Happy Halloween and, more importantly, congratulations to our San Francisco Giants!

It is nearly impossible to believe that 2012 has a mere 2 months left! Our accomplishments thus far in 2012 include more than just a pennant and a World Series Championship ring... we continue to work on improving your experience with us, improving the health of our members, and improving our communication throughout our network.

As we complete this final quarter of the year, we are excited to deliver these important updates from San Francisco Health Plan.

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**Improving Providers’ Experience**

We are committed to improving your experience with SFHP and will be highlighting specific changes and information that we will be implementing as a result of YOUR feedback!

NEW Health education materials are here! Brand new low-literacy and culturally diverse health education fact sheets are now available online [here](#) for SFHP members, and [here](#) for Healthy San Francisco participants.

- Choose from 25+ (and growing) health topics
- Currently English is the only language available but other languages are coming soon
- All fact sheets are easily-downloadable, email-able, and print-able

Our Provider Satisfaction Survey is coming soon! We will send you more information in the coming months.

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

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**San Francisco Health Plan Program Update**

**Healthy Families Program Changes**

In our August provider update, we informed you that 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 have completed their plan for the transition. In the plan, they continue to encourage 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 children moving programs in the first phase of the transition, the attached Healthy Families Letter is expected to be in the hands of members 60 days prior to transition: November 1, 2012. Also attached is Healthy Families Outreach Flyer to provide more information to your patients. Please note that we will be communicating with your IT departments about the expected changes to our electronic files in preparation for this change. For more information, visit the Healthy Families Program website.

**CBAS Program Information**

California Department of Aging sent out the attached CBAS Notice to provide a brief overview of their outreach efforts to the 5,000 plus CBAS beneficiaries choosing to stay in fee-for-service Medi-Cal. The notice emphasizes that Medicare benefits will NOT be impacted by a beneficiary’s enrollment into a Medi-Cal Managed Care plan. If a CBAS beneficiary’s primary care physician is a Medicare provider, he or she is NOT required to change doctors. A beneficiary can continue to see his or her Medicare doctor, and the doctor can continue to bill Medicare as the primary health insurance. We encourage CBAS providers to share this information with their enrollees. If you have any questions, please contact Provider Relations at provider.relations@sfhp.org.
Clinical Care Best Practices Update

Vaccinations for Uninsured Patients
At the SF Department of Public Health’s Adult Immunization and Travel Clinic, uninsured people who meet specific criteria may be eligible to receive shingles, HPV, or chickenpox vaccines for $35 through the Merck Vaccine Patient Assistance Program. Your Healthy San Francisco patients may be eligible for this program since Healthy San Francisco is not health insurance. For more information and eligibility criteria, click here.

Dental Update
Halloween is coming and so are the "Sugar bugs" and "Acid Ghosts"! Have some fun and share the attached Haunted Teeth flyers with your patients’ parents to get the word out about protecting the health of their children’s teeth.

Pharmacy Update
You may be surprised to get calls from pharmacies stating that SFHP does not cover some common medications, such as lithium and clozapine, and that you need to submit a prior authorization request to get them covered. There are four classes of medications that are not part of SFHP benefit and are instead covered by fee-for-service Medi-Cal:

1. AIDS Drugs (e.g. Truvada, Atripla)
2. Alcohol, Heroin Detoxification and Dependency Treatment Drugs (e.g. buprenorphine, naltrexone)
3. Erectile Dysfunction Drugs
4. Psychiatric Drugs (e.g. Abilify, lithium, clozapine, olanzapine)

For these classes of medications, pharmacies need to bill fee-for-service Medi-Cal instead of billing SFHP and you do not need to submit a prior authorization to SFHP. For more information on these “carve-out” classes of medications and a list of included drugs, please refer to page 6 of the MCP: Two-Plan Model section in the Medi-Cal Provider Manual or contact our Pharmacy Department at (415) 547-7818 ext 7085 or pharmacy@sfhp.org.

Health Improvement Update

NEW! Well Visit Incentive Raffle
SFHP is offering an iPad raffle for all patients 1-19 who receive a well visit in 2012. We hope this raffle will improve HEDIS rates in one of our priority measures: Children and Adolescents’ Access to Primary Care Practitioners. In late September, SFHP mailed flyers to all patients 1-19 years of age who hadn’t received a visit with their primary care provider in 2012 to remind them to receive a visit by December 31, 2012 and inform them of the raffle. In March 2013, we will use encounter data to select a winner. 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.

Diabetes Coding
- Through HEDIS medical record review, SFHP found that we had received several claims with diagnoses of diabetes but there was no documentation of diabetes in the patients’ medical records.
- Please remember to only use the 250.00 diagnosis code when coding for a diabetes diagnosis to ensure that only members with diabetes are included in the HEDIS sample.
- Do NOT use the 250.00 or other diabetes code when SCREENING for diabetes, as it puts that patient in the “diabetes” category and they can’t be excluded when it comes to calculating quality scores.
- For more details on HEDIS criteria for all measures, please visit http://www.sfhp.org/providers/quality_improvement/hedis.aspx

Please contact Sari Weis at sweis@sfhp.org or (415) 615-4269 with any questions.
SFHP Staffing Changes for Pay for Performance, Regulatory Compliance, Grievances/Appeals, Practice Coaching

Based on staff moves and two exciting maternity leaves on our Health Improvement team, there are three new people at SFHP working on key quality improvement efforts in partnership with our provider network:

- **SFHP’s Practice Improvement Program** will be led by Project Manager [Cari Jarbouai](mailto:cjarbouai@sfhp.org) through April 2013. Cari will be working with us during Lauren Zutler's maternity leave from late October to late April 2013. Cari comes to us from projects with the Pacific Business Group on Health and work at the Contra Costa Health Services. (Coming up soon, Cari also will help lead our annual HEDIS quality measures data pursuit starting in January 2012, because our Manager of Clinical Quality Sari Weis has a baby due at the end of 2012.)
- **Grievances and appeals filed with SFHP** will be coordinated by [Nicole Ylagan](mailto:nylagan@sfhp.org), who recently moved to the Health Improvement team from another position within SFHP.
- **Adam Sharma** ([asharma@sfhp.org](mailto:asharma@sfhp.org)) joined the Health Improvement team recently as well, and will manage our practice coaching program as well as key regulatory quality assurance efforts including the state Timely Access Requirements and oversight of our nurse advice line. Adam will also build SFHP’s capacity and infrastructure for quality improvement practice coaching for providers and office staff.

The rest of our Health Improvement team is staying put. **Hunter Gatewood** remains Director of Health Improvement, guiding our population health and care experience improvement efforts. He can be reached at [hgatement@sfhp.org](mailto:hgatement@sfhp.org).

Save the Date!

**Upcoming Events**

**IMQ PreCALS Conference** (November 1-2 @ Embassy Suites San Francisco Airport) A two-day conference for medical professionals with a focus on changes in federal healthcare standards. Click [here](#) to register.

**The Healthier Living, a Chronic Disease Self-Management Program** (November 7 @ Mission Neighborhood Health Center) This program is now being offered in Spanish—as Tomando Control de Su Salud. Subjects covered include 1) techniques to deal with problems such as frustration, fatigue, pain and isolation, 2) appropriate exercise for improving strength, flexibility, and endurance, 3) appropriate use of medications, 4) communicating effectively with family, friends, and health professionals, 5) nutrition, and 6) how to evaluate new treatments. The series begins on November 7th and runs every Wednesday for 6 weeks from 2-4:30pm at Mission Neighborhood Health Center. Please see the attached Tomando Workshop flyer for all of the info, including how to register. We encourage you to pass this along to your Spanish-speaking patients! This is a free program for them.

**Health IT Summit** (November 7-8 @ Intercontinental Hotel, Beverly Hills) A gathering of more than 200 healthcare professionals with a focus on health information technology trends and the use of mobile health platforms, electronic health records, and telemedicine. For more information, click [here](#).

**Beacon Fall Exchange** (November 13 @ South San Francisco Conference Center) A one day event for healthcare professionals with an emphasis on the exchange of ideas and best practices for improving patient safety. Click [here](#) to register.

**Industry Collaboration Effort (ICE) Annual Conference** (December 3-4 @ San Francisco Hyatt Regency Hotel) An annual conference focused on healthcare industry trends and developments and the opportunities they present for health plans, physician groups, and healthcare administrators. To register, click [here](#).

Helpful Information

**Changing Your Billing Address**

Moving locations? Have a new billing address? To update the billing address that SFHP has on file for you, please send Provider Relations a W-9 with the correct billing address and tax id number via email at [provider.relations@sfhp.org](mailto:provider.relations@sfhp.org) or fax (415) 615-6450.
Ancillary Provider Update

Updates to our ancillary provider network:

- Non-emergency transportation provider King American Ambulance was added

A full list of our ancillary provider network can be viewed here. 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 kpeifer@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
Dear HOH_NAME,

Please read this letter for important information about the Healthy Families Program!

Over the next year, all children in Healthy Families will move to the Medi-Cal program.

Your child will not lose any health, dental or vision coverage. Medi-Cal includes all the benefits of Healthy Families coverage.

- The move to Medi-Cal will happen over one year, starting in 2013.
- We will send you a letter with the date your child is being moved to Medi-Cal.
- We will send you three more letters with important information before your child is moved to Medi-Cal.

<table>
<thead>
<tr>
<th>Important reminders before your child moves to Medi-Cal:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Pay your Healthy Families premiums every month.</td>
</tr>
<tr>
<td>- Respond to letters about your Annual Eligibility Review.</td>
</tr>
<tr>
<td>- Send us your new address if you move and tell us if you change phone numbers.</td>
</tr>
<tr>
<td>- Watch your mailbox for three more letters about your child’s move to Medi-Cal.</td>
</tr>
</tbody>
</table>

Please read the Frequently Asked Questions on the next page and visit our website at www.healthyfamilies.ca.gov.

If you have questions about Healthy Families, call 1-866-848-9166, Monday to Friday, 8 a.m. to 8 p.m. or Saturday, 8 a.m. to 5 p.m. The call is free.

Sincerely,

Healthy Families Program

See Other Side
Frequently Asked Questions About the Healthy Families’ Move to Medi-Cal

1. Why is Healthy Families changing?
   A new law in California says that children in Healthy Families must be moved to Medi-Cal. The move will take place over one year, starting in 2013.

2. Is Healthy Families open today?
   Yes, Healthy Families is open. Don’t forget to pay your premiums on time every month and read all your mail from Healthy Families and Medi-Cal.

   You can use Health-e-App, the on-line Healthy Families Application, for your annual eligibility reviews or to add a child to Healthy Families. Visit Health-e-App at www.healtheapp.net.

3. What is Medi-Cal?
   Medi-Cal is California’s Medicaid program. It provides medical, dental and vision benefits.

4. Will my child be in the same health plan?
   Your child will have health coverage. If your child’s Healthy Families health plan also works with Medi-Cal, your child will stay in the same plan.

   If your child’s Healthy Families health plan does not work with Medi-Cal, you will have to choose a new health plan or a Medi-Cal doctor, depending on the county you live in. We will send you more letters if you need to select a new plan for your child.

5. Will my child be in the same dental plan?
   Your child will have dental coverage, but may not be in the same dental plan. We will send you more letters about dental coverage.

6. Will my child be in the same vision plan?
   Your child will have vision coverage. Medi-Cal provides vision services through Medi-Cal health plans and Medi-Cal doctors. We will send you more letters about vision coverage.

7. Will I pay premiums for my child in Medi-Cal?
   It depends on your income. Some families may not have to pay premiums to Medi-Cal. Some higher income families may pay monthly premiums of $13 for each child, up to a maximum of $39 for all children in a family.
What Families Should Know About Changes to the Healthy Families Program

In this year’s state budget, Governor Brown and state lawmakers decided to move all 875,000 children enrolled in the Healthy Families Program into the Medi-Cal program in order to combine the state’s health care services for children into one program. Medi-Cal is a state program that provides comprehensive medical, dental and vision coverage to millions of Californian children.

Healthy Families children will not move to Medi-Cal until January 2013 at the earliest.

- For parents with children in Healthy Families, nothing about your child’s health coverage will change immediately.
- Families will receive notices from the state at 90/60/30 day intervals before any change in their child’s coverage.
- The move is expected to happen in four phases – individual move dates will vary depending on where the child lives and the child’s current health plan.

Children will not lose health coverage.

- While the move may require some families to choose a new health plan or change their doctor or dentist, children currently in Healthy Families will continue to have comprehensive health insurance, with no gap in coverage.
- Medi-Cal coverage includes all the benefits of Healthy Families coverage, including mental health benefits.
- The cost of premiums will not increase, and families with incomes determined to be at or below 150 percent of the federal poverty line will no longer be charged premiums once they move to Medi-Cal.

Healthy Families and Medi-Cal remain open for enrollment and families can still apply today for either program.

Families can still apply for free or low-cost health coverage for their children in Healthy Families or Medi-Cal. To apply, families can:

- Call Healthy Families at 1-800-880-5305;
- Visit www.healtheapp.net;
- Find a local certified application assistor (CAA) by visiting http://www.healthyfamilies.ca.gov/Joining/Apply_to_HFP.aspx#caa; or
- Visit your county social services office (find locations at http://1.usa.gov/Nj3as3).

Parents with children in Healthy Families should watch for a series of mailed letters from the state, which will provide information about any steps families need to take before moving to Medi-Cal. Families who receive renewal notices for their Healthy Families coverage should continue the renewal process to ensure they maintain continuous coverage. Families should also continue to pay their Healthy Families monthly premiums to maintain continuous coverage.

Questions or problems with accessing children’s health care or coverage should be directed to the Health Care Help Center (1-888-466-2219).
The purpose of this letter is to provide clarification to providers and other interested parties of the CBAS benefit under Medi-Cal Managed Care.

For More Information:
Access the following websites:

✓ http://DHCS.ca.gov/ADHCtransition
✓ www.aging.ca.gov/ProgramsProviders/ADHC-CBAS/Default.asp

Contact DHCS or CDA by email at:

✓ DHCS – CBAS@DHCS.ca.gov
✓ CDA – CBAScda@aging.ca.gov
October 18, 2012

Dear CBAS Center Administrators and Program Directors,

The Department of Health Care Services (DHCS) and the California Department of Aging (CDA) are writing to inform you of the continuing steps we are taking to provide clear information to physicians, hospitals, professional associations, and CBAS providers to help everyone understand the benefits of a coordinated system of care, to clarify that these physicians can continue treating their Medicare patients who are CBAS participants if the participant enrolls in Medi-Cal Managed Care, and how the physician can go about doing that. We encourage you to share this letter with beneficiaries, physicians, and other interested parties.

Over the past few months, the State has taken numerous steps to ensure that accurate information is provided regarding the transition of the CBAS benefit to Medi-Cal Managed Care. These activities include:

- Notices sent to beneficiaries and CBAS providers
- Webinars to educate CBAS providers on the transition
- Weekly calls with health plans
- Several stakeholder meetings
- Conference calls directed to address the concerns of physicians
- Developing informative tools like FAQs to educate all about the CBAS transition

DHCS and CDA are aware that despite these efforts, some physicians and other providers are still misinformed about the transition, not providing complete or accurate information to their patients, and in some instances, apparently violating Medi-Cal Program rules. Over the coming months, DHCS and CDA will redouble efforts to work with Medicare physicians and other providers to continue to dialogue and educate them regarding Program rules. When appropriate to safeguard Medi-Cal Program integrity, DHCS Audits and Investigations will also follow up on reported concerns regarding inappropriate billing and other Program violations.

The following are critical points that DHCS and CDA want Medicare physicians, Medi-Cal providers, and beneficiaries to know:
• If a CBAS participant’s primary care physician is a Medicare provider, that beneficiary is not required to change doctors. A CBAS beneficiary can continue to see his or her personal Medicare doctor, and the doctor can continue to bill Medicare because Medicare is the primary health insurance. The doctor does not need to be part of the network of doctors for a Medi-Cal managed care plan.

• The State is aware that some Medicare physicians are reportedly turning away their patients who enroll in Medi-Cal Managed Care. This is an unfortunate and unnecessary choice of the Medicare physician. Medicare benefits are not impacted by a beneficiary’s enrollment into a Medi-Cal Managed Care plan. A patient’s enrollment in a Medi-Cal Managed Care plan WILL NOT reduce a physician’s payment for services provided.

• Please note: It is NOT LEGAL for a Medicare doctor to charge Fee-For-Service (FFS) Medi-Cal beneficiaries for a Medicare copayment or deductible, and it is NOT LEGAL to charge a copayment or deductible to beneficiaries enrolled in Medi-Cal Managed Care. All Medicare services for beneficiaries enrolled in Medi-Cal Managed Care stay the same because Medicare is the primary health insurance. If doctors bill Medi-Cal today for a copayment or deductible, they can continue to bill Medi-Cal through the managed care plan and be reimbursed according to existing Medi-Cal payment rules.

DHCS and CDA appreciate all the work CBAS providers have done to educate CBAS participants and assist them with the choices they have been asked to make. As we continue our efforts, we ask you to continue to encourage your participants to have conversations with their physicians regarding CBAS, including the implications for them and their families if participants choose to not to enroll in Medi-Cal Managed Care and, in turn, opt-out of the ability receive the CBAS benefit.

Thank you,

Jane Ogle,  
Deputy Director,  
Department of Health Care Services

Lora Connolly,  
Director,  
Department of Aging
This Halloween, don’t let treats trick your child’s teeth. Each time your child takes a bite of a sugary treat, bacteria that lurk in the mouth use the sugar to make “ACID Ghosts.” Even after sweets are swallowed, acid can haunt teeth for up to 2 hours. If sweets are eaten many times during the day, the acid can cause cavities!

**Children (and adults) love Halloween treats! How can parents keep “ACID Ghosts” away?**

**PARENT’S HALLOWEEN CANDY TIPS**

- Keep your child’s bag of Halloween candy in your control. Parents can decide when and how much candy children can eat.
- Don’t let your child snack on candy all day. A good time to allow your child to have a piece of candy is after a meal.
- Have your child drink a glass of water after eating sweets. San Francisco tap water has fluoride to protect teeth and rinse away acid.
- Avoid sticky candies (caramels, taffy, gum) – these stick to teeth too long. Avoid sour candies (gummies, lemon drops) – these add to acid on teeth. Choose candies and gum that are sugar free or contain “Xylitol.”
- Brush your child’s teeth twice a day and floss once a day - children under 8 can’t do a good job without your help.
- Visit the dentist twice a year. Ask about dental sealants & fluoride varnish.

Need Help Finding a Dentist? Call 1-800-300-9950
San Francisco Women & Children’s Health Referral
Este Halloween, no permita que los dulces engañen los dientes de sus hijos. Cada vez que su hijo/a muerde algo azucarado, la bacteria que ronda en la boca usa el azúcar para crear “ACIDOS Fantasmas”. Aún después de que el dulce haya sido ingerido, el ácido puede espantar a los dientes hasta por dos horas. ¡Si se come dulce varias veces durante el día, el ácido puede causar caries!

GUIA PARA PADRES SOBRE LOS DULCES DE HALLOWEEN

- Mantenga la bolsa de dulces de Halloween de sus hijos bajo su control. Los padres pueden decidir cuándo y cuánto dulce pueden comer los niños.
- No permita que su hijo/a coma dulces todo el día. Una buena hora para permitir que coman dulce es después de la comida.
- Haga que su hijo/a se tome un vaso de agua después de haber comido algo dulce.
- Evite dulces pegajosos (caramelo, chicle, melcocha) - estos se pegan en los dientes por mucho tiempo.
- Evite dulces amargos (gomas, pastillas de limón) - estos agregan ácido en los dientes. Elija dulces y chicles que no tengan azúcar o que contengan “Xylitol”.
- Cepille los dientes de sus hijos 2 veces al día y use hilo dental por lo menos 1 vez al día - Niños menores de 8 años no pueden hacer un buen trabajo sin su ayuda.
- Visite al dentista 2 veces al año. Pregunte sobre los selladores dentales y barniz de fluoruro.

Necesita Ayuda en Encontrar un Dentista - Llame al 1-800-300-9950
Línea de Referencia de Salud Para Mujeres y Niños en San Francisco
萬聖節期間
預防蛀牙的策略

在這個萬聖節日，小心不要讓收到的糖果有機可乘來攻擊你孩子的牙齒健康。每當孩子吃糖果時，潛伏在口腔中的細菌會將糖份變成“糖酸鬼”。即使吞下糖果，此糖酸能黏在牙齒上長達兩小時。若白天多次吃糖，糖酸會導致蛀牙!

給家長萬聖節糖果的提示

 你需要控制孩子的萬聖節糖果袋。家長可以決定孩子在何時可以吃多少糖果。

 不要讓孩子整天以糖果作小吃。最好是在飯後才吃糖。

 吃甜食後讓孩子喝一杯水。三藩市的自來水含有氟化物可保護牙齒和沖掉糖酸。

 避免黏性的糖果（焦糖，太妃糖，口香糖）— 這些糖份會長時間黏在牙齒上。
  避免酸的糖果（膠黏的糖，檸檬汁滴）— 這些糖會增加牙齒酸性。
  選擇沒有糖份或含有“Xylitol 木糖醇”的糖果及口香糖。

 八歲以下的小孩不能把牙齒刷乾淨，所以需要你早晚幫他刷牙及用一次牙線。

 每六個月約見牙醫做定期檢查。詢問有關牙齒防蛀劑和氟化物塗膜。

如有需要尋找一位牙醫請致電
三藩市婦孺健康介紹線 1-800-300-9950
TOMANDO CONTROL DE SU SALUD

Cuando: Cada Miércoles por seis (6) semanas, 2:00 – 4:30pm
Empieza el 7 de Noviembre 2012

Dónde: 240 Shotwell Street, SF, CA, 94110
Mission Neighborhood Health Center

¡Un programa reconocido y diseñado por La Universidad de Stanford para ayudar a los participantes a vivir una vida más feliz y más sana!

¿Quién debe asistir?
- Cualquier persona con condiciones crónicas
- Familiares o amistades de la persona con condiciones crónicas
- Cualquier persona interesada en ser más activa física y socialmente.

Durante las clases de TOMANDO CONTROL participantes aprenderán a:
- Enfrentarse a la depresión, frustraciones, y angustias
- Como reducir la fatiga, la ansiedad, y el dolor
- Comunicarse mejor con sus médicos, con amigos, y con su familia
- Resolver problemas para hacer cambios positivos
- Comer mejor y mantener una dieta sana
- Manejar mejor sus condiciones crónicas para disminuir el impacto en su vida.

Para registrarse al programa TOMANDO CONTROL DE SU SALUD, por favor contacte a Jean Grady al teléfono: (415) 550-6003. Gracias!

Este programa es posible gracias a los esfuerzos que realizan los Servicios para Mayores de La Calle 30 y el Departamento de Servicios para el Envejecimiento y para Adultos de San Francisco, el Departamento de Salud de San Francisco, y el Plan de Salud de San Francisco.