

# Provider Update

SAN FRANCISCO  
HEALTH PLAN™



Here for you

**July 1, 2015**

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

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### **e-Prescribing is now Live for SFHP members!**

We are pleased to announce that e-prescribing for SFHP members is now accessible through Surescripts. e-Prescribing enables **point-of-care information** on your prescriptions, including:

- Prescription routing
- SFHP formulary information
- Member dispensed medication history

Many kinds of prescribing software are certified to pass e-prescribing data to Surescripts. [Consult their website here for a list.](#)

If you have questions about e-prescribing, contact SFHP's Pharmacy department at [medpharm@sfhp.org](mailto:medpharm@sfhp.org) or **1(415) 547-7818 ext 7085**.

### **Formulary Gender Edits**

Effective **May 28, 2015**, all gender edits have been removed from SFHP formulary to accommodate the needs of transgender members.

To view formulary information, please visit our website at <http://www.sfhp.org/providers/formulary> or call SFHP Pharmacy department at **1(415) 547-7818 ext 7085**.

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## **Medical Coding Update – “ZS” Modifier will be Discontinued**

Medi-Cal has announced that effective **August 1, 2015**, service codes may not include modifier “ZS.” This “local” modifier designates both the professional (26) and technical (TC) components of a split-billable procedure such as laboratory or imaging.

Beginning August 1st, claims must have NO modifier if they involve both the professional and technical components of a code which can be split. Claims modified with “ZS” will be denied. Special instructions still apply to MRI, MRA and PET imaging.

For more information please consult the [June 2015 Medi-Cal Update](#) .

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## **Utilization Management Staff Available to SFHP Providers and Members**

SFHP’s Utilization Management (UM) staff is available to providers and members during regular business hours (Monday through Friday, 8:30am - 5:00pm) to discuss UM issues, including denial decisions, by calling **1(415) 547-7818 ext. 7080** or toll-free **1(800) 288-5555**.

UM staff can also be reached by email

([https://secure.sfhp.org/sfhpemail/Contact\\_Form.aspx?id=cs](https://secure.sfhp.org/sfhpemail/Contact_Form.aspx?id=cs)) or fax **1(415) 357-1292** for outpatient or **1(415) 547-7822** for inpatient. TTD/TTY services **1(888) 883-7347** for the hearing impaired and language services are available.

After normal business hours, UM staff can receive secure voicemail, fax, and email.

Messages received are returned the next business day or if received after midnight Monday through Friday, the same business day.

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## **No Financial Incentives Regarding Utilization Management Decisions**

SFHP’s Utilization Management (UM) process does not contain financial incentives, direct or indirect, to influence UM decisions. UM decisions are made only based on appropriateness of

care and existence of coverage. SFHP staff and independent medical consultants who perform utilization review services for SFHP are not compensated or given incentives based on their coverage review decisions. Medical Directors and nurses are salaried employees of SFHP and contracted external physicians and other professional consultants are compensated on an hourly or per-case-reviewed basis, regardless of the coverage determination. SFHP does not reward or provide financial incentives to individuals performing utilization review services for issuing denials of coverage or to encourage utilization review decisions that result in under-utilization.

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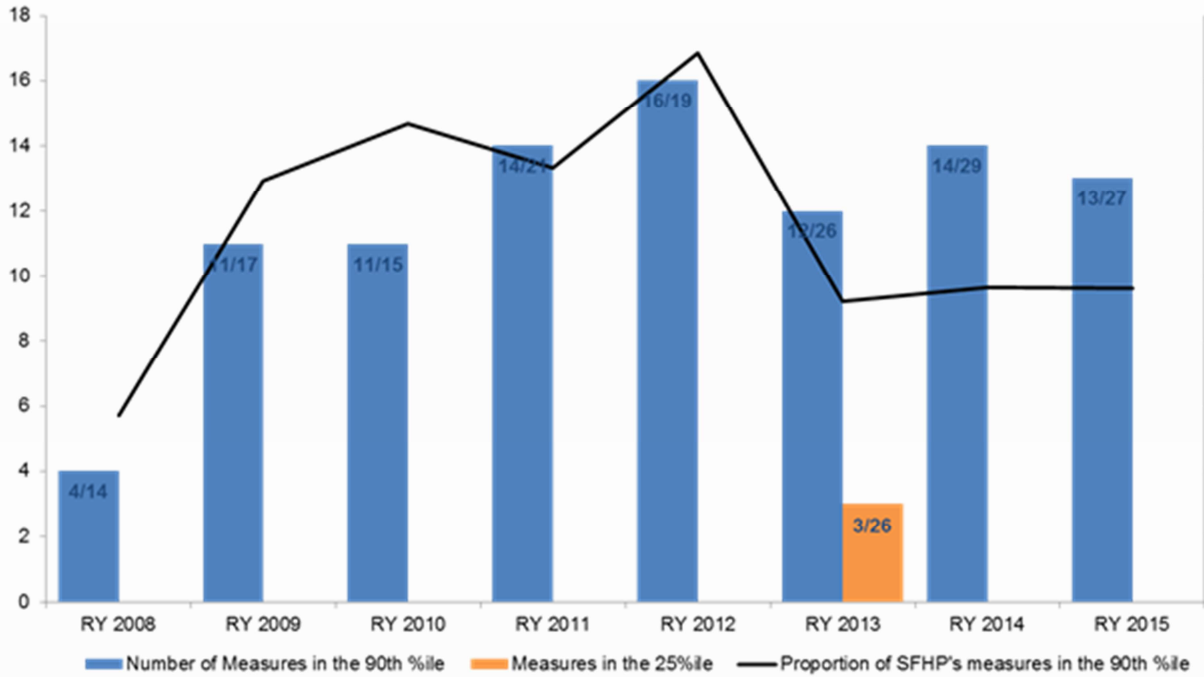
## 2015 HEDIS Results Have Been Finalized!

Thanks to the excellent care you provide to your patients, SFHP reported high-performing HEDIS rates in June 2015 for services provided in 2014. Thirteen of twenty-seven measures total (48%) were above NCQA's 90th percentile, meaning we performed in the top 10% of Medicaid plans nationwide. These measures include the following:

- **Diabetes Indicators:** Blood pressure control, HbA1c control, eye exams, and monitoring for nephropathy
- **Children's Health Indicators:**
- **Childhood immunizations,** well-child visits, BMI documentation, nutrition counseling, and physical activity counseling
- **Other Preventative Health Indicators:** Blood pressure control for members with hypertension, avoidance of antibiotics in adults with bronchitis, and use of imaging studies for low back pain

The graph below shows SFHP's HEDIS performance over the last 8 years.

**Publicly Reported Medi-Cal Measures:  
# SFHP measures reaching the national 90<sup>th</sup> percentile for  
Medicaid (% in 90<sup>th</sup> overlaid)**



SFHP will distribute HEDIS results to medical groups in August, and individual clinics and providers may request their results from Annie George, Clinical Quality Specialist, at [ageorge@sfhp.org](mailto:ageorge@sfhp.org).

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## Motivational Interviewing Training

SFHP and master trainer [Elizabeth Morrison](#) are offering an exciting, interactive, practice-based and customized Motivational Interviewing (MI) workshop for our provider network. The workshop will:

- Review the research to support Motivational Interviewing for patient experience, patient adherence, and provider satisfaction
- Teach the principles, philosophy, and foundational conceptual frameworks of MI
- Teach specific, effective, and practical MI techniques
- Facilitate practice opportunities and feedback

Day 1 will be held on **August 13, 2015** from 8:00am - 12:00pm and Day 2 will be held on **August 27, 2015** from 8:00am - 12:00pm. It is highly recommended that participants register and attend both days, as Day 2 builds upon what was learned in Day 1. If you are interested in signing up, please contact Jess Strange at [jstrange@sfhp.org](mailto:jstrange@sfhp.org).

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## Pain Management Conference

**Save the date! FREE All-day training for mixed staff! Meals provided!** SF Safety Net Pain Management Workgroup & SFHP hosts the 4th annual Pain Management Conference **Wednesday, September 16, 2015** at the Jewish Community Center of San Francisco.

Curriculum includes:

- Risk & Harm Reduction
- Multimodal Treatment Options
- Integrative Care Options
- Tools for all staff

Details & registration information coming soon. Email [pain@sfhp.org](mailto:pain@sfhp.org) for more information.

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**Institute for Healthcare Improvement (IHI) two day seminar in Boston, MA 9/28-9/29: Reducing Avoidable Readmissions by**

## Improving Transitions in Care

The Institute for Healthcare Improvement is offering a two-day seminar in Boston, MA to coach participants on how to improve the quality and safety of patient transitions after discharge; reduce the number of avoidable readmissions; and co-design processes that improve the transition from hospital to home or other care settings in the community. Case studies will be presented by UCSF and St. Luke's Hospital. For more information, including a detailed agenda and registration information, please click on the following [link](#).

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## Two Reminders from SFHP's Claims Department

### HCPCS Code J3490: Unclassified Drugs

Providers may submit claims for J3490 only when a specific code for the drug is not available or does not exist.

### National Drug Code (NDC) Usage

The Federal Deficit Reduction Act of 2005 (DRA) requires Medi-Cal to collect rebates from drug manufacturers for physician-administered drugs. The collection of rebates is accomplished with the inclusion of National Drug Codes (NDCs) on claims submitted by providers.

Providers must use NDC for physician-administered drugs, in conjunction with the customary Healthcare Common Procedure Coding System (HCPCS) Level I, II or III code, on all Medi-Cal claims. Claims will be denied if providers do not submit claims with a valid NDC paired with the appropriate HCPCS code as mandated by the NDC reporting requirement.

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

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

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