



PHYSICIAN HANDBOOK

Chinese Community Health Care Association

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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.

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 PLAN(S)

As a member of CCHCA, the following is a list of the contracted health plan(s) and programs that you may be affiliated with through our medical group.

CCHCA Contracted Health Plans and Programs

- ❖ San Francisco Health Plan
 - Medi-Cal



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 San Francisco Health Plan.

In addition, we sponsor and 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 Asian 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 and maintaining an open panel of 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 Asian 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 Asian 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 independent practicing physicians. The majority of the physicians are bilingual and many are versed in different Chinese dialects.

Governance: An elected Board of Trustees of twelve members. 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.

Services: The CCHCA serves as a medical group for San Francisco Health Plan (Medi-Cal). CCHCA provides quality health care in a culturally competent manner for our patients.

Community Programs: 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).



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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:

- Executive Committee
- Advisory Board
- Physician Compensation Committee
- Finance Committee
- Community Grants Program Committee
- Membership Committee
- Nominating Committee
- Quality Management/ Utilization Management Committee
- Real Estate Committee
- Bylaws Committee
- Compliance Committee