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Chinese
Community
Health
Plan

CCHP



SECTION 4



CCHP PROVIDER NETWORK

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Physicians: Chinese Community Health Care Association (CCHCA)

Chinese Community Health Plan partners with one medical group -- Chinese Community Health Care Association (CCHCA) medical group. CCHCA has a network of over 280 physicians available to provide care to CCHP members. CCHCA primary care and specialist physicians have offices throughout San Francisco and northern San Mateo County. In addition to physicians, the CCHP/CCHCA network includes many allied health providers, facilities and hospitals.

Each CCHP member selects a primary care physician (PCP) from the CCHCA panel. The primary care physician coordinates all care provided to the CCHP member, including referrals to specialists and arrangements for medically necessary hospitalizations.

Mid-level Practitioner's Services

Physicians who employ mid-level practitioners such as nurse practitioners, physician assistants, or those who have licensed providers like physical therapists, optometrists, etc., must adhere to the following requirements:

- All mid-level practitioners and/or licensed providers rendering care to CCHP patients must be credentialed.
- Services provided by mid-level practitioners or licensed providers must be billed using their individual National Provider Identifier (NPI) number.
- Only services provided by a CCHCA/CCHP physician can be billed under the physician's name and NPI.

The credentialing process includes a request for the names and license numbers of health professionals employed by CCHCA/CCHP physicians. To ensure CCHCA/CCHP is compliant in this area, please make sure that all health professionals in your office have been credentialed. If you are not sure whether all health care practitioners in your office have been credentialed, please contact the CCHP Credentialing Department.

Participating Providers and Pharmacies

For a directory of CCHP providers, go to www.cchphmo.com/cchp_physicians_hospitals

You will find provider directories for CCHP's various products – Commercial Group and Individual/Family members, Senior Program HMO members and Senior Select Program HMO SNP members.

- **CCHP Group and Individual/Family Provider Directory**
- **CCHP Senior Program HMO Provider & Pharmacy Directory**
- **CCHP Senior Select Provider & Pharmacy Directory**





Affiliated Hospitals

We contract with the following hospitals, including:

- Chinese Hospital
- St. Francis Memorial Hospital
- California Pacific Medical Center
- St. Mary's Medical Center
- Seton Medical Center

Chinese Hospital

Chinese Hospital is CCHP's and CCHCA's hospital partner for our integrated care delivery system. As such, Chinese Hospital is our primary hospital in San Francisco for CCHP members residing in San Francisco or affiliated with San Francisco primary care physicians (PCPs). Seton Medical Center is CCHP's primary hospital in San Mateo County.

For services not available at Chinese Hospital, the Utilization Management Department will make a determination as to where necessary services can be provided. Hospital services for obstetric patients will be authorized at California Pacific Medical Center (CPMC) or Seton Medical Center for San Mateo residents. Hospital services for pediatric patients will be authorized at CPMC.

Chinese Hospital (www.chinesehospital-sf.org) offers a wide range of medical, surgical and diagnostic services. Please utilize the services of Chinese Hospital by referring patients as appropriate for both outpatient and inpatient care. Referral for services at Chinese Hospital does not require prior authorization.

Inpatient Care (except for Neurology, extensive Cardiac or Psychiatric)

- Intensive Care, Medical-Surgical, Telemetry, Surgical Suite and PACU

Outpatient Care

- Same Day Surgery Unit, Endoscopy Suite (except Endoscopy Ultrasound)
- Outpatient Medical Therapy Center (Infusion)
- 24-hour Treatment Center with Board Certified ER Physicians

Diagnostic and Interventional Radiology Services

- Ultrasound, CAT Scan, Mammography, Dual Energy X-ray Absorptiometry (DEXA) Scan

Cardiac Diagnostic Testing (Non-interventional)

Laboratory / Pathology Services (Outpatient and Inpatient)

Inpatient Dialysis

Nuclear Medicine

Nutritional Counseling and Health Education

Ophthalmologic Laser Services

Pharmacy





Outpatient Services Providers

CCHP and CCHCA contract with several outpatient facilities. Please refer members to the facilities indicated on the “Outpatient Services Providers” list in this section.

Outpatient Laboratory Services

Laboratory services must be performed at a CCHP/CCHCA preferred facility. Complete a laboratory requisition and direct the member to a CCHP/CCHCA preferred laboratory-drawing site. (See “Outpatient Services Providers” list in this section.)

Radiology and Imaging Services

Routine radiology films do not require prior authorization at CCHP/CCHCA preferred facilities. Prior authorization is required for many radiology and imaging procedures, except for services at Chinese Hospital. **Outpatient services at Chinese Hospital do not require prior authorization, except elective epidural injections for pain management.** (See Outpatient Services Providers” list in this section.)

It is the responsibility of the imaging service provider to:

- 1) Verify member eligibility prior to rendering services
- 2) Confirm authorization has been approved for services that prior authorization.

Mammography and Bone Density Scan Providers

San Francisco County

CCHP’s and CCHCA’s preferred providers for mammography services and bone density scans in San Francisco are Chinese Hospital on Jackson Street and RadNet on California Street. Please refer CCHP members to these facilities.

San Mateo County

In San Mateo County, CCHCA/CCHP doctors may refer CCHP Commercial and Senior Program (HMO) Members for mammograms and bone density screenings to Seton Medical Center in Daly City, RadNet in Redwood City or to one of our preferred facilities in San Francisco. CCHP Senior Select (HMO SNP) members may only be referred to preferred facilities in San Francisco.

Prior authorization is NOT required at these CCHP/CCHCA San Francisco and San Mateo County facilities for mammograms (1 per year in accordance with USPSTF





Recommendations) and bone density scans. Mammograms beyond 1 per year require prior authorization. All other facilities require prior authorization. Prior authorization for services at other facilities will only be approved when medically necessary. Patient preference or the fact that a patient previously received mammography or bone density services from a non-preferred facility does not constitute medical necessity and will not be authorized by the Utilization Management Department.

Other Health Care Providers

In addition to the participating providers previously listed in this section, the CCHP/CCHCA provider network includes providers of DME, Home Health, Skilled Nursing, Medical Supplies, Transportation, etc. All of these services require prior authorization. When you submit a Service Authorization Request, the Utilization Management Department will direct you to a contracted provider.





Preferred Outpatient Facilities List

Chinese Community Health Care Association
445 Grant Avenue, Suite 700
San Francisco, CA 94108
(415) 216-0088
www.cchca.com

PREFERRED FACILITIES FOR OUTPATIENT SERVICES

San Francisco County

Please refer patients to facilities marked with an “X” for applicable services. Prior authorization is required for many radiology and imaging procedures, except for services at Chinese Hospital. **Outpatient services at Chinese Hospital do not require prior authorization, except elective epidural injections for pain management. Routine X-Rays (plain films) and Mammograms (1 per year) at the facilities with an X below do not require prior authorization.**

FACILITY	Radiology	Mammography	Ultrasound	Bone Density	CAT Scan	PET Scan	MRI	Endoscopy	Colonoscopy	Fluoroscopy
Chinese Hospital 845 Jackson St. San Francisco, CA 94133 (415) 982-2400	X 677-2320	X 677-2320	X 677-2320	X 677-2320	X 677-2320			X (Except, no endoscopic ultrasound) 677-2350	X	X
Health Diagnostics 325 Sacramento Street San Francisco, 94111 (415) 321-4674 FAX: (415) 321-4677			X		X		X			
Insight Imaging 1180 Post St. San Francisco, CA 94109 (415) 563-3133 FAX: (415) 563-1506							X			
RadNet 3440 California St. San Francisco, CA 94118 (415) 922-6767 FAX: (415) 563-0467	X	X		X	X		X			X
CPMC – CA Campus <i>(For Pediatrics and OB Only)</i> 3700 California St. San Francisco, CA 94118 (415) 387-8700	X Peds & OB Only						X Peds & OB Only			
Health Diagnostics Daly City, CA See Page 8						X				



Laboratory – San Francisco County	Address	Phone Number
Chinese Hospital	845 Jackson St. San Francisco, CA 94133	(415) 677-2420 (415) 677-2442 FAX
Excelsior Health Services	888 Paris Street San Francisco, CA 94112	(415) 677-2488 (415) 217-4199 FAX
Sunset Health Services	1800 – 31 st Avenue San Francisco, CA 94122	(415) 677-2388 (415) 217-4198 FAX
LabCorp	490 Post Street, Suite 419 San Francisco, CA 94102	(415) 837-0782 (415) 788-7839 FAX
These are some of the facilities located in San Francisco. For more locations, visit www.labcorp.com	2300 Sutter Street, Suite 102 San Francisco, CA 94115	(415) 346-9330 (415) 346-9327 FAX
	595 Buckingham Way, Suite 222 San Francisco, 94132	(415) 682-0713 (415) 665-2240 FAX
Quest Diagnostics/Unilab	490 Post Street, Suite 914 San Francisco, 94102	(415) 362-7105 (415) 362-7107 FAX
Office pick-up is available.	2201 Post Street San Francisco, 94115	(415) 931-6492 (415) 346-9915 FAX
These are some of the facilities located in San Francisco. For more locations, visit www.questdiagnostics.com	350 Parnassus Avenue, Suite 201 San Francisco, CA 94117	(415) 759-7717 (415) 759-8526 FAX
	941 Clay Street San Francisco, CA 94108	(415) 956-2543 (415) 956-0981 FAX
St. Mary's Hospital (Blood Draw Only)	450 Stanyan Street San Francisco, 94117	(415) 750-5750 (415) 750-4867 FAX
CPMC – California Campus (For Pediatrics and OB Only)	3700 California Street San Francisco, CA 94118	(415) 600-2200 (415) 750-5001 FAX
Physical Therapy – San Francisco	Address	Phone Number
Chinatown Physical Therapy & Rehab Center	728 Pacific Avenue, Suite 301 San Francisco, 94133	(415) 433-3318 (415) 433-3538 FAX
James Simpson, RPT, Inc.	- 450 Sutter Street, Suite 1003 San Francisco, 94102 - 2555 Ocean Avenue, Suite 103 San Francisco, 94132	(415) 433-3457 (415) 433-3433 FAX (415) 587-3187 (415) 587-3182 FAX
Wong & Bronstein Physical Therapy	818 Jackson Street, Suite 201 San Francisco, 94133	(415) 421-5678 (415) 421-8231 FAX



PREFERRED FACILITIES FOR OUTPATIENT SERVICES

San Mateo County

Please refer patients to facilities marked with an “X” for applicable services. Prior authorization is required for many radiology and imaging procedures. Refer to the CCHCA Physician Handbook for services requiring prior authorization. **Routine X-Rays (plain films) and Mammograms (1 per year) at the facilities indicated with an X below do not require prior authorization.**

FACILITY	Radiology	Mammography	Ultrasound	Bone Density	CAT Scan	PET Scan	MRI	Fluoroscopy
Health Diagnostics 455 Hickey Blvd., # 200 Daly City, CA 94015 (650) 757-2030 FAX: (650) 757-2036			X		X	X	X	
Health Diagnostics 1860 El Camino Real, # 101 Burlingame, CA 94010 (650) 552-0700 FAX: (650) 552-0704		X					X	
Health Diagnostics 345 Convention Way, Suite D-1 Redwood City, CA 94063 (650) 306-3900 FAX: (650) 306-3910							X	
RadNet 801 Brewster Ave., #100 Redwood City, CA 94063 (650) 368-1302 FAX: (650) 368-9055	X		X		X		X	X
RadNet 35 Baywood Ave., #2 San Mateo, CA 94402 (650) 685-1100 FAX: (650) 685-1379							X	
<u>Only For Referral of CCHP Commercial and Senior Program Members:</u> Campus Diagnostic Imaging 901 Campus Drive, #113 Daly City, CA 94015 (650) 994-2595 FAX: (650) 994-2599	X							
<u>Only For Referral of CCHP Commercial and Senior Program Members:</u> Seton Medical Center 1900 Sullivan Avenue Daly City, CA 94015 (650) 991-6503 FAX: (650) 991-6754 Seton Coastside 600 Marine Blvd. Moss Beach, CA 94038 (650) 563-7100 FAX: (650) 728-5701	X	X		X				



Laboratory – San Mateo County	Address	Phone Number
STAT services are available at all labs.		
Daly City Health Services	93 Skyline Plaza Daly City, CA 94015	(650) 991-8883 (650) 758-4636 FAX
LabCorp	1440 Southgate Ave., Suite A Daly City, CA 94015	(650) 992-2986 (650) 757-6848 FAX
	1750 El Camino Real, Suite 16 Burlingame, CA 94010	(650) 652-4590 (650) 692-6218 FAX
	101 S. San Mateo Dr., Suite 107 San Mateo, CA 94401	(650) 348-5224 (650) 348-6318 FAX
Quest Diagnostics/Unilab Office pick-up is available.	901 Campus Drive Suite # 103 Daly City, CA 94015	(650) 758-1588 (650) 758-1643 FAX
	550 Washington St., Suite 100 Daly City, CA 94015	(650) 756-2817 (650) 756-2838 FAX
	127 N. San Mateo Dr. San Mateo, CA 94401	(650) 344-8143 (650) 344-8208 FAX
	1828 El Camino Real, Suite 101 Burlingame, CA 94010	(650) 692-6712 (650) 692-1469 FAX
	1100 Laurel St., Suite F San Carlos, CA 94070	(650) 593-9279 (650) 591-5147 FAX
	401 Warren Redwood City, CA 94036	(650) 780-9150 (650) 780-9248 FAX
	Seton Medical Center <i>Use only for services not available at labs listed above and only for CCHP Commercial and Senior Program Members.</i>	1900 Sullivan Ave. Daly City, CA 94015
Seton Coastside <i>Use only for services not available at labs listed above and only for CCHP Commercial and Senior Program Members.</i>	600 Marine Blvd. Moss Beach, CA 94038	(650) 563-7125 (650) 728-0839 FAX
Physical Therapy – San Mateo County	Address	Phone Number
Peninsula Sports Medicine and Rehabilitation Center	2945 Junipero Serra Blvd. Daly City, CA 94014	(650) 755-8830 (650) 755- 8147 FAX
Pillars Physical Therapy and Wellness Center	307 – 87th Street, Suite D, 2 nd Floor Daly City, CA 94015	(650) 550-0050 (650) 550-0070 FAX
Seton Coastside <i>Use only for CCHP Commercial and Senior Program Members.</i>	600 Marin Blvd Moss Beach, CA 94038	(650) 563-7131 (650) 728-9149 FAX

