

# HealthWatch

A Publication of Coastal Communities Physician Network

Summer 2021

## COVID-19 Vaccine

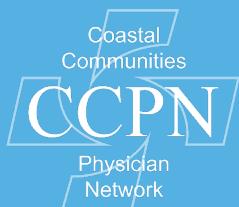
What you need  
to know

## Navigating Through Our Network

Understanding  
the Referral and  
Authorization  
Process



**24-Hour Nurse Hotline Available 24/7**  
Call us anytime at **(855) 333-2276**



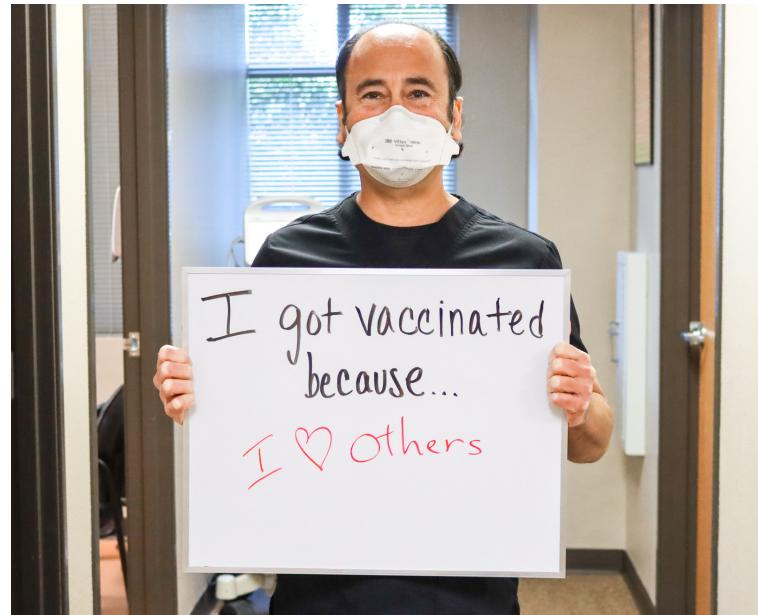
# COVID-19 Vaccine Update

Across the country, the COVID-19 pandemic is having devastating effects. Here at CCPN, we have felt the pain and loss in our own community. We are supporting families who have been affected and mourn for those we have lost.

While the pandemic has kept us apart, there is hope — vaccines are now available. Vaccinations will help us move closer to ending this pandemic.

We want everyone in our community to be safe and get back to hugging our families and friends and shaking hands with our neighbors. Getting the COVID-19 vaccine adds one more layer of protection for you, your family, and your loved ones. Here are some key points about the COVID-19 vaccine:

- All COVID-19 vaccines currently available in the United States are very effective.
- The most common side effects are pain in the arm where you got the shot, feeling tired, headache, body aches, chills, and fever.
- Stopping a pandemic requires using all the tools we have available — wearing masks, staying at least 6 feet apart from people who don't live with you, avoiding crowds and poorly ventilated spaces, washing your hands frequently, and getting vaccinated.



Do it for yourself, do it for others! CCPN Provider Ardesir Talieh, MD shares why he got the COVID-19 vaccine.



COVID-19 vaccines are readily available throughout San Luis Obispo County. Please consult with your PCP if you have questions about receiving the vaccine.

CCPN is not a vaccination site, but there are several sites throughout the county where you can receive the vaccine. If you have questions about vaccination clinics in San Luis Obispo County, please visit our website [ccpnhp.com](http://ccpnhp.com) or contact the CCPN Customer Service Department at (800) 763-7732. Our staff is happy to assist you in finding a convenient location to schedule and receive your vaccine.

# Navigating Through Our Network

## Understanding the Referrals and Authorization Process

Did you know that CCPN has a Utilization Management Department dedicated to assisting you with inquiries you may have regarding referrals to specialists or any other provider required to address your healthcare needs? The staff in the department will review the recommendations of your Primary Care Physician (PCP) or Specialist and ensure you receive the most appropriate medical care, from the most appropriate provider based on your individual health care requirements.

The Utilization Management Department has time frames that they must comply with when processing referrals. Keep in mind, these time frames apply from the time the Utilization Department receives the referral from your provider — not from the time you see your provider. For Commercial Members — Expedite: 72 hours; Routine: 5 business days. For Medicare Advantage Members — Expedite: 72 hours; Routine: 14 business days.

There are times when a referral can be delayed, such as not having enough medical records to help our Medical Director to make a decision, or further workup or testing is needed by the PCP or Specialist. There are also times when a referral can be modified, such as the required medical information was not submitted, additional tests are needed prior to approving the requested service, or the requested provider is not a contracted provider.

### Referral Time Frames \*

#### Commercial

Expedite: 72 hours  
Routine: 5 business days

#### Medicare Advantage

Expedite: 72 hours  
Routine: 14 business days

\* From the time the UM Department receives the referral from your Provider's office.

All care must be provided by a contracted network provider and requested services will be re-directed to these providers whenever possible unless there are extenuating circumstances.

There are also times when a referral can be denied; when the requested service is not a covered benefit under the specific medical health plan, or the medical documentation received does not support the medical need for the service requested.

The Utilization Management staff can be reached by calling 800-763-7732.



For your convenience, the Quality Improvement Program is available on the CCPN website at [ccpnhp.com](http://ccpnhp.com) under "Services." If you would like more information regarding the Quality Improvement Program, please contact Customer Service at 800-763-7732.

## CCPN Quality Improvement Program

Coastal Communities Physician Network has a Quality Improvement Program that is responsible for the development and reporting of quality initiatives. These are improvement guidelines for the care of CCPN Commercial and Medicare members. The Quality Improvement Program is used throughout CCPN and each department is responsible for meeting set performance standards and reviewing processes and procedures to ensure we provide excellent service to our members and providers.

CCPN HEALTH WATCH is published as a community service for friends and members of COASTAL COMMUNITIES PHYSICIAN NETWORK PO Box 13659, San Luis Obispo, CA 93406-36591  
[www.ccphn.com](http://www.ccphn.com)

Information in CCPN HEALTH WATCH comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect you, please contact your health care provider. Models/stock images may be used in photos and illustrations.



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Physician Network  
PO Box 13659  
San Luis Obispo, CA 93406-3659

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## Rollin' Thru the Drive-Thru

Coffee Club | Arts and Crafts

What: FREE Drive-Thru events for Seniors

When: Twice a month, Wednesdays

Where: CCPN North County, 325 Posada Lane, Templeton, CA 93465



For more information, contact the Marketing Department at  
**(805) 540-6204**

## Connecting to our members

Join us on Facebook, Twitter, and Instagram for regular updates and health information  
**#CCPNSLO #YourCommunityYourChoice**



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