

# Provider Update

SAN FRANCISCO  
HEALTH PLAN™



*Here for you*

**July 1, 2016**

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

### **Our July Update includes information on:**

1. On-demand Primary Care Patient Rosters Available at SFHP's Website
  2. 2016 HEDIS Results Have Been Finalized!
  3. Ensuring Access to Transgender Services
  4. Free CME Course Assists Clinicians in Opioid Prescribing
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## **1. 2016 HEDIS Results Have Been Finalized!**

Thanks to the excellent care you provide to your patients, SFHP reported high-performing HEDIS rates in June 2016 for services provided in 2015!

SFHP had the third highest ranking HEDIS Aggregated Quality Factor Score of any Medi-Cal Managed Care Plan in California for 2015 (following Kaiser South and Kaiser Northern CA).

Thirteen of twenty-seven measures total (48%) were above NCQA's 90th percentile, meaning SFHP performed in the top 10% of Medicaid plans nationwide. These include the following:

- Chronic Disease Measures: HbA1c testing and HbA1c control, diabetes eye exams, monitoring for nephropathy, and blood pressure control for members with hypertension
- Children's Health Indicators: childhood immunizations, BMI documentation, nutrition counseling, and physical activity counseling
- Other Preventative Health Indicators: postpartum care, avoidance of antibiotics in

adults with bronchitis, and use of imaging studies for low back pain

SFHP will distribute HEDIS results to medical groups in late August, and individual clinics and providers may request their results from [Annie Humphreys](#), Clinical Quality Specialist.

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## 2. On-demand Primary Care Patient Rosters Available at SFHP's Website

As a reminder, all PCPs and Primary Care Clinics may download their roster of SFHP members 24/7 at our [Secure Provider Portal](#). Rosters are updated every evening, so this is the best way to get the current roster for your practice.

If you have not taken advantage of this feature, consult our [Secure Portal guide](#) and contact Provider Relations for help using the contact information at the end of this Update.

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## 3. Ensuring Access to Transgender Services

SFHP would like to remind its provider network that transgender services are a benefit available to Medi-Cal members and should be reviewed for medical necessity. "Transgender services" refers to the treatment of gender dysphoria, which may include psychotherapy\*, continuous hormonal therapy, laboratory testing to monitor hormone therapy, and gender reassignment surgery.

[Please check our website for updated medical approval criteria](#), reflecting the current state of DHCS requirements. Delegated Medical Groups must consider this requirement when they review prior authorization requests related to transgender services.

Basic psychotherapy (e.g., group counseling) for Medi-Cal is available through [Beacon Health Strategies](#) and specialty psychotherapy is available with [Community Behavioral Health Services](#).

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## 4. Free CME Course Assists Clinicians in Opioid Prescribing

The Substance Abuse and Mental Health Services Administration (SAMHSA) is conducting a [free opioid prescribing course](#) being held on July 11, 2016, in Sacramento, California.

- [Clinical Challenges in Opioid Prescribing: Balancing Safety and Efficacy](#)

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

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