

Updates for Dignity Health Medical Network - Santa Cruz



A NEW RESOURCE FOR YOU

I'd like to welcome you to our first edition of News & Views, a new resource which strives to keep brokers and employers abreast of the latest local health plan and Santa Cruz medical group updates.

I'm excited for this opportunity to be in touch with you on a more regular basis. You may already be familiar with Amber McCombs and me, but if you're not, we're glad to meet you! Please feel free to reach out to us anytime.

Sincerely,



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Ana Igoa



Amber McCombs

Provider Directories

Our Provider Directories are made available to anyone who needs a comprehensive list of Primary Care or Specialty Care Physicians.

You can access directories at dhmn.org/santacruz. We'd also be happy to print some for you, just let us know your needs.

Request a supply of copies by emailing Amber at amccombs@managedcaresystems.com.



Dominican Hospital Breaks Ground on Newborn Care and Meditation Courtyards

Dominican Hospital has opened two new outdoor courtyards, for patients, visitors, and staff.

Nature has the power to uplift the spirit,” said Dominican Hospital President Nanette Mickiewicz, MD.

The Nello and Pam Santacroce Meditation Courtyard was designed as a quiet area of respite to practice meditation, contemplation, and mindfulness. It was named for Pam Santacroce, former board member of both Dominican Hospital and Dominican Hospital Foundation.

The Dr. Joseph T. Anzalone Newborn Care Courtyard is a peaceful, private

setting allows new parents to enjoy fresh air and nature as they celebrate new births and bond with their babies. It was named for one of Santa Cruz

County’s most highly regarded obstetricians and designed with input from our nursing staff and the community.



Dominican to Unveil Comprehensive Cardiac Operating Suite



In its ongoing efforts to expand surgical capacity for patients, providers, and community, Dominican Hospital will soon unveil a state-of-the-art Comprehensive Cardiac Operating Suite. Designed in close collaboration with physicians, this unique space enables interventional radiologists, cardiologists, and cardiovascular

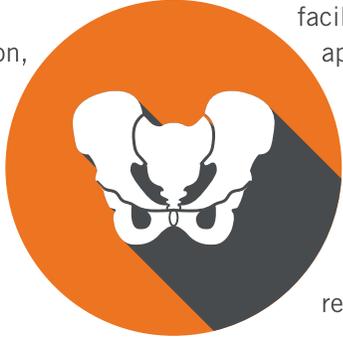
surgeons to work seamlessly alongside each other—in the same room, at the same time.

This synthesis of advanced imaging, diagnostic, and cardiac navigation technology will minimize invasive surgical procedures and drive truly patient-focused care. The result will be

shorter procedure times, reduced hospital stays, lower infection risks, and faster recovery with fewer follow-up procedures. Provider teams will also benefit from greater procedure scheduling flexibility.

Major strides for pelvic health and Urology

Dominican Hospital's Outpatient Rehabilitation Center is proud to announce their new pelvic floor therapy program, Pelvic Health and Rehabilitation, meant to help improve the strength, function and coordination of the muscles that support the bladder, urethra, and other organs in the pelvis.



Therapy includes but is not limited to training and strengthening of pelvic floor muscles beyond Kegels, facilitation and recruitment of appropriate pelvic floor musculature, exercise to stretch and strengthen other associated muscles, modification of behaviors to decrease symptoms through bladder re-education, and more.

Pelvic Rehab can help patients regain control by educating them on the function of pelvic floor muscles, bladder retraining, internal manual techniques, neuromuscular retraining and use of electrical stimulation and/or biofeedback.

Fecal incontinence and men's pelvic rehab coming mid 2021. For more info or to request a patient assessment, fax 831.457.7071.

Specially trained therapists can help if patients have difficulties related to:

- Pelvic Pain/Dysfunction
- Interstitial Cystitis/Bladder Pain Syndrome
- Urinary incontinence & urgency
- Prolapse of bladder, uterus, or rectum
- Prenatal/Postpartum Care

Congratulations are also in order for Dr. Daniel Greene, the first and only Urologist in Santa Cruz to offer Rezūm Water Vapor Therapy for men with an enlarged prostate, also known as Benign Prostatic Hyperplasia (BPH). BPH is very common in older men, affecting about 50% of men by age 60, and up to 90% of men by age 85.



Rezūm uses natural water vapor to reduce the size of the prostate and provide lasting symptom relief from BPH symptoms without invasive surgery or the potential side effects of prescription drugs. To learn more about the procedure, visit www.Rezum.com. Refer patients to Dr. Daniel Greene at DHMG-Dominican, 831.533.1911.

Finally, a warm welcome to Dr. Caitlin Lim, who has joined the DHMG-Dominican family, working alongside Dr. Greene as his new Urology physician partner since August.

Dr. Lim specializes in female pelvic floor reconstruction surgery, and is currently the ONLY female Urology physician in Santa Cruz County.

"I chose Urology, and specifically female urology, because there is such an opportunity to improve one's quality of life. I love being able to help my patients live a better life," says Dr. Lim.

Katz Center wins outstanding achievement award



The Katz Cancer Resource Center at Dominican Hospital was recently one of 49 cancer care facilities in the nation to win an Outstanding Achievement Award from the American College of Surgeon's Commission on Cancer (CoC). The award recognizes them for exceeding compliance expectations of the CoC standards in 2019.

"These cancer programs currently represent the best of the best when it comes to cancer care," said Dr. Lawrence N. Shulman, Chair of the CoC. "Each of these facilities is not just meeting nationally recognized standards for the delivery of quality cancer care, they are exceeding them."

URGENT CARE: KNOW WHERE TO GO

Members can access either of the contracted urgent cares below

Dignity Health Medical Group - Dominican Urgent Care
831.684.7611
1820 41st Avenue, Suite C
Capitola, CA 95010

Daily: 8 am to 8 pm

Pinnacle Healthcare
831.728.1199
99 Airport Boulevard
Freedom, CA 95019

Monday through Friday
8:30 am to 5 pm

Which to Use – Primary Care Provider, ER, or Urgent Care?

For most health issues, a primary care provider (PCP) should be a member's first call. Whether it's a cold or flu, a cut that might need stitches or a bad sprain, a member's doctor can offer advice and may even be able to see them that day.

If it's after-hours or they can't get a timely appointment with their PCP, urgent care is an option. Members should save the ER for life-threatening emergencies.

When to use urgent care

The urgent care center's medical team can care for conditions or needs including:

-  Broken bones
-  Sprains
-  Ear infections
-  Mild asthma, allergic reactions
-  Cold / flu symptoms, fever, rash
-  Sinus infections, sore throats
-  Animal bites
-  Minor cuts and burns
-  Work - related injuries
-  Digital X - rays

When to use the ER

The ER is equipped to care for you in the event of:

-  Heart attack, chest pain
-  Stroke
-  Severe, sudden pain
-  Severe bleeding
-  Head injuries / other traumatic injuries
-  Loss of consciousness / passing out
-  Trouble breathing
-  Sudden eyesight problems (blurriness or loss of vision)

For a supply of our "Know Where to Go" brochures with urgent care locations and hours, email Amber at amccombs@managedcaresystems.com.

HEALTH PLAN PARTICIPATION

It's not always easy to remember which medical groups participate in each health plan product, so here's an at-a-glance resource which clearly outlines each group's participation.

Product Type	DHMN-Santa Cruz
COMMERCIAL HMO	
Aetna	Yes
Anthem Blue Cross*	Yes
Anthem Blue Cross Select	Yes
Anthem Blue Cross Traditional	Yes
Blue Shield Access+	Yes
Blue Shield Trio	Yes
Canopy Care IPA Health Net	Yes
Canopy Doctor's EPO	Yes
Canopy Health - Health Net Smartcare	Yes
Canopy Health - UnitedHealthcare Signature Value	Yes
Canopy Health Net UC Blue & Gold	Yes
Cigna	No
Health Net*	Yes
Health Net Smartcare	Yes
UnitedHealthcare*	Yes
UnitedHealthcare Alliance	No
MEDICARE ADVANTAGE	
AARP Medicare Advantage Secure Horizons HMO (UnitedHealthcare)	Yes
Anthem MediBlue Plus	No
Blue Shield 65 Plus	Employer Sponsored only
Canopy Health UnitedHealthcare Medicare Advantage	Yes
Health Net Seniority Plus	Employer Sponsored only
UnitedHealthcare Group Medicare	Employer Sponsored only

**Participation in some products may be limited. Refer to health plan website for specific product name.*

NEW PROVIDERS

July - December 2020

E. Bedolla Rocha, MD

Family Medicine
Watsonville

Patrick Cudahy, MD

Family Medicine
Santa Cruz

Caitlin Lim, DO

Urological Surgery
Santa Cruz

P. Moleyar Narayana, MD

Family Medicine
Capitola, Santa Cruz,
Scotts Valley

Shraddha Rana, MD

Nephrology
Watsonville

Nathan Rheault, DO

Osteopathic
Neuromusculoskeletal
Medicine
Santa Cruz

Lydia Yun, DPM

Podiatry
Santa Cruz, Watsonville

Gary Zane, DO

Family Medicine
Watsonville

A Fond Farewell

Congratulations to Dr. Lawrence Birndorf on his retirement. Dr. Birndorf was a Dignity Health Medical Network Ophthalmologist at Spectrum Eye Physicians.

— HAPPY —
Retirement

UPCOMING EVENTS

Thursday, January 28, 5:30-7pm

Enhancing Surgical Patient Outcomes Through Effective Pre-Operative Management

Call Sandra Brackle - 805.637.3221 (CME/CEU class for clinicians)

Thursday, February 18, 5:30-7pm

Weight Management Through Healthy Nutrition and Surgical Intervention

Call Sandra Brackle - 805.637.3221(CEU class for clinicians/community members)

Friday, February 19, 12-1pm

Urinary Incontinence / Pelvic Organ Prolapse Class

Call Sandra Brackle - 805.637.3221

Friday, March 12, 10am-3pm

The Jon E. Nadherny/Calciano Memorial Youth Symposium Present: Childhood Trauma: Addressing the Clinical Needs and Disparities from Historical and Current Perspectives

www.calcianoyouthsymposium.org

Thursday, March 18, 5:30-7pm

Complete Bone Health

Call Sandra Brackle - 805.637.3221 (CEU class for clinicians/community members)

Saturday, March 20

SHE.IS.BEAUTIFUL Santa Cruz

www.runsheisbeautiful.com

NEW LEADERSHIP



DHMN Administrator names new CEO

Dignity Health Management Services (DHMSO), the administrator for DHMN, welcomes Dale Villani as their new CEO. Dale is a senior health care executive with over 39 years of experience leading health care organizations.

Dale is a retired Lt. Colonel in the US Air Force Medical Service Corps. He provided valued leadership to Gold Coast Health Plan in Ventura County; Arizona Priority Care, Heritage Provider Network; Aetna; Sun Health Corporation; and Magellan Health Services before joining DHMSO.

Make Customer Service your first call!

Our Customer Service Department is the first point of contact for questions about any of the following:

- Eligibility Status
- Authorization Updates
- Choosing a Provider
- Billing Questions

Call 831.465.7800 or toll free at 866.875.3773 Monday - Friday 8 am to 5 pm.



IN THE COMMUNITY

DHMN makes a difference in Santa Cruz

Dignity Health team members in Santa Cruz volunteered at Second Harvest Food Bank on October 23, helping deliver a week's worth of food staples to 760 households in need.





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This publication is distributed by the DHMSO Marketing Department. For questions or to have a submission considered, please email marketing@managedcaresystems.com.