

Inside San Francisco Health Plan

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Agenda

1. Brief History
2. Improving Quality
3. SFHP Member Benefits
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5. Community Support

Historic Timeline

1994 – SFHP is created as one of California’s Local Health Plans – an initiative to provide affordable health coverage to low and moderate-income families residing in San Francisco.

2002 - In addition to our Medi-Cal and Healthy Workers programs, SFHP launches the Healthy Kids Program, a City and County funded program, which moved San Francisco one giant step closer to universal health care coverage for all uninsured children.

2006 – SFHP partners with the San Francisco Department of Public Health to develop and implement Healthy San Francisco.

Today – SFHP provides affordable health care coverage to over 130,000 low and moderate-income families.

Medi-Cal

HEALTHY KIDS 

HealthyWorkers

Improving Quality

San Francisco Health Plan (SFHP) designs and manages many programs that focus on improving the health of our members and their overall care experience.

Our Goals:

- Provide Universal Coverage
- High Quality Care and Access to Care
- Exemplary Service
- Financial Viability for the Plan and the Safety Net

Types of Contracted Provider Trainings:

1. Improving Patient-Provider Communication
2. Customer Service
3. Staff Experience
4. 10 Building Blocks Practice Coaching Program
5. Coleman's Rapid Dramatic Process Improvement

Improving Quality

Member Incentives:

Outreach Program	Description	Target Member Population	Incentive	How Members are Reached
 Childhood Immunizations	Children who receive the following shots by age 2: <ul style="list-style-type: none"> ▪ 4 DTaP ▪ 3 Polio ▪ 4 Pneumococcal ▪ 3 HiB ▪ 3 Hep B ▪ Varicella ▪ 2 Hep A ▪ 2 Flu ▪ MMR ▪ 2 Rotavirus 	Medi-Cal and Healthy Kids age 2 and under	\$50 gift card	Members receive an automated call and mailed information at 13 and 17 months of age.
 Well Child Visits	Children who receive a well-child visit during the calendar year.	Medi-Cal and Healthy Kids ages 3 -6	\$25 gift card	Members receive an automated call and mailed information one month prior to birthday each year.
Children and Adolescents' Access to PCPs	Children and adolescents who receive a well-child visit with a PCP during the calendar year.	Medi-Cal and Healthy Kids ages 1-19	iPad raffle once per year	Members receive mailed information in August each year.
 Prenatal Care	Pregnant members who receive a prenatal checkup within the required timeframe (42 days for new members and 1st trimester for existing members).	Medi-Cal pregnant women	\$25 gift card	Members receive a live outreach call and mailed information upon confirmation of pregnancy. Members can also call SFHP to request a submission card.
 Postpartum Care	Members who receive a postpartum health visit between 3 to 8 weeks after delivery.	Medi-Cal women post delivery	\$25 gift card	Members receive a live outreach call and mailed information. Members can also call SFHP to request a submission card.

Cervical Cancer Screening	Female members who receive a pap smear once every three years. Women 30-64 years of age may have a pap smear and HPV co-test every 5 years.	Medi-Cal women ages 21-64	iPad raffle once per year	Members receive a live outreach call once per year.
Well Woman Visit	Female members who receive preventive health services during the calendar year.	Medi-Cal, Healthy Kids, Healthy Workers women ages 15+	No incentive	Members receive mailed information one month prior to birthday each year.
 Diabetes Care	Members with a diagnosis of diabetes (type 1 or type 2) who receive each of the following screening tests: <ul style="list-style-type: none"> • Blood Pressure • HbA1c • Micro Albumin • Dilated Eye Exam • Foot Exam 	Medi-Cal members with diabetes ages 18+	\$25 gift card	Members receive a live outreach call and mailed information twice a year in the late spring and early fall.
Controlling High Blood Pressure	Members with a diagnosis of hypertension who receive a blood pressure check with their PCP during the calendar year.	Medi-Cal members with high blood pressure ages 18+	\$25 gift card	Members receive an automated call and mailed information.

Member Benefits and Services

Medi-Cal provides medical, dental, and vision coverage. San Francisco Health Plan offers members:

- ❖ **Doctor Visits** – 600 Primary Care Providers to choose from
- ❖ **Vision Care (glasses* and eye exams)** – 90 vision service providers
- ❖ **Hospital and Emergency Room Care** – nine of the best San Francisco hospitals
- ❖ **Prescription Drugs** – 200+ pharmacies throughout San Francisco
- ❖ **Regular Check-ups and Immunizations (shots)**
- ❖ **OB/GYN Services and Pregnancy Care**
- ❖ **Family Planning**
- ❖ **Mental Health Services**
- ❖ **Specialty Care** – 2,000+ Specialists in our network



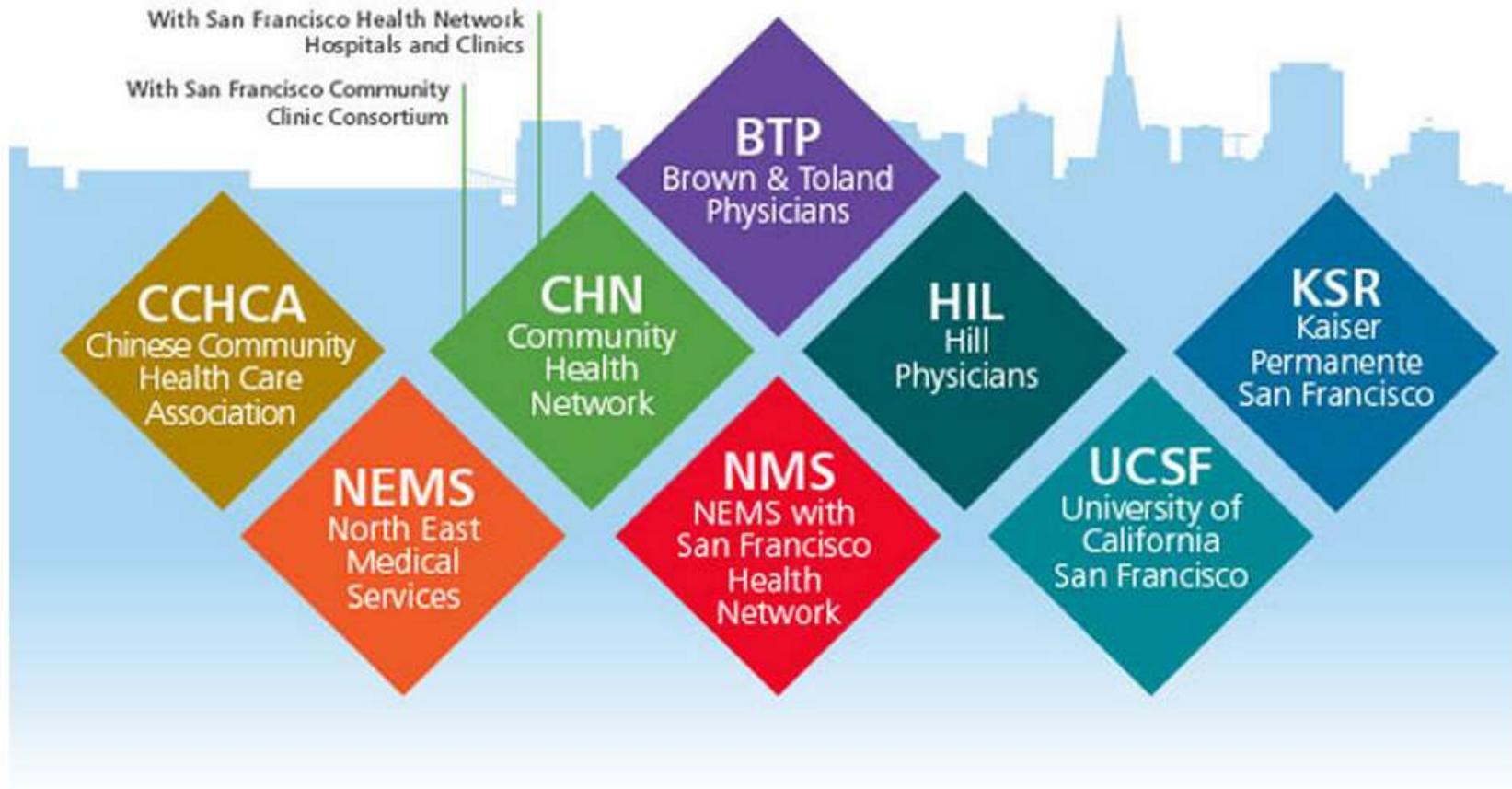
Members

Member Benefits and Services

- ❖ **24/7 Nurse Help Line** - Members with urgent medical questions can call anytime 1(877) 977-3397
- ❖ **Behavioral Health Treatment for ASD** - Adults or children diagnosed with autism spectrum disorder (ASD) who need behavioral health treatment www.beaconhealthstrategies.com 1(855) 371-8117
- ❖ **Care Coordination** - SFHP members who need help with the medical or social service system SFHP's Care Coordination 1(415) 615-4515
- ❖ **Vision** - Medi-Cal members needing vision services www.vsp.com 1(800) 877-7195
- ❖ **Mental Health Services** - Mental health services such as individual or family therapy or help managing medication www.beaconhealthstrategies.com 1(855) 371-8117
- ❖ **Dental** - Medi-Cal members needing dental services www.denti-cal.ca.gov 1(800) 322-6384



Our Provider Network



Our Provider Network

SFHP Contracted Hospitals:



CHINESE HOSPITAL

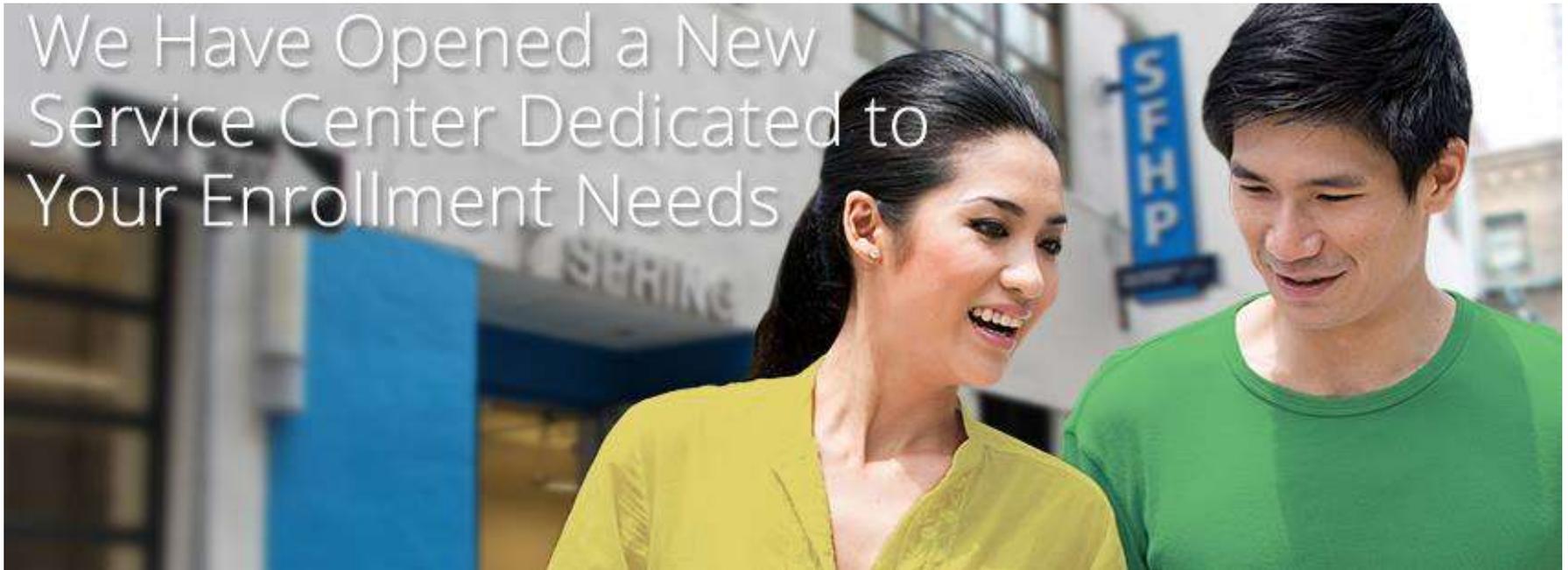


KAISER PERMANENTE®



Community Support

We Have Opened a New
Service Center Dedicated to
Your Enrollment Needs



Community Support

- ✓ Member-centered facility.
- ✓ Serves primarily as an enrollment site for Medi-Cal, Healthy Kids and Healthy San Francisco programs (appointment only at this time).
- ✓ It is an information center for members, HSF Participants, and San Francisco residents can learn what health care access options are available to them.
- ✓ All Service Center Clients will receive exemplary service in a culturally respectful manner, in the language of their choice.



Community Support

Golden Gate to Health Insurance (GGHI) Network

The GGHI Network was created by the San Francisco Health Plan as a resource for working professionals who help individuals and families living in San Francisco obtain health coverage.



Our Goal:

- **Be a trusted source of information about public health coverage programs and resources in San Francisco.**

We Accomplish this by:

- Providing a bi-monthly meeting wherein network participants may come together to learn and network about changes in health care eligibility and enrollment from our expert panel of speakers
- Hosting the Annual Stronger Bridges to Health Forum
- We have over 600 Network Participants!

Questions?

