

Provider Update

SAN FRANCISCO
HEALTH PLAN™



Here for you

February 1, 2015

Please See These Important Updates from San Francisco Health Plan.

DHCS Random PCP Site visits

The CA Department of Health Care Services (DHCS), Medical Monitoring Unit, has advised The San Francisco Health Plan that they will be conducting onsite Facility Site Reviews and Medical Record Reviews of randomly selected Primary Care Provider sites during the week of February 23 – February 26, 2015. They will notify our Facility Site Review Nurse, Abby Wolf, when they have chosen which sites they will review. Abby will notify the chosen sites at that time and work with clinic staff to prepare for the DHCS reviews. Please feel free to contact Abby Wolf, RN at (415) 615-5100 or awolf@sfhp.org with any questions or concerns.

Pharmacy Update

San Francisco Health Plan's formulary is available as a searchable and downloadable PDF file on our website! The drug formulary, formulary restrictions and step therapy tables can be found at <http://www.sfhp.org/providers/formulary/sfhp-formulary>.

Full formulary detail is also available through epocrates.com. Select the SFHP Medi-Cal formulary to see drug information, formulary status, and formulary alternatives within a drug class. Information on step therapy and drug criteria detail may also be viewed by clicking on "Formulary Status" hyperlink under the medication name.

Effective November 15, 2014 quantity limits will be applied on all types of topical tretinoin products. Tretinoin 0.01% and 0.025% gel will each have a quantity limit of 15 grams per

month and tretinoin 0.025%, 0.05% and 0.1% cream will each have a quantity limit of 20 grams per month. Members currently using higher quantities will be grandfathered until March 15, 2015 and will need to get a prescription for a formulary quantity limit after March 15, 2015 or have a prior authorization submitted by their provider explaining why higher quantity is needed.

Hydroxyprogesterone caproate (Makena®) will now be available effective January 13, 2015 in both the pharmacy and medical benefit. Hydroxyprogesterone caproate is used to reduce the risk of preterm birth in during pregnancies for women 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 pharmacy@sfhp.org.

SFHP Provider Seminar- Register Today!

Do you want to learn more about SFHP's authorization and claims processes? Would you like tips and clarity on how SFHP obtains information for authorizations, processes remittance, and what resources are available to you? If so please join us on:

February 10, 2015

8:00am-12pm

SF Green Space

657 Mission Street, Suite 200, San Francisco, CA 94105

Utilization Management

- Align your process for ease of authorization requests
- Learn about what requires an authorization and what does not
- Be able to ask questions and receive feedback in real time

Claims

- Claims department and billing process overview
- Understanding the Claims Operations Manual
- Claims inquires and disputes

Provider Resources

- Understanding the Network Operations Manual
- Navigating SFHP's website and provider portal
- Contacting SFHP

Please see [the invitation here](#) for additional details and RSVP information. If you wish to attend, please be sure to RSVP by **February 4, 2015** and register your organization's representative.

If you have any questions please contact us at provider.relations@sfhp.org or call **(415) 547-7818** ext. **7084**. Thank you and hope to see you there!

SBIRT Training Opportunities Available

SBIRT is a comprehensive health promotion approach for delivering early intervention and treatment services to people with, or at risk of developing, alcohol use disorders.

The SBIRT benefit has three components:

- Universal **Screening** identifies people with potential alcohol use disorders.
- **Brief Intervention** is provided to a beneficiary when the universal screening indicates moderate risk for an alcohol use disorder.
- Brief Intervention utilizes motivational interviewing techniques focused on motivating people toward positive behavioral change.
- **Referral to Treatment** provides a referral to specialty care for persons deemed to be at high risk for an alcohol use disorder.

There are two local trainings taking place. For more SBIRT training dates and locations please [check here](#).

March 25, 2015

12:30pm-4:45pm

San Francisco Public Library Latino/Hispanic Rooms A & B

100 Larkin St. San Francisco, CA 94102

April 23, 2015

12:30pm-4:45pm

Elihu Harris Building

1515 Clay Street Oakland, CA 94612

SF's Children's Oral Health Strategic Plan

SFHP would like to share this strategic plan to our providers as a resource, and to help promote the importance of oral health.

From SF COH Strategic Plan: "Oral health is essential to overall health, well-being, and quality of life. It affects children's nutritional intake, self-esteem, and the ability to concentrate and succeed in school...In 2012, 35% of San Francisco Unified School District (SFUSD) students experienced dental caries in their primary and permanent teeth by the time they entered kindergarten, resulting in reduced attendance and contributing to poor academic performance. There can also be high costs; dental caries-related emergency

room visits can be ten times the cost of providing preventive care.”

To read more and see full [Strategic Plan](#) click this link.

Breastfeeding Resources - Two-day Conference

SWAG Conferences LLC is pleased to announce their annual spring two-day conference on breastfeeding. The objective of this conference is to "Decrease disparity, empower support and understand medication." Please [click this link for the agenda](#) and for more information. CE Units for Nurses and Lactation Consultants are available.

February 26-27, 2015

8am - 5pm

Hs Lordships

199 Seawall Drive, Berkeley, CA 94710

Health Education Updates and Resources

Measles Health Advisory from CA Department of Public Health

The California Department of Public Health has published the following [Measles Health Advisory](#) for providers. It includes important information including diagnostic criteria, immunization information, options for post-exposure prophylaxis, isolation precautions, and printable fliers for patients.

New Pneumococcal Vaccine Recommendations and Timing

The CA Department of Public Health, Immunization Branch, has published the following flyer to illustrate new recommendations for [Pneumococcal Vaccine Timing](#). For more information, visit www.EZIZ.org

Free Oral Health Patient Education Materials from the National Maternal and Child Health Oral Health Resource Center

Using this [link](#), you will find a wide variety of free oral health and nutritional key message

fliers for parents of pediatric patients. They are available to order in English and Spanish while supplies last. Early Childhood Caries effects more children than asthma and is easily preventable. Because low income children in San Francisco have more untreated ECC than the national average, we appreciate your support in educating parents of our pediatric members about the importance of healthy habits that help prevent tooth decay.

‘One Key Question’ to Revolutionize Reproductive- Public Health

SFHP would like to share this interesting article from the American Public Health Association (APHA) on reproductive health and how to eliminate health disparities. [Link to Article](#)

For more information please see the associated website: <http://www.onekeyquestion.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 (415) 547-7818 x 7084 Provider.Relations@sfhp.org or **James Glauber, MD**, Chief Medical Officer, at jglauber@sfhp.org.