

Provider Relations



Dear Providers,

It's hard to believe September is almost here! I have been with San Francisco Health Plan as the Director of Provider Relations for a year, and have been able to be a part of significant changes and exciting improvements – we implemented a new managed care system, developed a new provider portal (and continue to add functionality), completed the mandatory enrollment of Seniors and Persons with Disabilities, placed our formulary online, and began this Monthly Update, to name a few! It has been a rewarding year and I'm looking forward to another year of growth and support to you, our providers.

Here are some important updates:

Improving Providers' Experience

In recent updates, we have provided information about important changes we have made to support you in your practices. We wanted to remind you of some key resources we have added that may be helpful:

- **Secure Provider Portal has added functionality:** in addition to viewing member eligibility information, you can now check the status of authorizations, download a SFHP member roster for your primary care site, and check claim status. You can access the portal at www.sfhp.org/providers
- **SFHP's Formulary is now available online** at www.sfhp.org/providers/formulary/ Please select the appropriate therapeutic class to view the formulary medications.
- **Care Support Implementation:** our Care Support team works directly with your patients, and often with you, to coordinate care and to optimize health and community services use for our highest risk members. Please contact **Care Support** at (415) 615-4515 or CareSupport_group@sfhp.org with any referrals or questions.

Have suggestions for improvement? Please email Provider Relations at provider.relations@sfhp.org.

San Francisco Health Plan Program Update

Healthy Families Program Changes

In June 2012 the California Legislature agreed to the governor's proposal to move all current Healthy Families Program members into Medi-Cal no sooner than January 1, 2013. Both the Healthy Families Program and the Medi-Cal Program are developing plans for the transition. Please tell families that the Healthy Families Program is still open and accepting applications. Families with children should be encouraged to apply for the program and also complete their annual renewal packets. During the transition, these **transitioning members will NOT lose their benefits**. For more information, visit the [Healthy Families Program website](#). We will provide more information and resources in coming months to help prepare for this transition.

Community Based Adult Services/Adult Day Health Center Transition

Community Based Adult Services (CBAS) is the program that replaced the Adult Day Health Care (ADHC) Program on April 1, 2012. California's Department of Health Care Services (DHCS) announced that CBAS implementation originally slated for July 1, 2012 will begin October 1, 2012. On August 17 the state issued a [letter of invitation](#) to physicians to participate in a conference call to discuss the implementation of CBAS. Click [here to register](#) for **What Doctors need to know about the CBAS Transition**, which will be held on August 28 from 6-7pm.

Clinical Care Best Practices Update

Pain Management Update

In October 2011, SFHP informed you that our formulary recommended a trial of long-acting morphine and methadone prior to approving any other long-acting opiate medication. We wanted to let you know about some new concerns related to risk of overdose with methadone. In July 2012, researchers from CDC published a study concluding that methadone prescribed for pain is involved in a disproportionately high number of overdose deaths compared to other long-acting opioid analgesics. (Paulozzi L, et al. Risk for Overdose from Methadone Used for Pain Relief — United States, 1999–2010. *MMWR* 2012; 61(26):493-497.) The attached **SFHP Pain Management Memo** will provide some important information regarding pain management for your patients.

Pharmacy Update

Currently our covered formulary blood glucose monitors are:

For SFHP Medi-Cal, Healthy Families, and Healthy Kids members:

- True Results meter system
- True2Go meter system

For Healthy Workers members:

- Accu-Chek Comfort Curve (NOTE: this product may soon be discontinued by the manufacturer)
- Accu-Chek Aviva

Please note: other brands of glucose monitors maybe be covered with prior authorization approval, if there is special need (example: Prodigy Voice glucose monitors for visually impaired members).

The quantity limits on test strips are:

- 100 tests strips per 90 days for members on oral diabetic medications
- 300 test strips per 90 days for members who are insulin dependent
- Up to 800 test strips per 90 days for members with gestational diabetes (Please have the member's pharmacy call SFHP for an override, no Prior Authorization form is necessary)
- Greater quantities of test strips may be covered with prior authorization approval, if there is special need (example: recurrent hypoglycemia)

If you have any questions, please contact our **Pharmacy Department** at **(415) 547-7818 ext 7085** or pharmacy@sfhp.org.

Health Improvement Update

HEDIS Outreach Calls to Patients

Starting in late August, SFHP will make calls to all patients 1-19 years of age who haven't received a visit with their primary care provider in 2012 to improve HEDIS rates in one of our priority measures: Children and Adolescents' Access to Primary Care Practitioners. These calls will be staggered over 5 weeks and will remind members to visit their PCP in 2012. Please contact **Anne Simson** at asimson@sfhp.org or **(415) 615-5167** with any questions.

Are You Monitoring the Safety of Patients on Persistent Medications?

Patients age 18 or older who have received at least 180 treatment days of digoxin, a diuretic or an ACE/ARB must have at least **one serum potassium** and **serum creatinine test** each year. If you would like a list of your SFHP patients who need to receive these labs, or if you would like assistance providing outreach to your patients, please contact **Nathan Cade** at ncade@sfhp.org or **(415) 615-4258**.

Training for Your Staff on Our HEDIS Patient Incentives

Patients love our gift card incentives that encourage them to get recommended care. SFHP's Health Improvement Team is happy to provide a training for any site interested in learning more about our member incentive programs. We will provide snacks! Please contact **Nathan Cade** at ncade@sfhp.org or **(415) 615-4258** if you are interested in scheduling a training for your staff. Review or print and share this [list of our incentive programs](#).

Save the Date!

Upcoming Events

Baby Behavior Training (September 5 @South San Francisco Conference Center) Learn about the latest research on nutritional factors related to infant growth, development, and behavior. Learn to interpret the universal language of babies to facilitate interaction with parents. For more information and to register click [here](#).

Motivational Interviewing and Asthma Self-Management (October 5 8am - 4pm at Kaiser Permanente French Campus)

An informative, practical, and interactive program aimed at improving care for children and adults with asthma. See attached flier for more information, and contact Gloria Thornton at gloria.thornton@wellpoint.com to register.

Pregnancy & Oral Health Training (October 17 1:30-5pm @UCSF) Get more information on the importance of oral health interventions during pregnancy. See attached flier for more information and to register.

Helpful Information

Cultural and Linguistic Services

- Interpreters are available, free of cost. Members should contact their doctor or Medical Group before their scheduled appointments if they need to arrange for an interpreter.
- Providers are required to discourage the use of friends, family and minors as interpreters.
- Providers must document the request or refusal of interpreters services in the members' medical record.

Click [here](#) for more information on Cultural and Linguistic Services, and take a look at the attached **SFHP Provider Tip Sheet** for more information on Medi-Cal members. Please contact **Provider Relations** at provider.relations@sfhp.org with any questions.

Updated Provider Manual

SFHP's [Network Operations Manual](#) is a reference tool designed to assist SFHP providers and medical groups navigate SFHP policies, benefits, and programs. This is a combined manual for the Medi-Cal, Healthy Families, Healthy Kids, and Healthy Workers programs. Please contact **Provider Relations** at provider.relations@sfhp.org for more information.

Family Violence Resources in San Francisco

SF Department of Public Health has updated their Family Violence Resources List. The updated list is available to download from SFDPH's website [here](#).

Ancillary Provider Update

Updates to our ancillary provider network:

- Immunization provider **Adult Immunization and Travel Clinic** was added
 - applies to Medi-Cal members 50 years and older ONLY
- Non-emergency transportation provider **MedSam Transportation** merged with **BayMed Express, Inc.**

A full list of our ancillary provider network can be viewed [here](#). We greatly value your services and support. If you have any contracting questions, please contact our Contracts Department: **Stella Cao** at scao@sfhp.org or **Tiffany Yao** at tyao@sfhp.org.

Should you have any other concerns or need assistance with Provider Relations or Medical Management issues, please do not hesitate to contact myself by any means below or **Kelly Pfeifer, MD**, Chief Medical Officer, at kpfeifer@sfhp.org.

Thank you for your commitment to community health, and your ongoing partnership with San Francisco Health Plan.

Sincerely,

Min R. Matson

Director, Provider Relations, San Francisco Health Plan

(415) 615-5146

mmatson@sfhp.org

Provider Relations



MEMO

To	San Francisco Health Plan Providers
From	SFHP Provider Relations (415) 547-7818 ext 7084 provider.relations@sfhp.org
Regarding	Pain Management Information
Date	August 23, 2012

Dear Providers,

In October 2011, SFHP informed you that our formulary recommended a trial of long-acting morphine and methadone prior to approving any other long-acting opiate medication. We wanted to let you know about some new concerns related to risk of overdose with methadone.

In July 2012, researchers from CDC published a study concluding that methadone prescribed for pain is involved in a disproportionately high number of overdose deaths compared to other long-acting opioid analgesics. (Paulozzi L, et al. Risk for Overdose from Methadone Used for Pain Relief — United States, 1999–2010. *MMWR* 2012; 61(26):493-497.)

The specific factors associated with risk of methadone overdose are not certain, but may include:

- Age: highest overdose mortality rate is among patients 45-54 years old, and drops sharply thereafter. After 65, fatality rates are very low
- Dose: higher opiate doses are associated with more overdoses; in particular, greater than 100 mg morphine equivalents per day
- Duration of use: new starts may be at greater risk, perhaps due to not understanding the impact of the long half-life of methadone
- Co-use with sedatives
- Presence of substance abuse
- Mental health problems

(Paulozzi L (CDC) – personal communication July 2012; Webster LR et al, An Analysis of the Root Causes for Opioid-Related Overdose Deaths in the United States. *Pain Medicine* 2011; 12: S26–S35.)

Methadone continues to be a viable option for some patients who require long-term chronic opiate therapy for pain. SFHP urges providers to be cautious with prescribing any long-term long-acting opiate medications, and we recommend the following:

- Do not use methadone or other long-acting medications in opiate-naïve patients. Only use if patients are requiring chronic daily use and have developed tolerance to daily opiates. (See [Opiate Dosing Guidelines](#) for SFHP's Methadone Prescribing Guidelines)
- Ensure that methadone is taken on a stable routine dose (at least three times daily is required for pain management) and not "as needed"
- Ensure patients are monitored for prolonged QT intervals
 - Recommendation: EKG screening for patients over 100 mg methadone daily
- Ensure you are monitoring for concurrent substance use and aberrant behaviors, through the following best practices:
 - Use a standard informed consent and patient agreement (samples on our website [here](#)).
 - Do a random urine tox screen at least yearly, and understand the results. Check out [Urine Drug Testing Quick Reference Guide](#) and [Urine Toxicology Testing](#) for more info.
 - Use the Department of Justice CURES report to identify any use of other providers for controlled medications, at least yearly. This [link](#) helps you sign up for access. SFHP has sponsored the cost of a notary for groups interested in obtaining access; please contact provider.relations@sfhp.org if you are interested.
 - Ensure you and your practice partners develop consistent standards about how to manage the following situations:
 - Requests for early refills (recommendation: have a policy against refilling meds sooner than 30 days as it can encourage abuse and diversion)
 - New chronic pain patients on opiates (recommendation: obtain previous prescriber records and do a thorough assessment before prescribing)
 - Management of aberrant behaviors (recommendation: develop a way to monitor and track behaviors, and have frank conversations with patients, with consequences, if the behaviors do not resolve).

San Francisco's [prior authorization process](#) can be used if you have a patient who requires daily long-acting opiates, and requests for alternatives to morphine and methadone are managed on a case-by-case basis. For example, if you have a patient for whom methadone is not a safe alternative, fentanyl patches can be considered.

SFHP is providing this information as part of our effort to support providers in the appropriate prescribing of pain medications.

San Francisco Asthma Network Forum:

Motivational Interviewing and Asthma Self Management

Date:

October 5, 2012

8:00 am - 4:00 pm

Continental Breakfast/Registration

8:00 am - 8:25 am

Location:

Kaiser Permanente

French Campus

4141 Geary Blvd.

San Francisco, CA 94118



REGISTRATION

This is an informative and practical, interactive program to improve care for children and adults with asthma.

Program:

8:00 am—8:25 am	Continental Breakfast and Registration
8:25 am—8:30 am	Welcome and Introduction Peg Strub, MD Kaiser Permanente SF Medical Center
8:30 am —Noon	Motivational Interviewing for Asthma Steven Malcolm Berg-Smith, MS
Noon—1:00 pm	Working Lunch: A discussion about applying motivational interviewing principles
1:00—3:45 pm	Motivational Interviewing for Asthma, part 2 Steven Malcolm Berg-Smith, MS
3:45 pm—4pm	Summary and Evaluation Peg Strub, MD Kaiser Permanente SF Medical Center

- There is no charge for this program.
- Register early as space is limited.
- CME submitted for approval

Contact **Gloria Thornton** to register or for more information:

gloria.thornton@wellpoint.com

Financial Disclosure Statement

Gloria Thornton, Steven Malcolm Berg-Smith, and Peg Strub and the conference planners have disclosed no financial relationships with commercial interests relevant to this CME activity.

Kaiser Permanente San Francisco Medical Center; a California Medical Association accredited provider, designates this live activity for a maximum of three (3) *AMA PRA Category 1 Credit(s)*™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Sponsored by:



Kaiser Permanente
San Francisco Medical Center



SAN FRANCISCO
Asthma Task Force

FREE: Register Now!

Pregnancy & Oral Health Training

Wednesday, October 17, 2012

1:30 pm to 5 pm

(registration 1:00 to 1:30 pm)

UCSF, 521 Parnassus Avenue

Toland Hall, Room U142

Who should attend: Obstetricians, Dentists, Family Practice Physicians, Nurse Practitioners, Physician Assistants, Certified Nurse Midwives, Nurses, Dental Hygienists

Speakers: Dr. Renee Samelson, MD, MPH

Professor of Obstetrics & Gynecology, Albany Medical College

Dr. Irene Hilton, DDS, MPH

San Francisco Department of Public Health

Objectives for training:

- List 3 reasons why pregnancy is an optimal time to provide oral health interventions
- Identify at least 3 citywide dental referral resources for perinatal providers to offer low-income pregnant women
- List 2 elements of clinical prevention and treatment guidelines for pregnant women
- List at least 3 oral health assessment questions to ask of pregnant patients
- Learn 3 practical tips for making dental care more comfortable for patient and provider

Click here to register (by Friday, October 12th, please):

<http://www.surveymonkey.com/s/pregnancyoralhealth>

Free continuing education units! CME submitted for approval for physicians. CEs approved for dentists, dental hygienists, certified nurse midwives, nurse practitioners and nurses.

SFDPH, Maternal, Child, and Adolescent Health (MCAH) is approved by the California Board of Registered Nursing, Provider #15351 for 3 contact hours.

Questions? Contact Anne Simson: asimson@sfhp.org or 415.615.5167



Sponsors: San Francisco Department of Public Health: Maternal, Child and Adolescent Health and Dental Services, Anthem Blue Cross, San Francisco Health Plan, California Dental Association Foundation





Working with Medi-Cal Members
Understanding Member Rights
Questions: (415) 547-7800 or (800) 288-5555

Health Education and Cultural & Linguistics Services

Interpreter services

- ✓ Non-English speaking or limited English proficient Medi-Cal members have the right to receive oral interpreter services on a 24-hour basis at no cost to them.
- ✓ Interpreter services may be provided through an in-person interpreter or telephone language service.
- ✓ Your medical group is required to provide this service to SFHP Medi-Cal members.
- ✓ You must document a member's preferred language (if other than English) in the medical record.
- ✓ You must document the request and refusal of language/interpretation services in the member's medical record.
- ✓ You must discourage members from using friends, family and minors as interpreters.

Health Education

- ✓ Visit SFHP's website at www.sfhp.org to access SFHP's Health Education Library.
 - Download various health education documents in English, Spanish, Chinese and Vietnamese
 - See a list of Health Education Classes available to members in English, Spanish, Chinese and Vietnamese

Grievances & Appeals

Grievances

- ✓ **Definition:** any written or oral expression of dissatisfaction regarding the plan or provider, including quality of care concerns, and may include a complaint, dispute, request for reconsideration or appeal made by a member or the member's representative.
- ✓ **Grievance Forms:** Are available on SFHP's website at www.sfhp.org in English, Chinese, Spanish, Vietnamese and Russian. Sample grievance forms are enclosed in this packet.
- ✓ If a SFHP member files a grievance with your office, contact SFHP's Customer Service Department at (415) 457-7800 or contact SFHP's Grievance Coordinator **immediately** to refer the grievance.
- ✓ Document the grievance, and log the complaint.
- ✓ **Grievances may also be filed**
 - **by phone** at **(415) 547-7800** or **(800) 288-5555**
 - **on line** at www.sfhp.org
 - **by letter, or in person** @ SFHP, 201 3rd Street, 7th Floor, San Francisco, CA 94103

SFHP Provider Manuals and Resources

SFHP Resource	SFHP Website Link
SFHP Grievance Forms	http://www.sfhp.org/members/report_a_problem/
SFHP Medi-Cal Evidence of Coverage (EOC)	http://www.sfhp.org/files/PDF/members/EOC/MC_EOC_ENG.pdf
SFHP Provider Directory	http://www.sfhp.org/members/programs/medical/change_doctors.aspx
Summary of Key Information for Providers	http://www.sfhp.org/files/PDF/providers/Summary_of_Key_Information_for_Providers_May_2012.pdf
Network Provider Operations Manual	http://www.sfhp.org/files/PDF/providers/forms/Network_Operations_Manual_DHCS_approved.pdf
Provider Referral Contacts	http://www.sfhp.org/files/PDF/providers/community_resources/Provider_Resource_Guide.pdf
Language Assistance Services	http://www.sfhp.org/members/programs/medical/Cultural_and_Linguistic_Services.aspx
Formulary	http://www.sfhp.org/providers/formulary/

Working With SFHP

- ✓ As a Medi-Cal provider, SFHP or its medical group representative is required to visit you and conduct a facility site review every 3 years. SFHP has also conducted the ADA access tool, due every 3 years, and loaded your information in our Medi-Cal Provider Directory and on our website.
- ✓ SFHP sends monthly provider bulletins to your office to inform you of any important changes to our programs.
- ✓ You may access SFHP's website at www.sfhp.org at any time for provider resources
- ✓ You may contact SFHP at **(415) 547-7800** for assistance any time on Mondays – Fridays from 8:30am to 5:30pm