



PROVIDER UPDATE

August 2017

Please see these important updates from San Francisco Health Plan

Our August Update includes information on:

1. Updated DHCS Reporting Requirements for Provider Preventable Conditions (PPCs)
2. PM160 Announcement
3. Upcoming Family Planning Trainings
4. August FSR Provider Pearls - Adult Immunizations
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1. Updated DHCS Reporting Requirements for Provider Preventable Conditions (PPCs)

On May 23, 2017, the California Department of Health Care Services (DHCS) issued

a new All Plan Letter on reporting requirements for Provider Preventable Conditions (PPCs). Guidance on PPCs, including definitions, a list of conditions, reporting instructions, and frequently asked questions can be found [here](#).

Changes to reporting requirements include:

- A new [secure online reporting portal](#) to report PPCs to DHCS.
- Effective May 15, 2017, DHCS will only accept PPC reports through the portal and will no longer accept paper reports of PPCs.
- Providers are required to report to SFHP all PPCs reported to DHCS through the portal.

To report a PPC regarding a SFHP member, please email the information reported to DHCS to SFHP's [Provider Relations](#) department. If you have additional questions, please contact SFHP Provider Relations at 1 (415) 547-7818 ext. 7084.

2. PM160 Announcement

DHCS recently announced [changes](#) for the submission of CHDP form PM 160 ("Confidential Screening/Billing Report").

Changes effective July 1, 2017 will be impacting fee-for-service patients only.

The PM 160 process for managed care members will not be changing at this time. SFHP will communicate further updates as they become available.

3. Upcoming Family Planning Trainings

The SFDPH Family Planning Program is offering training focused on counseling for family planning in a clinical setting. Those who engage with patients of childbearing age are encouraged to attend.

Trainings are free for SFDPH staff. For non-SFDPH staff, the cost is \$60 per training. Nursing CEs are available, along with optional certification for MEAs, Health Workers, and front office staff.

To register, fax a completed registration [form](#) to Kitty Ha at 1(415)575-5799.

Contraceptive Counseling 101

When: Wednesday, October 25, 2017, 8:00 a.m. to 5:00 p.m.

Where: 30 Van Ness Avenue, SF

Learning Objectives:

- Use reproductive life plan questions, motivational interviewing, shared decision making
- Describe FDA-approved birth control

Sexually Transmitted Infections

When: Tuesday, January 23, 2018, 8:00 a.m. to 5:00 p.m.

Where: 30 Van Ness Avenue, SF

Learning Objectives:

1. Record patient sexual history
2. Identify STD symptoms, transmission
3. Use harm reduction

4. August FSR Provider Pearls - Adult Immunizations



Jackie Hägg, SFHP Nurse Specialist, Provider Quality and Outreach, offers “Provider Pearls” each month on various DHCS requirements to ensure compliance regarding facility site, medical record, interim monitoring, and FSRC (provider accessibility) reviews.

What: Adult Immunizations: (Immunizations) Given according to Advisory Committee On Immunization Practices (ACIP) Guidelines [Found in the Medical Record Review, Section V. Adult Preventive Criteria (L) (1)].

In October 2016, ACIP approved the 2017 Immunization Schedule for Adults Aged 19 years or older, effective February 1, 2017.

Why: Patients trust you to give them the best advice on how to protect their health. Vaccine-preventable diseases can result in serious illness, hospitalization, and even

death. Make adult vaccination a standard of care in your practice! Be proactive and champion your patient's health and do not contribute to the U.S. adult vaccination statistic that reports extremely low adult vaccination rates.

Who: Assess the immunization status of all your patients.

When: Assess your patients' immunization needs at every clinical encounter.

How: Refresh your knowledge on "Practice Standards for All Healthcare Professionals" provided by The National Vaccine Advisory Committee (NVAC).

For any questions, please contact Jackie by [email](#) or at 1(415) 615-5637.

Helpful links:

[ACIP Recommendations](#)

Complete list of ACIP recommendations published in the MMWR.

[Recommended Immunizations for Adults \(19 Years and Older\) by Age and Medical Condition](#)

[Screening Checklist for Contraindications to Vaccines for Adults \(English\)](#)

Also available in Spanish, Arabic, Chinese, French, Hmong, Korean, Russian, Turkish, and Vietnamese.

[Screening Tool for Adults to Determine Which Vaccines May be Needed](#)

(Source: Immunization Action Coalition, For Health Professionals, Handouts: Clinic Resources)

[Before you vaccinate adults, consider their "H-A-L-O"!](#)

[i] <https://www.cdc.gov/vaccines/hcp/adults/for-practice/standards/index.html>

[ii] www.cdc.gov/vaccines/hcp/adults.

5. Managing Chronic Pain Together

Pain Day!

Wednesday, September 20, 2017

JEWISH COMMUNITY CENTER OF SAN FRANCISCO



Managing Chronic Pain Together

How Patients and Providers Can Work Together to Create Sustainable Treatment Plans

Event is from 8:30am to 4:00pm (Registration starts at 7:30am)

Themes we will address during this FREE, all-day conference:

- Understanding the Successful Components of Relationship-centered Care in Chronic Pain Management
- Building the Foundation for Integrated Pain Management
- Exploring Different Voices in the Role of Medications for Treatment of Chronic Pain

Who should attend?

Morning Session

- Patients
- Members of the Community
- Medical Providers
- Behavioral Health Clinicians and Assistants
- Nurses
- Medical Assistants
- Other staff involved in pain management at your clinic

Afternoon Session

- For ONLY Providers, Nurses, Clinicians, and all staff involved in pain management

Questions?

e mail pain@sfhp.org

Meals will be served

Continuing Education Credit information to come

Registration opens July 20th. **Please register here!**



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To register, please visit our [website](#).

6. Access Survey: Provider Appointment Availability

Under the Department of Managed Health Care (DMHC) Timely Access Regulations, health plans are required to demonstrate that urgent and routine appointments are offered within specified time frames. To meet these requirements, SFHP administers

the 2017 Appointment Availability Survey from August 1st until December 28th 2017. 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 nonemergency care. Please inform your frontline staff who answer the phone that they may be receiving this call from SFHP and that nonparticipation will be deemed noncompliant with the Timely Access Regulations, per state requirements.

Please refer to the [informative flyer](#) that can be shared with your team as well as an [access one-pager](#) that clarifies the timely access regulations. Providers can also find more information about survey process and requirements on the DMHC website located [here](#). 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.

7. "Cardiovascular Disease Among Transgender Adults Receiving Hormone Therapy"

Sex hormone therapy is a mainstay in supporting gender transition in transgender individuals. [This timely article](#) reviews what's known about the cardiovascular disease risk factors in transgender adults receiving gender-confirming hormonal treatment.

8. "Characterizing Source of Text in EMR"

[This is revealing data](#) from our colleagues at UCSF characterizing the amount of "copied or imported" text into EMR notes. As you know large amounts of imported text makes finding the 'meat' of the note challenging.

9. "ECGs in Low Risk Patients Undergoing an Annual Health Exam"

Two Choosing Wisely recommendations from the Society of General Internal Medicine are:

1. Don't perform routine pre-operative testing before low-risk surgical procedures, and
2. For asymptomatic adults without a chronic medical condition, mental health problem, or other health concern, don't routinely perform annual general health

checks that include a comprehensive physical examination and lab testing. Adults should talk with a trusted doctor about how often they should be seen to maintain an effective doctor-patient relationship, attend to preventive care, and facilitate timely recognition of new problems.

[This intriguing study](#), using administrative data from Ontario, Canada, demonstrates the downstream impact of 'routine' EKGs in low risk patients following an annual health examination

10. UCSF Palliative Care Program

With the new DHCS Palliative Care benefit becoming effective January 2018 this is an [excellent training opportunity](#) for clinical leaders to augment their expertise in engaging patients in end-of-life planning discussions.

11. "Patient Outcomes in Dose Reduction or Discontinuation of Long-Term Opioid Therapy"

This is a nice [evidence review](#) of patient outcomes from various strategies to reduce or discontinue long-term opioid therapy for adults with chronic pain. While the results are encouraging the authors highlight the poor methodological quality of many of the studies, most of which were observational rather than randomized studies.

12. Pharmacy Update



Pharmacy Update Quarterly Formulary and Prior Authorization (PA) Criteria Changes

Changes to the SFHP formulary and prior authorization criteria have been approved

by the SFHP Pharmacy and Therapeutics (P&T) Committee at the P&T Committee meeting on July 19, 2017. Major updates include the following:

- Removal of prior authorization requirement from Linzess® to align with guidelines.
- Multiple Anti-Glaucoma agents have been added to formulary to extend medication access
 - Added bimatoprost 0.3% to formulary (T-1)
 - Added Alphagan P® 0.1% to formulary (T-2)
 - Added Combigan® to formulary (T-2)

The complete list of approved formulary and prior authorization criteria changes are available on SFHP [website](#) and the [PnT Committee Meeting Agenda](#) respectively. All changes are effective May 17, 2017. For formulary or criteria questions please visit our website or call SFHP pharmacy department at 1(415) 547-7818 ext. 7085, option 3.

Prior Authorization Form

The SFHP Prior Authorization form has been updated by the state, but the prior authorization process has not changed.

Please do not hesitate to contact Provider Relations at **1(415) 547-7818 ext. 7084**, Provider.Relations@sfhp.org or Chief Medical Officer **Jim Glauber, MD, MPH**, at jglauber@sfhp.org.

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