

### Pharmacy Updates

Please be advised that, effective immediately, CVS pharmacies are now a part of the Culinary Health Fund provider network.

### EFT Payments

Culinary Health Fund has partnered with Zelis to offer a **FREE** version of their Electronic Funds Transfer (EFT) services called ePayment.

If you would like to register your office for this free EFT service through Zelis, please contact them at 855-774-4392

### EDI Billing Notice

If you bill your claims electronically through an EDI vendor and are not signed up for payments via EFT, **please ensure your EDI submission lists the correct Pay-To address.**

Please consider signing up for electronic payments.

### Culinary Health Center Re-Opens

The Culinary Health Center re-opened on January 4<sup>th</sup>. Their hours are Monday-Saturday 8am – 7pm.

Please note: **Urgent Care services are not available currently.** Please do not refer patients to the Culinary Health Center for urgent care.

Patients need to make an appointment; no walk-ins are allowed. Appointments are available by phone, video or in-person.

Dental services are available by appointment and the pharmacy is open (no appointment required).

### Blood Glucose Meter Changes

**Effective January 1, 2021, OptumRx is changing their preferred blood glucose meter and test strip vendor to Contour Next<sup>®</sup>, replacing OneTouch<sup>®</sup> and Accu-Chek<sup>®</sup>.**

#### Easing the Transition for Patients:

Impacted patients have been notified about this upcoming change and have been advised to contact their providers to determine if switching to a preferred alternative is appropriate.

#### Two different meter options available for patients:

Contour Next<sup>®</sup> ONE Blood Glucose meter  
(Available at Culinary Pharmacies and in-network pharmacies)

- The smartLIGHT feature gives instant feedback of results
- Free Contour Diabetes app to use

Contour Next<sup>®</sup> EZ Blood Glucose meter  
(Only available at in-network pharmacies)

- Large, easy to read display
- Ready to use out of the box

If you have any questions about these new meters, please contact OptumRx at 1-800-562-6223, or at [optumrx.com](http://optumrx.com)

### Inactive Providers – Dec. 2020

The following is a list of providers and specialties that are **no longer active\*** as a Plan Provider on the Culinary Health Fund provider network:

LAST NAME	FIRST NAME	TITLE	SPECIALTY
Berg	Angela	APRN	Pediatric Hem/Onc
Farren	Christine	APRN	Gen/Family Practice
Pearson	Laura	APRN	OB/GYN
Gex	Gregory	MD	OB/GYN

\*list provided monthly

### Healthcare Services Team

healthcareservices@culinaryhealthfund.org  
702-892-7313 (option 2)

#### **Cindy Pearson**

Director of Healthcare Delivery  
702-691-5602  
cpearson@culinaryhealthfund.org

#### **Lucia James**

Healthcare Services Associate  
702-691-5698  
ljames@culinaryhealthfund.org

#### **Melanie Jensen**

Healthcare Services Associate  
702-691-5681  
mjensen@culinaryhealthfund.org

### Important Telephone Numbers

**Clinical Pathology Laboratories (CPL)** 702-795-4900

#### **Contracts and Credentialing**

contractsandcred@culinaryhealthfund.org  
702-892-7313 (option 1)

#### **Culinary Health Center**

702-790-8000

#### **Culinary Pharmacy**

702-650-4417 (Culinary Health Fund)  
702-963-9400 (Culinary Health Center)

#### **Customer Service Office**

702-733-9938

#### **Desert Radiologists**

702-759-8600

#### **Harmony Healthcare**

702-251-8000 (24/7)  
702-788-9875 (Rapid Response)

#### **Nevada Health Solutions (NHS)**

702-216-1653  
<https://provider.nevadahealthsolutions.org/production>

#### **OptumRx Prescription Services**

866-611-5960 (24/7)  
800-791-7658 (home delivery)

#### **Provider Reconsiderations (Appeals)**

Phone: 702-691-5625  
Fax: 702-216-9525

#### **Vision Eligibility Express Line**

702-216-1298 (24/7)

**Zelis/ePayment** 855-774-4392

## Wellness Awareness

The Culinary Health Fund is now offering virtual wellness classes.

Although a referral is not required for any of our classes, patients are more likely to attend health and wellness classes when their doctor refers them and follows up on their progress.

This month's classes include the following topics:

- **Diabetes 1** – Learn about diabetes, how to measure your blood sugar and tips to live healthier.
- **Diabetes 2** – Find out how to make smart changes to your diet.
- **High Blood Pressure** – Learn how high blood pressure can affect your life.
- **Breastfeeding** – Learn what to expect when breastfeeding.

There is no cost to patients for the classes. You can conveniently view class dates and times on the website at:

[www.culinaryhealthfund.org](http://www.culinaryhealthfund.org).

Participants can sign up by calling the Advocacy line at **702-691-5665**.