

Provider Update



August 1, 2015

Please see these important updates from San Francisco Health Plan

State Reporting Requirements for Provider-Preventable Conditions (PPC)

Since **July 1, 2012**, federal law and regulations require all providers to report provider-preventable conditions (PPC) that occur in inpatient and outpatient settings.

A provider must report the occurrence of any PPC in any Medi-Cal patient that did not exist prior to the provider initiating treatment. A provider must report the occurrence regardless of whether or not the provider seeks Medi-Cal reimbursement for services to treat the PPC. Reporting a PPC for a Medi-Cal beneficiary does not preclude the reporting of adverse events, pursuant to *Health and Safety Code* (H&S Code), Section 1279.1, to the California Department of Public Health (CDPH). For a list of frequently asked questions on the State's Web site, please go to this link:

http://www.dhcs.ca.gov/individuals/Pages/AI_PPC.aspx

A provider reports a PPC by completing and submitting the *Medi-Cal Provider-Preventable Conditions (PPC) Reporting Form* (DHCS 7107). Providers must submit the form within five days of discovering the event and confirming that the patient is a Medi-Cal beneficiary.

If the beneficiary is enrolled in the fee-for-service (FFS) Medi-Cal program, the form must be sent to the DHCS Audits and Investigations Division. If the beneficiary is enrolled in a Medi-Cal Managed Care Plan (MCP), the provider must report the PPC to the

beneficiary's managed care plan.

Medi-Cal FFS will adjust payment for PPCs, as required by the *Patient Protection and Affordable Care Act* (PPACA), Section 2702, and as defined by the *Code of Federal Regulations*, Title 42, parts 447, 434 and 438. Medi-Cal will not adjust payment for PPC-related claims when the provider notes that the PPC existed prior to the provider initiating treatment for the patient. Payment adjustment will be limited to PPCs that would otherwise result in an increase in payment and to the extent that DHCS can reasonably isolate for nonpayment the portion of payment directly related to the PPC.

As specified by federal regulations, PPCs are recognized as Other Provider-Preventable Conditions (OPPCs) in all health care settings and Health Care-Acquired Conditions (HCACs) in inpatient hospital settings only.

To report a PPC related to a member of San Francisco Health Plan, please complete and fax the *Medi-Cal Provider-Preventable Conditions (PPC) Reporting Form* (DHCS 7107) to Provider Services **1(415) 547-7818 ext. 7084**.

Pharmacy Update

Viread and Epivir Carve-Outs

We would like to inform our providers that Viread (tenofovir) and Epivir (lamivudine) are subject to a carve-out regardless of diagnosis. These medications should follow billing instructions for noncapitated drugs to Medi-Cal Fee-for-Service, not San Francisco Health Plan.

- For more information on other “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*.

Blood Pressure Monitors Will Be Covered Through Pharmacy

SFHP is pleased to announce that blood pressure monitors will be covered through pharmacy benefits this August! Your patient will need a prescription written for a blood pressure monitor for network pharmacies to process this benefit. Please note that

monitors with a value up to \$50 will be covered, each member is eligible for 1 monitor every 5 years and this benefit is exclusively available for our Medi-Cal members only.

Viekira Pak

Effective **July 1, 2015**, US Bioservices, SFHP Specialty Pharmacy vendor, is providing exclusive distribution for Viekira Pak (ombitasvir, paritaprevir, ritonavir, and dasabuvir). Please contact US Bioservices at **1(888) 518-7246** for any questions or to call in 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/files/providers/formulary/SpecialtyRxList.pdf> for any updates.
- As a reminder, SFHP uses the mandated California Department of Health Care Services (DHCS) criteria for all requests for Hepatitis C therapies including, but not limited to, Viekira Pak, Harvoni (ledipasvir and sofosbuvir), Sovaldi (sofosbuvir) and Olysio (simpeprevir). Criteria can be found at: <http://www.dhcs.ca.gov/Pages/HepatitisC.aspx>.
- Approved requests are limited to one Viekira Pak (#112 tablets/package) per 28 days. The US Bioservices Specialty Pharmacy can be reached at **1(888) 518-7246** and the disease specific phone line for Hepatitis C can be reached at **1(866) 223-7914**.

To view formulary information, please visit our website at <http://www.sfhp.org/providers/formulary>. If you have any questions, please contact the Pharmacy Department at **1(415) 547-7818 ext. 7085** or pharmacy@sfhp.org.

Member Incentives for Preventive Care

Incentive for SFHP Medi-Cal Patients with Hypertension

SFHP is continuing its incentive program for members with hypertension. This program was successfully piloted in the Fall of 2014 – information about the incentive was sent to over 7,000 members with hypertension, and more than 1,000 members received the incentive.

Members with a hypertension diagnosis are eligible to receive a \$25 Walgreen's gift card

for the 2015 calendar year if they complete two requirements.

1. Have a blood pressure check at their PCP site – the provider or clinic staff must document the following to qualify:

- Blood pressure check date
- Result
- Is this level considered normal? (Yes/No)
- Follow-up appointment date (if BP is not in normal range)
- Provider signature

2. Fill out a Healthy Heart Action Plan describing how they intend to lower their blood pressure if it is high, or maintain their blood pressure if it is in normal range
SFHP Medi-Cal members will receive an automated call and be mailed information about this incentive in September 2015. The mailer will contain a hypertension fact sheet and a Controlling High Blood Pressure incentive form, along with an insert regarding the benefits of home blood pressure monitoring. Members must complete their blood pressure check and Healthy Heart Action Plan before **December 31, 2015** in order to be eligible to receive this incentive. Electronic copies of the materials are available upon request.

Please contact Annie Humphreys, Clinical Quality Specialist (ahumphreys@sfhp.org) with any questions.

New Incentive for SFHP Medi-Cal Patients with Diabetes

SFHP has added a new incentive for members with diabetes! Medi-Cal members with a diabetes diagnosis can now receive TWO incentives per year:

- \$25 for a retinal eye exam (new!)
- \$25 for receiving all of the following: HbA1c screening, blood pressure screening, and kidney protection lab or medication (medical attention for nephropathy)

SFHP members with diabetes were mailed information about this new incentive in late July. The mailer contained an updated diabetes passport with health education material about managing diabetes, and two incentive forms for members to bring in to have their providers sign. Members must complete each screening by **December 31, 2015** in order to be eligible for the corresponding incentive. Electronic copies of the materials are

available upon request.

SFHP's Medi-Cal members are eligible for vision services through VSP. Routine dilated eye exams by VSP optometrists are covered annually every 12 months for members with diabetes. To find a VSP provider, visit www.vsp.com, or call **1(800) 877-7195**.

Please contact Annie Humphreys, Clinical Quality Specialist (ahumphreys@sfhp.org) with any questions.

Medi-Cal Renewal Notices mailed to Members

In an effort to keep San Franciscans enrolled in their Medi-Cal coverage, San Francisco Health Plan is mailing notices every month to all members identified as due for renewal of their Medi-Cal coverage within 60 days.

If you have an SFHP member asking your staff questions regarding this notice, please refer them to the San Francisco Health Plan Service Center to schedule an appointment to renew their Medi-Cal coverage by calling **1(415)777-9992**.

The San Francisco Health Plan Service Center is located at 7 Spring Street near California and Kearny. Appointments are offered Monday through Friday 8:30am to 5:00pm and are required for Medi-Cal Renewals. You may access a complete listing of directions and public transit lines by [clicking here](#).

If you have any questions about the Service Center or Medi-Cal Renewals please contact Charlene Chen at **1(415)615-4453**. A sample notice for your reference is accessed by [clicking here](#).

Pediatric and Family Practice PCPs: Electronic “Staying Healthy Assessment” (SHA) forms now available from DHCS

The CA Department of Health Care Services (DHCS) has published SHA forms that can be completed electronically for three age groups: 0-6 months, 7-12 months, and 12-17 years. You still have the option of printing the original forms for these age groups for completion by hand. SHA forms for all other age groups are not available in electronic format at this time. DHCS has not yet added the new electronic forms to their website, but SFHP is in the process of adding them to the following section of our website, where you can also access more information about the SHA:

<http://www.sfhp.org/providers/download-forms/staying-healthy/>.

In the interim, please find the new electronic forms in SFGH threshold languages in the link above. Please contact Abby Wolf, RN, PHN, Facility Site Review Nurse, at awolf@sfhp.org or **1(415) 615-5100** with any questions or concerns.

California Children's Services (CCS) Overview and Training RESCHEDULED

****California Children's Services training was previously cancelled. It is now rescheduled to August 19, 2015 from 12:00pm - 1:30pm.****

California Children's Services (CCS) is a state program for children with certain diseases or health problems. Through this program, children up to 21 years old can get the health care and services they need.

Do you want to know more about what they can offer or how to coordinate care for your members with them? Please register for your spot ASAP at:

<https://attendee.gotowebinar.com/register/8658512599556971522>. This training will be held via webinar.

If you have any questions regarding this training, please contact Sandy Chiang (schiang@sfhp.org).

Summer 2015 CHDP Children's Dental Referral Directory

Please use the following link to access an updated San Francisco CHDP Children's Dental Referral Directory:

https://www.sfdph.org/dph/files/dentalSvcdocs/CHDPDentalDir_062012_Eng.pdf

Please also note these important reminders:

- All children should be referred to a dentist beginning at one year of age, and every six months, or earlier if a problem is noted or suspected.
- Please advise the parent/guardian to make a dental appointment for their child on the same day as their health assessment, if possible, to ensure their child receives dental care within their period of Medi-Cal eligibility.
- You may include the CHDP help line number **(1(800) 300-9950)** on the PM 160 form that is given to the parent/guardian to assist with finding a dentist.
- Please either check the dental referral box, or enter "5" in the problem suspected box with comments on the PM 160 form.

Thank you for caring for San Francisco children in need!

e-Prescribing is now Live for SFHP members!

We are pleased to announce that e-prescribing for SFHP members are now accessible through Surescripts. e-Prescribing enables **point-of-care information** on your prescriptions, including:

- Prescription routing
- SFHP formulary information
- Member dispensed medication history

Many kinds of prescribing software are certified to pass e-prescribing data to Surescripts.

[Consult their website here for a list.](#)

If you have questions about e-prescribing, contact SFHP's Pharmacy department at medpharm@sfhp.org or **1(415) 547-7818 ext. 7085**.

Expand Your Pain Management Treatment Options

Save the date! FREE All-day training for staff! Meals provided! SF Safety Net Pain Management Workgroup & SFHP hosts the 4th annual Pain Management Conference **Wednesday, September 16, 2015** at the Jewish Community Center of San Francisco.

Curriculum includes:

- Risk & Harm Reduction
- Multimodal Treatment Options
- Integrative Care Options
- Tools for all staff

REGISTER HERE! <https://www.surveymonkey.com/r/painday2015>

Details & registration information coming soon. Email pain@sfhp.org for more information.

Member Newsletter for Non-Specialty Behavioral Health

Providers may be interested in the annual member newsletter from our non-specialty behavioral health network. The newsletter was recently sent to all Medi-Cal members, and covers topics such as:

- Member FAQs
- Post-hospitalization followup
- Self-Management tools
- Member rights and responsibilities

Please [click here](#) for a PDF copy of the newsletter.

Provider Appointment Availability Survey

Under the Timely Access Regulations, health plans are required to conduct two annual surveys to demonstrate that urgent and non-urgent care appointments (including primary care, specialty care, ancillary, and behavioral health) are offered within specified timeframes. To meet these requirements, SFHP partners with the Industry Collaborative Effort (ICE) to administer the 2015 Appointment Availability Survey between August 11 and December 30th, 2015. The survey, which is expected to take approximately 10 minutes, will ask provider offices to identify individual provider's next available appointment (date/time) for various types of non-emergency care.

SFHP strongly encourages providers to participate; non-participation will be deemed non-compliant with the Timely Access Regulations, per state requirements. ICE will be mailing more information to providers regarding the survey and requirements within the next few weeks. Providers can also find more information about survey process and requirements on the DMHC website located at www.dmhc.ca.gov. For any questions about the Timely Access Regulations or the Appointment Availability Survey please reach out to SFHP's Provider Relations Department at **1(415) 547-7818 ext. 7084** or through email at Provider.Relations@sfhp.org.

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 **1(415) 547-7818 ext. 7084**, Provider.Relations@sfhp.org or

Jim Glauber, MD, MPH, Chief Medical Officer, at jglauber@sfhp.org.

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