

# Provider Update



**April 1, 2015**

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## **Please See These Important Updates from San Francisco Health Plan**

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**San Francisco Health Plan will be upgrading our data center from Thursday, April 9th at 6:00pm through Monday, April 13th at 8:00am**

During the upgrade, SFHP offices will be closed, and all network connectivity will be inaccessible. This includes:

- All Provider Portal and network connections
- All office phone connectivity, including call forwarding
- Email and faxes

Emails, phone messages, and faxes cannot be received by SFHP during the outage.

We sincerely regret this inconvenience. We will monitor the maintenance work closely and will restore the systems as soon as our upgrade is complete.

During this time, please use the DHCS Medi-Cal website to check patient eligibility at:

<https://www.medi-cal.ca.gov/eligibility/login.asp> .

SFHP's Utilization Management Department will approve any emergent inpatient admissions that meet medical necessity criteria during this time and will revisit inpatient admissions and repatriations once our systems are back online.

Our 24-hour Nurse Help Line will be available at 1 (877) 977-3397.

For matters that are not urgent, please contact us on Monday, April 13th, when regular business operations will resume.

Visit our website at [www.sfhp.org](http://www.sfhp.org) for the most up-to-date information. We will post the status of our data center at 6:00pm on Sunday, April 12th.

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## **Mandatory Cultural Awareness and Sensitivity Training**

The Department of Health Care Services (DHCS) requires that all medical and administrative personnel that interact with Medi-Cal beneficiaries complete a Cultural Awareness and Sensitivity Training.

San Francisco Health Plan has contracted with Quality Interactions to provide a web based interactive training. It will take about 45 minutes to complete this training. You do not need to finish it all at once; your progress will be saved and you can come back to it at another time. Please complete the training by April 30, 2015.

Detailed Instructions (please read):

Follow the instructions below to create a profile and begin training. If you require assistance, please contact [help@qualityinteractions.org](mailto:help@qualityinteractions.org).

1. Go to <http://qualityinteractions.interactyx.com/login.aspx>. Return to this site and login using your username and password to access training in the future.

2. Click "Sign Up Here" at the bottom of the grey login box on the right

3. Complete required fields (marked with \*):

- Username: Prefix of work email address (highlighted portion: xxx@example.com)
- Email: Work Email Address
- Address: Work Address

- Title: Select from drop-down menu OR enter title in field beneath Organization
- Organization: Clinic/Location
- Organization ID: 57005 (VERY IMPORTANT for proper registration, please use the code provided).

4. Under the “My Courses” tab, click “My Learning Paths”
5. Click “Launch” to the right of your selected course or pathway
6. Click “FREE” to register and then “Start” to reach the Home Page for your selected course \*Nurse Practitioners: Please select the Physician Course (CME)
7. Content section(s) will be listed to the left of the course description. Click on each section in the order they are listed to complete the course. Complete sections will be marked by a green check.
8. Once you complete the course, click the “Reports” tab to view/print your certificate.

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## Pharmacy Update

### Medication Therapy Management

Effective **November 1, 2014**, San Francisco Health Plan contracted with OutcomesMTM™ to offer Medication Therapy Management (MTM) services to Medi-Cal Seniors and Persons with Disabilities members. OutcomesMTM identifies, specially trained Personal Pharmacists in communities throughout San Francisco to deliver these services. By using an OutcomesMTM Pharmacist, members get the extra attention they need to keep their medications on the right track. MTM services may be available face-to-face or via phone. Services offered to members include Comprehensive Medication Review, prescriber or non-prescription consultation and drug information. For more information on how to help your patients get started or to learn more about our MTM program, please visit our [website](#).

### Doxycycline

Effective **January 21, 2015**, doxycycline HYCLATE 50 mg capsules, 100 mg capsules and 100 mg tablets were removed from SFHP formulary. Preferred doxycycline formulations will be doxycycline MONOHYDRATE 50 mg capsules, 100 mg capsules and 100 mg tablets. Members currently using doxycycline HYCLATE formulations will be

grandfathered on their existing regimen until further notice. Please contact SFHP pharmacy department at [medpharm@sfhp.org](mailto:medpharm@sfhp.org) or (415) 547-7818 ext 7085 with any questions or concerns.

### **Makena**

Hydroxyprogesterone caproate (Makena®) will now be available effective **January 13, 2015** in both the pharmacy and medical benefits. Hydroxyprogesterone caproate is used to reduce the risk of preterm birth in pregnant females 16 years of age or older. For this drug to be covered as either a medical or pharmacy benefit, prior authorization criteria must be met. In the pharmacy benefit, it is restricted to SFHP's specialty pharmacy, US Bioservices. Please contact US Bioservices at (888) 518-7246 for any questions or to transfer a prescription.

SFHP's specialty drug list is reviewed monthly and updated to reflect market changes. Please refer to the SFHP Specialty Drug List at <http://www.sfhp.org/providers/formulary/specialty-pharmacy/> for any updates. If you have any questions, please contact the Pharmacy Department at (415) 547-7818 ext 7085 or [medpharm@sfhp.org](mailto:medpharm@sfhp.org).

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### **New S.F. Area Code**

As many of you may know, the 415 area code has been overlaid. The 415 area code, which still covers San Francisco and parts of Marin and San Mateo counties, is being joined by the 628 area code. Everyone in the 415 area code will need to add the "415" to make a call. If you're calling from a landline, you'll have to add a "1" then dial "415" area code before dialing the phone number. Please keep this in mind when contacting San Francisco Health Plan and other partners in our county. [Click here](#) for more information.

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### **WIC Breastfeeding Education and Support Services**

The San Francisco WIC Program is now offering Peer Counseling Breastfeeding Classes and Support Groups for WIC Participants at 30 Van Ness, Suite 2118. For more information, call (415) 558-5942. Please share this information and WIC flyers with your

patients and colleagues.

Support Group Flyer:

- [English](#)
- [Spanish](#)
- [Chinese](#)

Breastfeeding Class Flyer:

- [English](#)
- [Chinese](#)

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Should you have any other concerns or need assistance with Provider Relations or Health Services issues, please do not hesitate to contact Provider Relations at (415) 547-7818 x 7084  
[Provider.Relations@sfhp.org](mailto:Provider.Relations@sfhp.org) or  
**James Glauber, MD**, Chief Medical Officer, at [jglauber@sfhp.org](mailto:jglauber@sfhp.org).

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