

# Provider Update

SAN FRANCISCO  
HEALTH PLAN™



*Here for you*

**January 1, 2015**

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## **Happy New Year! Please See These Important Updates From San Francisco Health Plan.**

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### **HEDIS Pursuit Season**

SFHP's HEDIS pursuit season begins in January! Thanks to the quality care you provide, SFHP received the Bronze Award for Medi-Cal HEDIS results in 2014, and the Gold Award for the past 6 years.

- For sites with more than 15 medical records in the HEDIS sample, we will call you in **January or February** to make an appointment for our HEDIS team to come to your office. Our HEDIS visits will be scheduled from February to the middle of May.
- For smaller sites, with less than 15 medical records in the HEDIS sample, we will send you the list of members that require medical record documentation. Please send the medical record documentation within 10 business days of receipt of the list.

We look forward to another successful HEDIS season! Please contact Cassie Caravello at [ccaravello@sfhp.org](mailto:ccaravello@sfhp.org) or (415) 615-5149 with any questions.

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### **Medi-Cal Incentives to Quit Smoking (MIQS) Tools for Provider Action**

The MIQS Project seeks to motivate Medi-Cal members to quit smoking by offering incentives, free nicotine patches, and a bonus \$20 gift card to members who call the California Smokers' Helpline and enroll in its free telephone-based support services. All Medi-Cal members 18 years old or older who smoke are eligible. To receive the

incentives, the patient must be a current Medi-Cal member, have a Beneficiary Identification Card number, ask for the gift card, and complete the first counseling session.

Please see this link for more information on the MIQS tools and incentives available.

<http://www.nobutts.org/miqs>

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## **Updated Substance Abuse Resources from San Francisco Department of Public Health**

Please see this link for an updated "Substance Abuse Resources - Primarily for Pregnant Women and Parents with Children". Please forward to appropriate staff at your site.

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## **WIHI: A free audio program from The Institute for Healthcare Improvement (IHI)**

Please see the link below for information about this free 60 minute program offered by IHI every other week. The program is hosted by IHI's Director of Communications, Madge Kaplan, who has many years of experience reporting on health care for public radio. Each program addresses an important aspect of Health Care Quality Improvement and includes carefully chosen guests who are experts in their field.

<http://www.ihl.org/education/AudioVideo/WIHI/Pages/default.aspx>

Listeners have the option of registering in advance and being part of the interactive, live program via telephone or computer, or listening to the program later at their convenience. The most recent program was entitled "10 Things Every Hospital Needs to Know to Be Safe," which was a special edition podcast featuring recorded remarks from Dr. Robert Wachter, who is a renowned hospitalist and health care safety expert from UCSF. Dr. Wachter presented at the 26<sup>th</sup> Annual National Forum on Quality Improvement in Health Care on December 10, 2014.

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## **Pharmacy Updates**

**Prior Authorization Form:** As of January 1, 2015, all prior authorization requests must be

submitted on Prior Authorization Form No. 61-211. Prior authorization requests submitted on all other forms will not be accepted. Please check the [SFHP website](#) to obtain this form or to submit a prior authorization request online. You can also have the form faxed to you by calling (888) 989-0091, selecting option #2 for providers and then option #1 for Prior Authorization forms.

**Tretinoin Formulary Limit:** 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.

**Topical Steroids Formulary:** Effective November 15, 2014 SFHP will be making several formulary changes to the topical steroids drug class. Please refer to "[Topical Steroids Formulary Status](#)" table below for a complete list of products within this class and the new formulary status. Members currently using products that will become non-formulary will be grandfathered on their existing regimen until further notice.

**Asthma Inhalers:** Please note that Symbicort® and Dulera® inhalers are now preferred over Advair® Diskus and Advair® HFA products. Effective December 1, 2014, all patients 12 years of age and older will be required to switch to one preferred LABA-ICS products, Symbicort or Dulera. To minimize disruptions in your patient's care, we encourage you to switch your patients to preferred Symbicort or Dulera products before December 1, 2014.

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

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