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August 1st, 2018

Our August Update includes information on:

1. Access Surveys: Provider Appointment Availability Survey and Daytime Survey
2. Free Training: Chronic Pain, Opioid Dependence and Addiction
3. FSR Provider Pearls: Passing the Pediatric or Adult Immunization Section of Your Medical Record Review
4. Pain Day 2018
5. Pharmacy Update: Quarterly Formulary and Prior Auth Criteria Changes

1. Access Surveys: Provider Appointment

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 2018 Appointment Availability Survey from August 6th until December 28th 2018. The survey, delivered by fax (from 1(877) 399-3439) or email (from PAASSurvey@Qmetrics.us), will ask provider offices to identify individual provider's next available appointment (date/time) for various types of non-emergency care. Fax and emailed surveys that are not responded to in five business days will be followed by a phone survey. Please inform your front line staff who answer the phone that they may be receiving this call from SFHP and that non-participation will be deemed non-compliant with the Timely Access Regulations, per state requirements.

The DMHC and the Department of Health Care Services (DHCS) also require health plans to monitor providers for access elements aside from appointment availability. To meet these requirements, SFHP administers the 2018 Daytime Survey to primary care sites from August 15th until September 28th, 2018. The survey, delivered by fax (from 1(415) 615-4390) or email (from access@sfhp.org), is expected to take approximately five minutes and will ask provider offices questions about access to language interpretation, access to triage by a provider, and average wait times in provider office waiting rooms, and appointment availability. Fax and emailed surveys that are not responded to in five business days will be followed by a phone survey. Please inform your front line staff who answer the phone that they may be receiving this call from SFHP and that non-participation will be deemed non-compliant 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 at provider.relations@sfhp.org.

2. Free Training: Chronic Pain, Opioid Dependence and Addiction

Sponsored and Hosted By:

UCLA Integrated Substance Abuse Programs, the CA Hub and Spoke System MAT Expansion Project and the California Primary Care Association.

Each 4-hour training session will focus on the current understanding of the nexus of Pain and Addiction.

Participants will:

- Indicate three (3) research-based practices to treat pain and addiction.
- Specify three (3) misconceptions regarding opioid use and addiction.
- Summarize three (3) evidence-based clinical guidelines for effectively treating pain and addiction.
- Demonstrate application of key learning points by active participation in group discussions in clinical case examples.

[Register here.](#)

3. FSR Provider Pearls: Passing the Pediatric or Adult Immunization Section of Your Medical Record Review

“**Provider Pearls**” are monthly FSR articles written with the intent to help you identify areas in the DHCS review process that require extra preparation. If a clinic manager, office manager, nurse manager, or



at least annually, we can all work together to strive toward improved quality standards in office practice operations.

DHCS Immunization Practice Update

In a recent July 2018 Facility Site Review meeting hosted by the California Department of Health Care Services (DHCS), clarification

for the use of the term “Up to date or UTD” was provided when referring to a member’s immunization status.

Use of that term alone does not meet the Medical Record Review audit criteria. Excerpts from the Medical Record Review (MRR) Guidelines for childhood and adult immunization are show below. In order for the criteria to meet DHCS requirements, each member must have a complete history and a hard copy or electronic record of all immunization records. For adults, DHCS will accept, “Tdap, Pneumococcal, and Flu are up-to-date”, with the actual dates for each immunization documented. In other words, the provider may write “up-to-date” in the progress note but the immunization record also has to be completed and include the name of the immunization and the date it was given. As a best practice, it is ideal to substantiate any up-to-date claims with written records.

The San Francisco Health Plan ([SFHP website](#)) has a section dedicated to Facility Site Reviews with tools that can help you with these activities.

[Medical Record Review Guidelines](#)

J. Childhood Immunizations**1. Given according to ACIP guidelines**

Immunization status is assessed at each health assessment visit.

Practitioners are required to ensure the provision of immunizations according to CDC's most recent Advisory Committee on Immunization Practices (ACIP) guidelines, unless medically contraindicated or refused by the parent.

V. Adult Preventive Reviewer Guidelines (Page 9)**L. Adult Immunizations****1. Given according to ACIP guidelines**

Immunization status is assessed at periodic health evaluations.

Practitioners are required to ensure the provision of immunizations according to CDC's most recent Advisory Committee on Immunization Practices (ACIP) guidelines, unless medically contraindicated or refused by the member.

For More Information, see the [CDC Vaccines and Immunizations webpage](#).

For any questions about the Site Review Survey process, please contact Jackie at jhagg@sfhp.org or by her direct line at 1(415) 615-5637.

4. Pain Day 2018

PAIN DAY!

Thursday, September 13, 2018

The Shift in Pain Management

A Cultural Transformation in How We View, Treat, and Manage Chronic Pain.

JEWISH COMMUNITY CENTER OF SAN FRANCISCO

Event is from 9:30am to 4:00pm (Registration starts at 8:30am)

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

- Understanding emerging evidence and treatment experiences in chronic pain management
- How to use data to inform population-level treatment strategies
- Explore interventions to address gaps, disparities, and bias in pain management

Who should attend?

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



Questions?email pain@sfhp.orgREGISTRATION OPENS JULY 18th![Please register here!](#)Continuing Education Credit
TBD

Meals will be provided

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5. 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 18, 2018.

The complete list of approved formulary and prior authorization criteria changes are available on SFHP website at the SFHP [Pharmacy and Formulary page](#) and the July [Pharmacy and Therapeutics Committee Meeting Minutes](#) respectively. All changes are effective August 20, 2018. For formulary or criteria questions please visit our [website](#) or call SFHP pharmacy department at 1(415) 547-7818 ext. 7085, option 3.

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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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