



**SAN FRANCISCO
HEALTH PLAN™**

Here for you

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San Francisco Health Plan has exciting news about a 24/7 Nurse Advice Line service!

We realize that in your busy practice, it is sometimes impractical for you as a provider to receive and triage a patient call within 30 minutes of their call to your office. This, however, is the Department of Managed Health Care (DMHC) new regulation for all managed care members (including SFHP Medi-Cal, Healthy Kids, Healthy Families, and Healthy Workers) as of January 17, 2011.

On Wednesday, December 1, 2010 at 1pm San Francisco Health Plan will make available a **24/7 Nurse Advice Line (NAL)** for any of your SFHP members. **We will be letting our members know that they can call SFHP's Nurse Advice Line at 1-877-977-3397 in the following situations:**

- **If they are unable to reach their doctor during the day or after hours**
- **To speak with a trained registered nurse who can help to answer their health care questions, give advice, and instruct them to go to the emergency room, urgent care center, or contact their provider after being triaged with standardized protocols**

We will always encourage them to call their provider first; the Nurse Advice line is aimed to be a back-up to primary care, not a replacement.

The nurse advice line will be toll-free, and the service is free. It will be available 24 hours a day/7 days a week, including holidays. The service will be available in their preferred language.

Within a few hours after the NAL has received and triaged the call, your office and your medical group's case management department will receive notification via fax with the **Triage Detail Report.** This report includes patient information, call reason and advice or information given during the call. Please use this report to follow-up with patients who were advised to follow-up with your office.

We encourage you to inform your SFHP members of this service, whenever they are unable to reach you timely. SFHP will be notifying members of this service through the following methods:

- NAL phone number: 1-877-977-3397 added to the back of new cards and stickers for existing ID cards,
- Magnets,
- Member newsletter and Evidence of Coverage, and
- Many more ways

Again, the message to patients will be that the nurse advice line is a back-up to the provider; they should always call their provider first.

If you have any questions, don't hesitate to contact Betsy Price, RN, MPH, SFHP's Senior Compliance Manager at 415-615-4205 or bprice@sfhp.org.