



Part I Section 1

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PURPOSE OF THIS MANUAL

This manual is intended to provide physicians and office staff with information necessary for serving and coordinating the care of Chinese Community Health Care Association (CCHCA) medical group patients.

This manual is divided into the following main categories:

Part I: General information including guidelines, claims processing, utilization review and grievance procedures applicable to all CCHCA programs.

Part II: Specific information on the various health plans that contract with CCHCA.

Amendments to guidelines contained in this handbook are recommended to the CCHCA Board of Trustees by the CCHCA Quality Assessment/Utilization Review Committee or by the CCHCA Chief Executive Officer (CEO). Upon passage by the Board of Trustees, all amendments are distributed through the CCHCA newsletter to CCHCA physicians and are effective thirty days after such distribution.

CONTRACTED HEALTH PLANS

As a member of CCHCA, the following is a list of the contracted health plans and programs that you may be affiliated with through our medical group. Information specific to each health plan is located in Part II of this manual.

CCHCA Contracted Health Plans and Programs

- ❖ Aetna HMO
- ❖ Anthem Blue Cross
 - HMO
 - Medi-Cal Program
- ❖ Blue Shield HMO
- ❖ Chinese Community Health Plan
 - HMO
 - Senior
 - Senior Select
- ❖ Health Net HMO
- ❖ UnitedHealthcare HMO
- ❖ San Francisco Health Plan
 - Medi-Cal
 - Healthy Kids



CHINESE COMMUNITY HEALTH CARE ASSOCIATION

The primary purpose of the Chinese Community Health Care Association (CCHCA) is to provide quality medical care and is culturally sensitive to meet the needs of our community.

CCHCA operates as a medical group, and as such, CCHCA contracts with several health plans, including Chinese Community Health Plan (CCHP), and the Chinese Hospital option for Aetna, Anthem Blue Cross, Blue Shield, Health Net and UnitedHealthcare. We also participate in San Francisco Health Plan, including the Healthy Kids Program.

In addition, we sponsor the Chinese Community Health Resource Center (CCHRC), participate in various health fairs, and we sponsor a quarterly health education newsletter and a disease management program. Each year, we offer a grant program for worthy community health projects.

CCHCA Mission Statement

The mission of the Chinese Community Health Care Association is to provide quality health care:

- In a culturally sensitive manner
- To the Chinese community of San Francisco and the Bay Area

In support of its mission, the Chinese Community Health Care Association is committed to:

1. Maintaining a close linkage with the Chinese Hospital Association and providing support to Chinese Hospital as a community health care institution encompassing a hospital, managed care health plans, ambulatory care services, and an array of community health programs, and
2. Promoting and strengthening the medical group of CCHCA, providing managed care contracting opportunities for participating CCHCA physicians, obtaining appropriate reimbursement for the CCHCA medical group by maintaining an open panel drawn primarily from the active and courtesy staff of Chinese Hospital, along with needed community physicians screened by an appropriate credentialing process.



CCHCA Fact Sheet

Description: The Chinese Community Health Care Association (CCHCA) was organized in 1982, as a mutual benefit association. Its specific and primary purpose is to promote social welfare by making health services more accessible to the Chinese community of San Francisco. The CCHCA is a non-profit tax-exempt association.

To achieve this purpose, the Association strives to improve access to health services by:

- Participating in programs, alone or in conjunction with others, that provide comprehensive health services to the Chinese community in a culturally sensitive and affordable manner, and
- Sponsoring or otherwise providing health services to the indigent and other needy persons in the community without regard to ability to pay, and
- Sponsoring or otherwise providing affordable health education programs to members of the community, and
- Sponsoring medical education and medical research programs that will contribute to the provision of health care to the community.

Membership: The membership of CCHCA is composed of members of the Chinese Hospital medical staff. The majority of the physicians are bilingual and many are versed in several Chinese dialects.

Governance: An elected Board of Trustees of twelve members plus one appointee from Chinese Community Health Plan (CCHP) manages the affairs of the CCHCA. There is also an advisory board of non-physicians which meets two times a year and has two representatives on the Board of Trustees. A Compensation Committee, which is comprised of a majority of CCHCA Advisory Board members, recommends compensation for physicians.

Assets: As a mutual benefit association, dividends cannot be declared, nor can assets be distributed to its members. Assets are to be utilized for public needs in accordance to its bylaws. Under dissolution, all assets are currently designated to go to Chinese Hospital.

Services: The CCHCA serves as a medical group for Aetna HMO, Anthem Blue Cross (HMO and Medi-Cal Program), Blue Shield HMO, Chinese Community Health Plan (HMO, Senior, and Senior Select), Health Net HMO, UnitedHealthcare HMO, and San Francisco Health Plan (Medi-Cal and Healthy Kids). CCHCA provides quality health care in a culturally competent manner for over 45, 000 members.

Community Programs: The CCHCA supports a number of health related community programs, including the Chinese Community Health Resource Center and treatment room services at Chinese Hospital. In addition, the CCHCA annually awards up to \$100,000 in grants for innovative community projects. Over the years, CCHCA has contributed over \$8,000,000 to the community for health related programs. CCHCA is an active member of the NICOS Chinese Health Coalition, the Federation of Chinese American and Chinese Canadian Medical Societies (FCMS), and the National Council of Asian Pacific Islander Physicians (NCAPIP).



CCHCA Board of Trustees and Officers 2015

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CCHCA Committees

CCHCA has several standing Committees. Committee members are appointed by the Board of Trustees. For information regarding CCHCA committees, contact the CCHCA Operations Director or Chief Executive Officer. CCHCA committees include:

- Compensation Committee
- Finance Committee
- Grants Program Committee
- Membership Committee
- Nominating Committee
- Quality Assessment/Utilization Review Committee



Addendum for CCHCA Affiliate Physician Members

Most of the contents of this Physician Handbook are applicable to you and your office staff. However, please note that references to providing services to members of CCHCA's other health plans and programs are not applicable to Affiliate physicians except as explained below.

CCHCA San Mateo Affiliate Physician Member: Welcome to CCHCA

Thank you for joining Chinese Community Health Care Association (CCHCA) medical group as a CCHCA San Mateo Affiliate physician member. **CCHCA has contracted with you** and other health care providers in San Mateo County **to provide covered services to members of Chinese Community Health Plan (CCHP).**

CCHCA primarily has two categories of medical group membership -- Participating physician members and Affiliate physician members.

CCHCA Participating Physician Network

- **CCHCA Participating physician members** must be on the medical staff at Chinese Hospital.

CCHCA Affiliate Physician Network

- **The CCHCA Affiliate physician member** category was created to support the expansion of Chinese Community Health Plan into northern San Mateo County.
- **CCHCA Affiliate physician members** are physicians who are not on the Chinese Hospital medical staff, their primary office is located in San Mateo County and they have privileges at Seton Medical Center, or Mills Peninsula Hospital.

CCHCA operates as a medical group, and as such, contracts with several other health plans, in addition to CCHP, including Chinese Hospital option for Aetna, Anthem Blue Cross, Blue Shield, Health Net, UnitedHealthcare, and San Francisco Health Plan. However, the provider network for these other health plans and programs is limited to the CCHCA Participating Physician network.

Prior Authorization Required for Affiliate Physicians to See CCHCA's Other Health Plan Members

Your contract with CCHCA is primarily for serving Chinese Community Health Plan (CCHP) members who belong to CCHP's Commercial and Senior Programs.



There may be occasions when it is appropriate for CCHCA members who belong to other health plans that have selected our Participating Physician Network to be seen by a CCHCA Affiliate specialist physician when prior authorized by the Utilization Management Department. The CCHCA Participating Physician must request prior authorization from the Utilization Management Department to refer a patient to a CCHCA Affiliate physician.

When a CCHCA Participating physician seeks prior authorization to refer a patient (who belongs to one of CCHCA's other health plans/programs) to your office, the UM Department will authorize the referral when there is a need based on access or medical necessity.

You must have prior authorization from the Utilization Management Department (not a referral from the PCP) to provide services to CCHCA members who belong to the following CCHCA contracted health plans and programs:

- Aetna,
- Anthem Blue Cross,
- Blue Shield,
- CCHP Senior Select Program (HMO SNP)
- Health Net,
- UnitedHealthcare,
- San Francisco Health Plan.