



CHDP HIGHLIGHTS

Ventura County Public Health
Child Health and Disability Prevention Program

February 2021 | Quarterly Newsletter

Upcoming Training




February 24, 2021
Childhood Oral Health

Register online at: <http://bit.ly/3aHxAfc>

Check out the CHDP website!

Visit www.vchca.org/chdp where you can find additional resources and learn about the following programs:

- Child Health & Disability Prevention (CHDP)
- Childhood Oral Health Program
- Healthy Homes Ventura County (HHVC)
- Childhood Lead Poisoning Prevention Program (CLPPP)
- Health Care Program for Children in Foster Care (HCPCFC)
- Developmental Screening Resources
- Breastfeeding Resources



For local information on COVID-19, visit www.venturacountyrecovers.org.

Thank you to our contributors!

April Moe Whetsell, MPH, QI Specialist, Gold Coast Health Plan; Gold Coast Health Plan Health Education Department; JoAnn Torres, MA, Program Coordinator, Ventura County Oral Health Program; Rosa Rodriguez Alvarado, Ventura County CCS Operations Manager; Sharon Elmendorf, Ph.D., BCBA-D, Program Manager, *Help Me Grow Ventura County*, First 5 Ventura County; and Veronica Martinez, MSN, RN, PHN, Ventura County CCS Supervising PHN.

Page	Table of Contents
1	Overview
2	The Help Me Grow VC Call Line: Care Coordination for Young Children and their Families
3	Students are not brushing their teeth!; Gold Coast Health Plan 2021 Member Incentive Programs
4	Becoming a California Children's Services Provider
5	Resources for Lead Poisoning Prevention During COVID-19
6	Medi-Cal Rx: Transition
7	Tips for Telehealth Services

Contact Information

2240 E. Gonzales Rd., Suite 260
Oxnard, CA 93036

CHDPadministration@ventura.org

Phone: (805) 981-5291

FAX: (805) 658-4505

www.vchca.org/chdp

Editor: Jennifer Palomino, MPH, CHES, Health Educator, CHDP.

Co-Editor: Maggie Leroy, RD, CLC, Public Health Nutritionist III, CCS/CHDP.

We value your feedback!
Scan the QR code or search:
<http://bit.ly/CHDPfeedback>



The Help Me Grow VC Call Line: Care Coordination for Young Children and their Families

In early childhood, more than 1 million new neural connections grow every second!¹ This tremendous brain development builds the foundation for children's later learning, social-emotional development, and physical health. But not all babies and young children get what they need to build a strong foundation. One in four children under age 6 is at risk for developmental, behavioral, or social delays.² Many young children with delays miss the window of opportunity for early identification and early intervention services.³



For children to get the right interventions at the right time, families need reliable, equitable access to support services. That's where Help Me Grow comes in. We connect families to the right resources, so their children can thrive. Help Me Grow Ventura County (HMGVC) provides information and resources to address behavioral and developmental concerns in children from birth to five.

Refer a parent if they:

- Are concerned about their child's development or behavior **and** a referral resource is not easily identified.
- Want to monitor their child's development through a developmental screening.
- Have difficulty navigating services and need extra support and information.

*HMGVC does not provide direct services or make therapeutic recommendations.
Spanish language services available. Other languages supported through translation services.*

Phone: (805) 244-6911

Fax: (805) 653-2358

Email: helpmegrow@first5ventura.org

References:

1. Center on the Developing Child (2007). *The Science of Early Childhood Development* (InBrief). Retrieved from www.developingchild.harvard.edu.
2. Data Resource Center for Child & Adolescent Health (2011). Interactive Data Query, National Survey of Children's Health, Emotional and Mental Health.
3. Vitrikas K, Savard D, and Bucaj M. Developmental Delay: When and How to Screen. *American Family Physician*. 2017; 96(1):36-43.

Students are not brushing their teeth!

Celebrating February as National Children’s Dental Health Month, this year we urge all our providers to join us in encouraging our children and families to brush their teeth! As part of the Brush Break Project, spearheaded by the partners of Ventura County Public Health Oral Health program and Building Healthy Smiles, the initiative is designed to implement toothbrushing reminders for students.



What is happening? Since children are distance learning, there is no longer the trigger to “brush your teeth before we leave for school”. As you can imagine, lack of routine oral health care can increase opportunities for cavities and other oral health issues. And with that, how can a child learn while in pain with a damaged tooth, infection, or abscess. Local dentists are reporting a surge in oral health issues due to the lack of routine oral health care at home and dental visits for preventative care.

Join us in the effort! We encourage our providers to include a conversation about oral health while meeting with clients. Ask the child to show you how they brush their teeth (circular motion) and remind the child and family that it is important to brush twice a day, every day, for two minutes. Have a waiting room, social media platform or radio show? Visit YouTube for our collection of over 30 video clips that you can share. Send a text, email, or phone message to remind clients that it is important to check in with their child every day to make sure they have brushed their teeth and schedule an appointment with the dentist.

Together we can make a difference to improve the brushing habits of our local area children so that they can be free to learn without pain. For more information or conducting a Brush Break Project activity, contact joann.torres@ventura.org or (805) 981-5312.

Resources:

- [YouTube video clips](https://www.youtube.com/playlist?list=PLwL7PZ4OJGiqGzpTwXZ-eednc4SE1eGDP) (<https://www.youtube.com/playlist?list=PLwL7PZ4OJGiqGzpTwXZ-eednc4SE1eGDP>)
- [National Children’s Dental Health resources and activity sheets](https://www.ada.org/en/public-programs/national-childrens-dental-health-month) (<https://www.ada.org/en/public-programs/national-childrens-dental-health-month>)
- [Ventura County Public Health Oral Health program](http://www.vchca.org/oralhealth) (<http://www.vchca.org/oralhealth>)

Gold Coast Health Plan (GCHP) 2021 Member Incentive Programs

Gold Coast Health Plan (GCHP) members can receive gift cards for completing either a well-care visit or cervical cancer screening in 2021. We encourage our providers to promote these programs to their GCHP patients who are eligible.

1. **Child and Adolescent Well-Care Visits:** Members 3 to 21 years of age are awarded a \$15 gift card to Target, Wal-Mart or Amazon for completing a well-care exam between Jan. 1 and Dec. 31, 2021.
2. **Cervical Cancer Screening:** Women 21 to 64 years of age are awarded a \$25 gift card to Target, Wal-Mart or Amazon for completing a cervical cancer screening between Jan. 1 and Dec. 31, 2021.

To receive a gift card, members need to return their completed form to GCHP by Jan. 31, 2022 via mail or fax. The completed form must be signed by their doctor and include the exam date.

Health care providers and members can download the well-care and cervical cancer screening member incentive forms from the GCHP website, www.GoldCoastHealthPlan.org, under Member Resources.

If you have any questions, please contact GCHP’s Quality Improvement Department at QualityImprovement@goldchp.org.



Becoming a California Children's Services Provider

California Children Services (CCS) is a State program for children with specific diseases or health problems. Through this program, children up to 21 years old can get the health care and services they need to treat these health conditions. CCS will connect the CCS client with doctors and trained health care providers who know how to care for your child with special health care needs. All CCS Program providers are required to be CCS-paneled.

What are the requirements to become CCS paneled?

Prior to applying as a CCS Program provider, your National Provider Identifier (NPI) number must be enrolled with Medi-Cal. **Exception:** Providers that work for a Federally Qualified Health Clinic (FQHC) or a Rural Health Clinic (RHC) are exempt from registering their NPI with Medi-Cal. They must use the facility's NPI where they are employed. Allied Health Professionals are not required to enroll their NPI with Medi-Cal to become a CCS Program provider. If an Allied Health Professional chooses to use their individual NPI, they must register it with Medi-Cal. Otherwise, they may use the facility's NPI where they are employed.

CCS Paneling Requirements

– **Physician Requirements:**

- Licensed as a physician and surgeon by the Medical Board of California or by the Osteopathic Medical Board of California; and
- Board certified in your specialty or subspecialty. Physicians who are not board certified but who are eligible for the certifying examination may participate in the CCS program for no more than three years. A verification letter of eligibility from the applicable member board is required. If the physician does not have a board verification letter, he or she shall submit other evidence regarding eligibility to take the board examination such as a residency/fellowship completion certificate verifying satisfactory completion of training.
- For program participation Requirements by provider type, please refer to Provider Paneling Standards at <https://cmsprovider.cahwnet.gov/PANEL/provider-paneling-standards.jsp>

– **Family Practice Physicians:**

- Have documented experience treating children with CCS eligible medical conditions for at least five years, or have treated 100 or more such children, unless they meet the requirements of CHDP Provider Information Notice No. 10 07. Please refer to Provider Paneling Standards at <https://cmsprovider.cahwnet.gov/PANEL/provider-paneling-standards.jsp>

Where do I submit the CCS panel application?

Interested providers must submit their application online at <https://cmsprovider.cahwnet.gov/PANEL/index.jsp>

The website allows providers to submit the panel application and track the application status with a unique tracking number.

Who do I contact if I have any questions?

Integrated Systems of Care Division, Provider Enrollment Unit

By phone: (916) 552-9105. Select option 5, then option 2

By Fax: (916) 440-5299

By email: providerpaneling@dhcs.ca.gov

For more information regarding payment information for CCS providers participating in the CCS program, please visit the Medi-Cal Rates site at <https://files.medi-cal.ca.gov/Rates/RatesHome.aspx>.

Resources for Lead Poisoning Prevention During COVID-19

The Childhood Lead Poisoning Prevention Branch has developed resources and guidelines for assisting local health jurisdictions with preventing childhood lead poisoning during the pandemic. The [Childhood Lead Poisoning Prevention Program Outreach Toolkit: Resources for Lead Poisoning Prevention During COVID-19](https://bit.ly/3qOW2v0) (<https://bit.ly/3qOW2v0>) provides educational materials, health care provider letter templates, and social media messages. This toolkit was created for California Childhood Lead Poisoning Prevention Programs and may be adapted for use by community organizations and medical provider offices.



(CLPPB, 2020)

The toolkit includes:

- **Educational Flyers for Lead Poisoning Prevention**

These bilingual (English/Spanish) flyers address potential lead exposures that may be occurring more frequently while families are spending more time at home during the COVID-19 pandemic.

- **Customizable Template Letters for Providers**

Two template letters are provided for outreach to health care providers during the COVID-19 pandemic. The first letter encourages providers to continue with lead prevention efforts and highlights specific actions caregivers and families can take to reduce lead risks to children. The second letter is a resource for health care providers to send to families encouraging them to return to their health care provider's office for well-child visits.

- **Social Media Toolkit**

Provides sample messaging, stock images, and hashtags to use when conducting outreach and education with parents and caregivers via social media platforms during the COVID-19 pandemic. The messages focus on lead prevention efforts parents can take and encourage parents to continue scheduling and attending routine well-child visits.

- **Web Page – Community Resources for Staying Lead-Safe During COVID-19**

The web page provides lead poisoning prevention resources, including activities for kids, curricula for childcare providers, schools and parents, and information about blood lead testing.

If you have any questions, please call the Ventura County Childhood Lead Poisoning Prevention Program at (805) 981-5291.

Medi-Cal Rx: Transition

Overview

On January 7, 2019, Governor Gavin Newsom issued Executive Order N-01-19 ([EO-N-01-19](#)) for achieving cost-savings for drug purchases made by the state. A key component of EO N-01-19 requires the Department of Health Care Services (DHCS) transition all Medi-Cal pharmacy services from managed care (MC) to fee for service (FFS). Starting April 1, 2021, the state DHCS will carve out all prescription benefits from Managed Care Plans (MCP) under a new program called Medi-Cal Rx. Upon implementation, all pharmacy claims will be submitted directly to the state via its pharmacy benefit manager (PBM), Magellan Medicaid Administration, Inc.

Transitioning pharmacy services from MC to FFS will, among other things:

- Standardize the Medi-Cal pharmacy benefit statewide, under one delivery system.
- Improve access to pharmacy services with a pharmacy network that includes approximately 94% of the state's pharmacies.
- Apply statewide utilization management protocols to all outpatient drugs.
- Strengthen California's ability to negotiate state supplemental drug rebates with drug manufacturers.

How Does It Affect Prescribers?

As a prescribing Medi-Cal provider, registration for the Medi-Cal Rx Web Portal will be required to access pharmacy services tools for prior authorizations (PAs), pharmacy claim submissions, and status updates. The systems currently used to submit PAs for prescriptions and pharmacy claim submissions will change. As of April 1, 2021, Medi-Cal prescribers will use the secure Medi-Cal Rx Provider Portal to perform multiple functions related to the submission of PA requests, including, but not limited to, the following: PA submissions, status inquires, cancellations, and adding additional information or documents to "In Progress" requests. The transition to Medi-Cal Rx will also include an updated Contract Drug List (CDL) with which you will need to become familiar.

What Should I Do?

Start by visiting the new Medi-Cal Rx website to review general information about the transition and to access registration and training for the new Medi-Cal Rx Web Portal.

The following are resources and reference materials for beneficiaries and providers regarding Medi-Cal Rx services:

- Medi-Cal Rx Website (<https://medi-calrx.dhcs.ca.gov/home/>): Please bookmark this website and sign up for the Medi-Cal Rx Subscription Service (MCRxSS) to receive important information directly from DHCS.
- Medi-Cal Rx Prior Authorization Requests and Appeals (https://res.cloudinary.com/dpmykpsih/raw/upload/gold-coast-site-258/media/r/6087ae99d802432393e135aa9cea995e/20201203_gchp_medi-cal_rx_prior_auth_v4p.pdf): GCHP put together this information sheet about how to submit prior authorization requests and appeals.

References:

Department of Health Care Services (2021). Medi-Cal Rx: Transition. Retrieved from <https://www.dhcs.ca.gov/provgovpart/pharmacy/Pages/Medi-CalRX.aspx>

Gold Coast Health Plan (2021). Medi-Cal Rx. Retrieved from <https://www.goldcoasthealthplan.org/for-providers/pharmacy-services/medi-cal-rx/>

Tips for Telehealth Services

Gold Coast Health Plan (GCHP) created these tips to help members when they talk with their health care provider by phone or video. Many health care professionals are using telehealth services to connect with patients during the COVID-19 pandemic.

Share the following information and tips for telehealth services with your patients and their families.



What is Telehealth?

Talking with a health care provider by phone or video is called telehealth.

What are the Benefits of Telehealth?

Telehealth makes it easy to talk to your health care provider about non-urgent conditions. Benefits of telehealth include:

- Taking place in the comfort of your home.
- Does not require travel or childcare.
- Is flexible- you can use a phone or a video device.
- Has short wait times.
- Is available in your preferred language.

Are special electronic devices needed to connect to telehealth services?

Almost anyone with a home phone or cell phone can use telehealth services. If you prefer to connect to telehealth services by video, you will need a smart phone, computer, laptop or iPad with video capabilities.



What is needed to set-up a telehealth appointment?

If possible, you may want to be in a room that is private and quiet. Talking on the phone or having a video chat with a doctor or nurse can be hard at first.

How can you get a free cell phone or a low-cost monthly plan?

The California LifeLine Program subsidizes phone service for those who are low-income. Contact the program at **1-866-272-0349** (English), **1-866-272-0350** (Spanish) or visit www.californialifeline.com.

Where can you find free internet / Wi-Fi connection?

Ventura County libraries offer free internet access even when they are closed. You don't need a library card or a pin number.

- Visit www.vencolibrary.org/services/wi-fi.
- Set-up your login once and accept their internet policy to gain access.



How can GCHP members get help after hours?

GCHP has a free advice nurse line. Nurses are available 24 hours a day, seven days a week. The nurse can speak to you over the phone in your preferred language when you or a family member have any medical questions. The nurse can also answer questions or address concerns about the coronavirus.

**To reach the Advice Nurse Line, call 1-805-437-5001.
The toll-free number is 1-877-431-1700. If you use a TTY, call 711.**

When calling the GCHP Advice Nurse Line, you can expect:

- The nurse to ask for your name, age, and the city you live in. It is your choice to give this information.
- To give your phone number.
- To ask the care team questions about your health condition and take notes, if possible.
- Your health information to be protected.

