



VENTURA COUNTY
HEALTH CARE PLAN

A Department of Ventura County Health Care Agency

MEMBER MATERIALS GUIDE

Welcome TO THE PLAN

This reference guide outlines all of the important materials that you, as the member, will find useful in understanding and utilizing your Ventura County Health Care Plan.

All materials outlined in this guide can be found on the VCHCP Website at:

<http://www.vchealthcareplan.org>

Or you may request a hardcopy be mailed to you by contacting Member Services directly at (805) 981-5050 or toll free (800) 600-8247, Monday through Friday between 8:30 a.m. – 4:30 p.m., or via email at VCHCP.Memberservices@ventura.org.

THIS IS ONLY A SUMMARY.

Your Employer's Group Agreement/Evidence of Coverage (EOC) should be consulted to determine governing contractual provisions.

2017



WHAT'S INSIDE

- » *Benefit Information*
- » *Locate a Provider*
- » *Language Assistance*
- » *Pharmacy*
- » *Behavioral Health*
- » *24-Hour Nurse Advice Line*
- » *Grievance & Appeals*
- » *Referrals & Prior Authorizations*
- » *Urgent and Emergency Care*
- » *Preventive Health*
- » *Request Case Management or Disease Management online*

BENEFIT COVERAGE

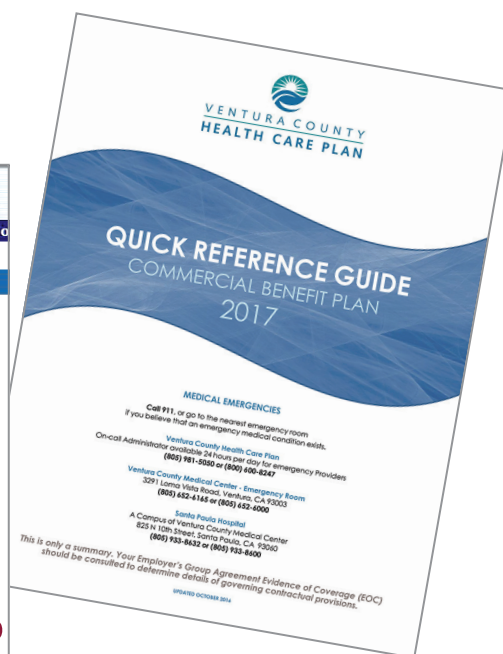
VCHCP's Combined Evidence of Coverage (EOC) will provide you with information related to your benefits, coverage, limitations, member rights and responsibilities, as well as Plan policy and procedure overviews. Please visit the **"For Members"** page to access the EOC under your select benefit plan.

- Standards for Members' rights and responsibilities
- How to obtain care for primary care, specialty care, after hours care, and for care when you are outside the service area
- Payment responsibilities
- Summary of covered services and supplies
- Prescription drug limitations and exclusions
- Alternative Care reimbursement
- Summary of benefit exclusions
- Coordination of benefits, third party and member liability
- Termination of benefits
- General provisions
- Care service
- Benefit restrictions for out-of-network and out-of-area care
- Independent medical review of grievances involving a disputed health
- Eligibility, enrollment and effective dates
- Emergency and urgently needed care
- Payment responsibilities
- Benefit summary
- Prescription drugs & covered medications
- Annual vision exam
- Continuity of care
- Individual continuation of benefits
- Member grievance procedure
- Independent medical review (Experimental/investigational)
- Mediation & binding arbitration
- Information on how to submit a claim and/or request for reimbursement

Visit the Plan's website or contact Member Services to obtain a copy of the Evidence of Coverage Booklet specific to your Plan!

QUICK REFERENCE GUIDE

This guide serves as a summary of your VCHCP Benefit Plan and important Plan contact information and services.



24-HOUR NURSE ADVICE LINE

Call (800) 334-9023
or email from the link
found on the VCHCP
Website.

The Nurse Advice Line is
available to Plan Members
24 hours per day, 7 days per
week if you would like general
health topic or have a specific medical question.



CASE MANAGEMENT/ DISEASE MANAGEMENT

Enroll online in
the VCHCP Case
Management or
Disease Management
Programs.

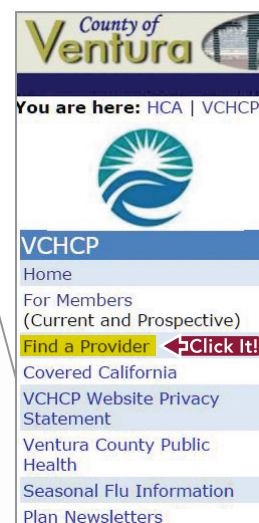
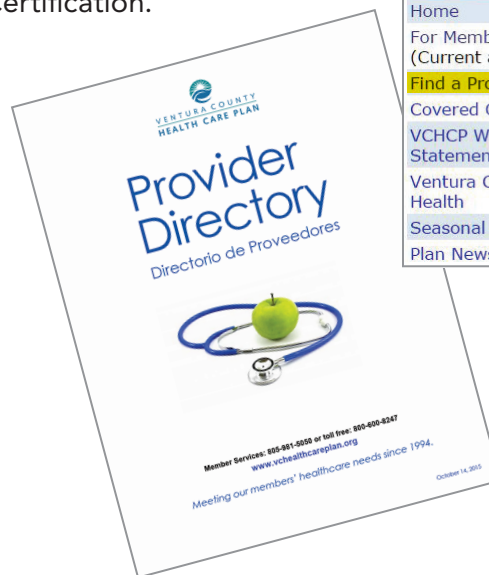
**Request
Case Management or
Disease Management**

For additional details regarding the programs,
please contact Member Services or review more
about the programs in your Evidence of Coverage
(EOC) booklet.

FIND A PROVIDER

Locate a VCHCP
participating Provider
or Specialist.

You can search for a provider
by City, Language, Gender,
Type, Specialty & Board
Certification.



MEMBER NEWSLETTERS

For all of the latest and greatest news from
The Plan, you can access current and past
newsletters.



LANGUAGE ASSISTANCE

What is the Language Assistance Program?

- VCHCP believes that not being proficient in English should not be a barrier to getting appropriate health care services
- What health plans and hospitals must do related to Language Assistance
- You may ask for an interpreter when you need one
- If you are deaf or hard of hearing you may request Language Assistance
- Assistance making medical appointments
- Visit the Plan's website to enroll in the Language Assistance Program

Language Assistance Program

Click It!

PRIVACY PRACTICES (HIPAA)

Under a federal law called the Health Insurance Portability and Accountability Act, commonly known as "HIPAA", health care plans across the nation, including ours, must have a "Notice of Privacy Practices" readily available to all our members.

The primary purpose of the notice is to describe how your medical information, referred to in the HIPAA

legislation as "protected health information" (or "PHI"), may be used and disclosed by our health plan, and how you can get access to this information.

Ventura County Health Care Plan

Quick Links

[HIPAA Letter and Notice of Privacy Practices](#)

[Grievance Form](#)

Click It!



PHARMACY

Find information on your Pharmacy Benefits by visiting Express Scripts (www.expressscripts.com/) to create a member account.



Visit the VCHCP website to locate a Network Pharmacy and more.

County of Ventura
Living Here | Working Here
You are here: HCA | VCHCP | Members | INFORMATION FOR CURRENT AND PROSPECTIVE PLAN MEMBERS

VCHCP
Home
For Members (Current and Prospective)
Find a Provider
Covered California
VCHCP Website Privacy Statement
Ventura County Public Health
Seasonal Flu Information
Plan Newsletters

Home | **Benefit Plans** | **Search for Contracted Providers**

INFORMATION

- > My Benefit Plan
Search for programs that the VCHCP offers.
- > Member Materials Guide - 2017
Click here for an overview of Plan Member Materials and Information
- > Urgent Care
Find an Urgent Care facility.
- > Find a Pharmacy
Find a pharmacy in the VCHCP Pharmacy Network.
- > We want to hear from you!
Click here to email Member Services

Click It!

You are here: HCA | VCHCP | Members | Benefit Plans | County Employees

VCHCP
Home
For Members
Find a Provider
Covered California
VCHCP Website Privacy Statement
Ventura County Public Health

Home | **Benefit Plans** | **Services**

County Employees

Links

- Find a physician
- Preferred Medications List
 - > Program Description
 - > Drug List (sorted by drug class)
 - > Drug List (sorted alphabetically)
 - > Drug Quantity Limits Advantage

Click It!

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County Employees

Links

- Find a physician
- Preferred Medications List
- Eligibility Information
- Customer Service
- Grievance/Complaint Form
- Setting up Mail Order for Prescription Medications
 - > Home Delivery Instructions
 - > Web Prescription Order Form

Click It!

PHARMACY EXCEPTION

Request for Pharmacy/Formulary Exception

You can now request a Pharmacy or Medication Exception online by visiting the Plan's website.

GRIEVANCE & APPEALS PROCESS

VCHCP recognizes that, under certain circumstances, our performance or that of our contracted providers, may not agree with or match our members' expectations. Therefore, the Plan has established a grievance/complaint and appeal system for the Plan Members to file a grievance. Members may also file an appeal for adverse decisions made by the organization. We endeavor to assure our members of their rights to voice complaints and appeals, and to expedite resolutions. Members may file a complaint, grievance or appeal either online at the Plan's website, over the phone by calling Member Services at (805) 981-5050, or toll free (800) 600-8247, or by mail: VCHCP - 2220 E. Gonzales Road, Ste. 210B, Oxnard, CA 93036.



SUMMARY OF BENEFITS & COVERAGES

Review the SBC that relates to your Healthcare benefits by visiting your respective plan on the **"For Members"** page on VCHCP's website.

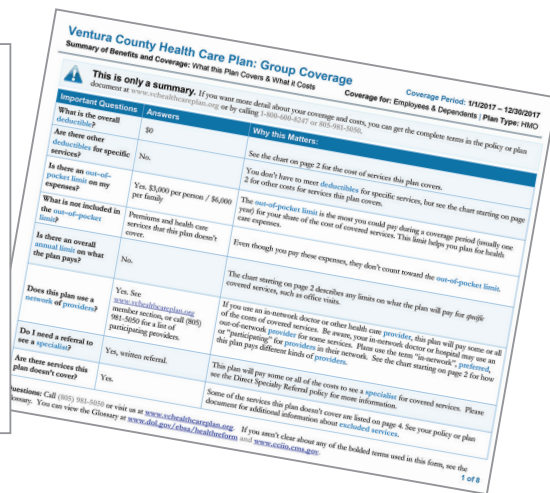
Documents

- Evidence of Coverage (EOC) Booklet 2016
- Quick Reference Guide: 2017 - **New!**
- Provider Directory
- Prescription Drug Plan Overview 2017 - **New!**
- Reimbursement Claim Form 2016
- Summary of Benefits and Coverages (SBC) - 2017: Commercial**
- Summary of Benefits and Coverages (SBC) - 2017: Retirees

Archived Documents

- Behavioral Health Benefits Booklet

Click It!



URGENT & EMERGENCY CARE

Search for a contracted Urgent Care Center near you!

Urgently Needed Care inside or outside the service area is any otherwise covered service necessary to prevent serious deterioration of the health of a Member, resulting from an unforeseen illness, injury, or complication of an existing condition, including pregnancy, for which treatment cannot be delayed until the Member returns to the service area. Prior authorization from the Plan or from your primary care physician is not required if you reasonably believe that an emergency medical condition exists. If you are treated at a facility other than the Ventura County Medical Center, that facility must contact the Plan for prior authorization if additional care is needed after your emergency medical condition is stabilized. Urgently Needed Care shall be a covered benefit while the member or dependents are outside of the service area.

CALL 911 in Case of Emergency



NETWORK HOSPITALS

St. John's Pleasant Valley - Camarillo
Ventura County Medical Center (VCMC) - Ventura
Simi Valley Hospital - Simi Valley

St. John's Regional Medical Center - Oxnard
Santa Paula Hospital - Santa Paula

BEHAVIORAL HEALTH

VCHCP contracts with OptumHealth Behavioral Solutions (Life Strategies) for Mental/Behavioral health & substance abuse services. Benefit information, inclusions, and restrictions are included in the Evidence of Coverage (EOC). As a member, you do not need to obtain a referral for behavioral healthcare or substance abuse services.



Online Personal Health Record

Members can keep track of their Personal Health Record online through doclopedia.com. This free service allows members to privately and securely input and store their personal health record. Information members can keep track of include: health history, past surgeries, current diagnosis, medications, physician and insurance information.

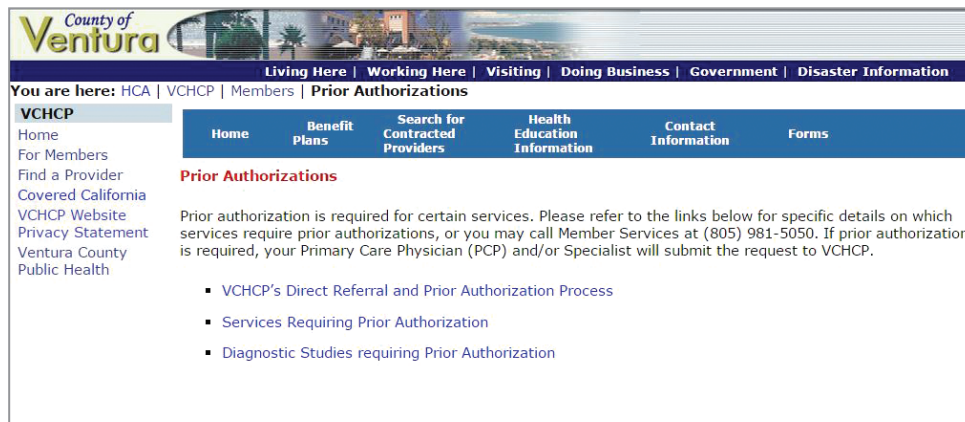


A link to this tool is located on the Plan under **"For Members"**.

[Click Here To Manage Your Personal Health Records](#)

REFERRALS & PRIOR AUTHORIZATIONS

If you are in need of health services that require a Prior Authorization or Referral, those services shall be requested by your Primary Care Provider or Specialist.



PREVENTIVE HEALTH

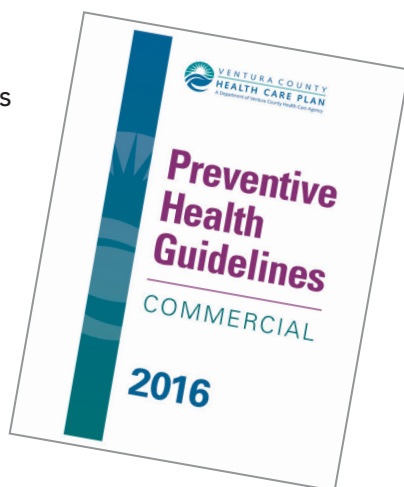
Heath Education

Search a library of Preventive Health and Wellness brochures on various health topics & issues.



Preventive Health Guidelines

VCHCP strives to educate and encourage members to be healthy and prevent disease. With this effort, VCHCP develops and updates Preventative Health Guidelines annually. Information provided in these Guidelines recommend steps members can take to prevent illness throughout the life span. Lifelong immunization information, child and adult preventative care, and needed screenings for cancer, cardiovascular disease, diabetes, along with many others are included. Please visit vhealthcareplan.org to view the Preventative Health Guidelines, or call member services to request a hard copy.



OTHER IMPORTANT INFORMATION

VCHCP Offers our Members access to many of the Plan's policies and procedures. To view information about Continuity of Care, How to file a Grievance, Appeal or Independent Medical Review, and to learn about the Quality Assurance Program, visit the website and click on **"Other Important Information"**.



NEW MEDICAL TECHNOLOGY

VCHCP has established a formal process to evaluate new developments in medical technology and new applications of existing medication technology. The evaluation addresses medical procedures, behavioral health care procedures, devices and pharmaceuticals. It includes a review of information from appropriate government regulatory bodies and published scientific evidence. VCHCP uses established decision variables that are used by a body of physicians and other clinicians to make determinations for inclusion as a covered benefit. The technology is evaluated to determine if it improves the quality of life and health outcomes of our members and that it is applied in a manner that considers the individual health of members.



MEMBERS' RIGHTS & RESPONSIBILITIES



Standards for Members' Rights and 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 Responsibilities 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.

CONTACT INFORMATION

Health Plan Contact Information

- **Ventura County Health Care Plan**
2220 E. Gonzales Road, Suite 210B, Oxnard, CA 93036
Phone: (805) 981-5050 / Toll-Free: (800) 600-8247
Fax: (805) 981-5051
Email: VCHCP.Memberservices@ventura.org
(Email is responded to Mon-Fri, 8:30 a.m. - 4:30 p.m.)
Hours: Monday - Friday, 8:30 a.m. to 4:30 p.m.
24-Hour Administrator access for emergency providers at
(805) 981-5050 or (800) 600-8247
- **VCHCP Utilization Management Staff**
Hours: Monday - Friday, 8:30 a.m. to 4:30 p.m.
(805) 981-5060
- **Language Line Services**
Phone: (805) 981-5050 / Toll-Free: (800) 600-8247
- **TDD to Voice:** (800) 735-2929
- **Voice to TDD:** (800) 735-2922

For Medical Emergencies

If you believe you are experiencing a medical emergency, please call 911 or go to the nearest emergency room.

- **Ventura County Medical Center** - 24/7 Emergency Care
3291 Loma Vista Road, Ventura, CA 93003
(805) 652-6000 or (805) 652-6165 (ER)
- **Santa Paula Hospital** - 24/7 Emergency Care
(A campus of Ventura County Medical Center)
825 N. 10th Street, Santa Paula, CA 93060
(805) 933-8632 or (805) 933-8600
- **24 Hour Nurse Advice Line:** (800) 334-9023

Other Helpful Contact Information

- **Pharmacy Help:** (800) 811-0293
www.express-scripts.com
- **Behavioral Health/Life Strategies**
(800) 851-7407 (24-hour assistance)
www.liveandworkwell.com