication to excellence is evident in various key areas, including preventive screenings for breast cancer, colorectal cancer, and cervical cancer, as well as appropriate childhood immunizations. By meeting these measures, we work together to reduce disease and complications, ensuring better health outcomes for all our members.

Celebrating 2022 Accomplishments

The past year saw remarkable improvements in several areas, such as childhood immunizations, adolescent immunizations, cervical cancer screening, colorectal cancer screening, chlamydia screening, hbA1c testing for diabetics, antidepressant medication management, asthma medication ratio, and timely postpartum care. Our Diabetes Disease Management Program has played a pivotal role in providing personalized health coaching calls to members with moderate to high risk. By working together, we have seen significant improvements in compliance with HgbA1c testing and risk reduction.

Setting Our Sights on 2023 Goals

As we look to the future, VCHCP is committed to enhancing our healthcare services further. In 2023, we aim to focus on the following crucial areas:

1. Breast Cancer Screening: Encouraging all women aged 50-74 to receive a screening mammogram every two years.
2. Colorectal Cancer Screening: Ensuring all men and women aged 50-75 receive timely screenings based on recommended intervals.
3. Postpartum Care: Supporting new moms with postpartum visits within 7-84 days of delivery.
4. Controlling High Blood Pressure: Assisting members diagnosed with hypertension to maintain blood pressure levels below 140/90.
5. Comprehensive Diabetes Care: Continuously improving diabetes care for better health management.

Working Together for Improvement

Our journey to success would not be possible without the active participation of our members. To achieve our goals in 2023, we continue to implement a range of interventions, including personalized outreach for preventive health screenings, postcard reminders for breast cancer screenings, health coaching calls and mailed resources for diabetics, follow-up care letters for new moms, and birthday cards with care gap information.

Partnering for a Healthier Future

At VCHCP, we believe that your health journey is a partnership between you, your Primary Care Physician, and our dedicated HEDIS team. By fulfilling these important HEDIS measures, you are taking charge of your health and contributing to a stronger and healthier community.

If you have any questions about the services you may need, we encourage you to reach out to your primary care physician. For inquiries related to HEDIS, please contact VCHCP at (805) 981 5060.

Together, let's continue striving for excellence and building a healthier future for all.

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: vhealthcareplan.org/members/memberIndex.aspx.

Or you may call the Member Services Department at (805) 981-5050 or toll free at (800) 600-8247 to have a printed copy of this notice mailed to you.



VENTURA COUNTY
HEALTH CARE PLAN

A Department of Ventura County Health Care Agency

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