

# Provider Update

SAN FRANCISCO  
HEALTH PLAN™



*Here for you*

**December 1, 2015**

## Please see these important updates from San Francisco Health Plan

In our December Update you will find information on:

- Results from our recent member satisfaction survey
- Security changes to our Secure Provider Portal
- Pharmacy updates
- A CME-credit training for Screening, Brief Intervention, and Referral to Treatment (SBIRT) for substance use disorders
- Live-stream webinars from the CMS Quality Conference

## Results From our 2015 Member Satisfaction Survey (HP-CAHPS)

San Francisco Health Plan's priority is to provide high quality health care to its members while supporting San Francisco's provider, clinics, and hospitals. The Health Plan Consumer Assessment of Healthcare Providers and Systems (HP-CAHPS) is a survey sent to a sample of members evaluating their satisfaction with their provider and their health plan. Starting in 2015, SFHP will conduct the HP-CAHPS survey on an annual basis.

Within HP-CAHPS there are seven composites (groupings of similar questions) that require good performance for NCQA accreditation. In the most recent HP-CAHPS survey, SFHP scored in the 25<sup>th</sup> or 10<sup>th</sup> NCQA Adult Medicaid percentiles in all seven required composites, meaning the majority of health plans outperform SFHP in these composites.

SFHP's biggest opportunities for improvement are in the following areas:

- Member access to appointments, tests, treatment, and urgent care
- SFHP written materials and information accessed on the Internet to provide members with the information they need
- Member customer service experience through SFHP customer service or providers' customer service

SFHP will continue to work to improve delivering quality health care to the people of San Francisco

with particular focus on access to care, written materials, and customer service. In order to address access improvement, SFHP formed an Access to Care Committee and is working with our provider network to improve members' access to care. SFHP is looking at internal opportunities and partnering with providers to improve members' experience.

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## Upcoming Security Changes to our Secure Provider Portal

Providers and provider staff can use our provider portal at <https://secure.sfhp.org/providernew/default.aspx> for four main functions:

- Member Eligibility
- Authorization Status
- Primary Care Roster
- Claim Status

Please note that effective in mid-December, password security requirements will change. If your password needs to be changed to meet these requirements, you will be guided through the process at the site above. If you have any questions about the Secure Provider Portal, email us at [provider.relations@sfhp.org](mailto:provider.relations@sfhp.org) or call **1(415) 547-7818 x7084**.

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## Pharmacy Updates

### 90-Day Supply Policy for Maintenance Brand Medications Used for Chronic Conditions

SFHP's standard day supply policy is 30 days for brand medications and 90 days for generic medications with some exceptions.

In order to increase access and improve adherence to medications used for treatment of chronic conditions, effective **November 1<sup>st</sup>, 2015**, select brand medications are allowed to be filled for a 90-day supply.

Examples of medication classes covered under this policy include but are not limited to:

- Antidiabetic agents
- Anticonvulsants
- Anticoagulants
- Antidepressants
- Antihyperlipidemics
- Antihypertensives
- Inhaled glucocorticoids
- And contraceptives

Specialty medications are limited to a 30-day supply.

## **Immunizations**

Please help spread the word to your patients that they can conveniently receive selected immunizations at their pharmacy. We hope that this new benefit will be highly utilized for the current flu season.

Adult immunizations (18 years of age and older) are covered under the SFHP Medi-Cal Outpatient Pharmacy Benefit. Vaccines covered include:

- Influenza
- Measles/Mumps/Rubella (MMR)
- Meningococcal
- Pneumococcal
- Herpes zoster
- Tdap/Td, Hib
- Varicella

Please note children 18 years of age or younger are eligible for vaccinations through California Vaccines for Children (VFC) Program. Contact VFC at **1(877) 243-8832** for more information.

All pharmacies administering vaccinations are required to register with California Immunization Registry (CAIR). CAIR is a state-wide consortium of regional registries that consolidate immunization records into a state wide database. We encourage providers to register for and access this system to see what vaccinations have been administered by participating providers and pharmacies.

## **Home Blood Pressure Monitors Are Now Covered Under Pharmacy Benefit**

SFHP now covers home blood pressure monitors through the pharmacy benefit for all SFHP Medi-Cal and Medicare/Medi-Cal (dual-eligible) members. [Click here for the USPSTF recommendation and details on the benefit.](#) Please provide your patients with a written prescription for a blood pressure monitor to be filled at a network pharmacy.

Monitors up to \$50 are covered and each member is eligible for one monitor every five years.

## **Limited Distribution of Kineret (anakinra)**

Distribution of specialty medication Kineret is now limited to Omnicare/RxCross Pharmacy (phone: **1(866) 547-0644**, fax: **1(866) 549-7219**). Effective **October 28<sup>th</sup>, 2015**, Kineret is no longer required to be filled at SFHP's specialty pharmacy, US Bioservices. Please visit SFHP's website at [www.sfhp.org/providers/formulary/specialty-pharmacy/](http://www.sfhp.org/providers/formulary/specialty-pharmacy/) to view the most updated specialty drug list

and a summary of recent updates.

### **Pharmacy and Therapeutics (P&T) Committee Meeting**

Several changes to the SFHP formulary and prior authorization criteria have been approved by the SFHP P&T Committee at the meeting on **October 21<sup>st</sup>, 2015**.

Effective **November 21<sup>st</sup>, 2015**, the following diabetes medications will be on formulary with step therapy requirement of metformin therapy for at least 90 days:

- DPP-4 Inhibitors: Januvia, Onglyza, Tradjenta, Janumet, Janumet XR, Jentadueto, Kombiglyze
- SGLT2 Inhibitors: Invokana, Farxiga, Jardiance, Invokamet, Xigduo XR, Synjardy
- GLP-1 Agonists: Victoza, Tanzeum

For a complete list of approved formulary and prior authorization criteria changes, please visit our website at [www.sfhp.org/providers/formulary/pharmacy-therapeutics-committee/](http://www.sfhp.org/providers/formulary/pharmacy-therapeutics-committee/). All changes are effective **November 21<sup>st</sup>, 2015**. For formulary questions, please [visit our website](#) or call the SFHP Pharmacy Department at **1(415) 547-7818 x7085, option 3**.

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### **Upcoming Training: Free SBIRT Training with CMEs**

Self-paced and online at [http://psattcelearn.org/courses/4hr\\_sbirt/](http://psattcelearn.org/courses/4hr_sbirt/)

Screening, Brief Intervention, and Referral to Treatment (SBIRT) is an integrated, public health approach to the delivery of early intervention and treatment services for persons with substance use disorders and those at risk of developing these disorders.

### **Upcoming Webinar: CMS Quality Conference**

**2015 CMS Quality Conference: Free Live-Stream Webinars December 1<sup>st</sup> and December 2<sup>nd</sup>**

The CMS Quality Conference: Building Partnerships, Delivering Results, will be held December 1<sup>st</sup> - 3<sup>rd</sup>, 2015, in Baltimore, Maryland. Registration for the conference is closed. However, the following Medicaid/CHIP sessions are available via live-stream webinars. Click on the links below to register.

#### [Quality Innovations in Medicaid/CHIP: Past, Present & Future](#)

Tuesday, December 1<sup>st</sup>, 2015

11:30am – 1:00pm ET

#### [Maternal and Infant Health Roundtable](#)

Tuesday, December 1<sup>st</sup>, 2015

5:00pm – 6:30pm ET

[Measuring Access and Quality for Newly Eligible Medicaid Adults](#)

Wednesday, December 2<sup>nd</sup>, 2015

10:30am – 11:30am ET

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](mailto:Provider.Relations@sfhp.org) or

**Jim Glauber, MD, MPH**, Chief Medical Officer, at [jglauber@sfhp.org](mailto:jglauber@sfhp.org).

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