

Provider Update

SAN FRANCISCO
HEALTH PLAN™
Here for you



March 1, 2015

Please See These Important Updates from San Francisco Health Plan.

San Francisco Health Plan is Moving to a New Location in 2015



We are excited to announce that later this year we will be moving our operations to a new location, and opening a new Service Center.

The main office will continue to serve all the operational needs of the organization, supporting:

- Member services with our Customer Service phone center
- The SFHP provider network with prior authorizations, payments, clinical guidelines, pharmacy benefits, health & wellness, practice improvement, and more
- The Governing Board, Pharmacy and Therapeutics Committee and other key executive committees
- All outside vendor support and billing

The SFHP Service Center will be a new, second office fully dedicated to the enrollment needs of our members and future members in the SFHP Medi-Cal Program. The site will also serve the needs of the participants in the Healthy San Francisco, SF City Option, and Healthy Kids programs. Service Center staff will provide application assistance for individuals and families

to learn what health care access options are available to them in the County of San Francisco. Existing and potential members and participants will receive exemplary service in a culturally respectful manner, in the language of their choice.

These new locations will help us better serve the people of San Francisco and better support the city's public and community-minded physicians, clinics, and hospitals who serve them. We are ensuring that the transition to our new offices is seamless and will continue to deliver on our commitment to excellence and dedication to quality health care.

We will provide more information as we get closer to our move date regarding specific locations and hours of operation. If you have any questions about our move, please email us at onthemove@sfhp.org.

Care Coordination Update

Do you have a Health Plan member struggling with access to medical follow-up, or who is facing psycho-social barriers preventing them from receiving good care?

SFHP's Care Coordination team works with members in the following areas:

- High-utilizing members who receive primary care within SFHN, SFCCC, and UCSF networks
- Members in need of short-term coordination from any network
- COMING SOON: Complex Medical Case Management (CMCM) program!

Refer members to Care Coordination by calling our helpline at (415) 615-4515. Our staff will answer all your questions, take your referrals, or get back to you within 2 business days if they need to research an answer. If we can't meet the need of the referral, our staff will work to connect you to the appropriate resources as necessary.

Pharmacy Update

Doxycycline

Effective January 21, 2015, doxycycline HYCLATE 50 mg capsules, 100 mg capsules and 100 mg tablets were removed from SFHP formulary. Preferred doxycycline formulations will be doxycycline MONOHYDRATE 50 mg capsules, 100 mg capsules and 100 mg tablets. Members currently using doxycycline HYCLATE formulations will be grandfathered on their existing regimen until further notice. Please contact SFHP pharmacy department at medpharm@sfhp.org or (415) 547-7818 ext 7085 with any questions or concerns.

Pharmacy & Therapeutics changes

Several changes to the SFHP formulary and prior authorization criteria have been approved by the SFHP Pharmacy and Therapeutics (P&T) committee on January 21, 2015. Please visit our website at <http://www.sfhp.org/providers/formulary/pharmacy-therapeutics-committee/> to view the summary of approved changes. All changes are effective January 21, 2015. For formulary questions, visit our website at <http://www.sfhp.org/providers/formulary> or call SFHP Pharmacy Department at (415) 547-7818 ext 7085.

Makena

Hydroxyprogesterone caproate (Makena®) will now be available effective January 13, 2015 in both the pharmacy and medical benefits. Hydroxyprogesterone caproate is used to reduce the risk of preterm birth in pregnant females 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.

Update to Medical Criteria for Sexual Reassignment Surgery

SFHP's updated Sexual Reassignment Surgery Criteria is effective as of February 20th, 2015.

The criteria is posted on our website here: <http://www.sfhp.org/providers/authorizations/pre-authorizations/>

Free Practice Improvement Trainings Available

San Francisco Health Plan is offering free trainings on customer service, provider communication, and Quality Improvement methodologies. For more details about content and scheduling, please refer to [SFHP's 2015 Practice Improvement Training Calendar](#).

Free and Low-Cost Tdap Vaccine

In the face of a continuing whooping cough epidemic, the San Francisco Department of Public Health is offering a limited supply of Tdap vaccine at no cost to San Francisco prenatal care practices. As recent recommendations made by the Advisory Committee on Immunization Practices (ACIP) and ACOG underscore, vaccinating all pregnant women with Tdap in their third trimester is the most effective public health strategy available to protect infants against pertussis.

Prenatal care providers may use this state-purchased vaccine for pregnant women, regardless of insurance status, as well as for close contacts of pregnant women and infants. Prenatal care providers interested in receiving Tdap at no cost should complete this online vaccine storage and handling survey by Monday, March 16th. For further information, [please see this flyer](#) or call the SFDPH Immunization Program at (415) 554-2955.

Please find additional resources in links below on how to protect young infants from Pertussis and Influenza, including low-cost vaccination options for household members. [English Tdap/Flu Resources](#), [Spanish Tdap/Flu Resources](#), [Chinese Tdap/Flu Resources](#). Please also see this [Poster in English](#).

SCOPE of Pain - CME/CNE Opportunity

Providers who care for patients with chronic pain face complex and difficult decisions when it

comes to prescribing opioids. Evaluating misuse risk is essential before prescribing opioids for patients with chronic pain. Scope of Pain: Safe and Competent Opioid Prescribing Education from Boston University School of Medicine can help you competently assess the risk and benefits, and when appropriate, safely utilize opioids to manage patients' chronic pain. For more information on this online training please [visit the website here](#).



EVALUATING OPIOID MISUSE RISK

Sharpen Your Skills and Earn CME/CNE

Upcoming Events

"Converting Your Superbill to ICD-10: Keys to a Smooth Transition"

Live 60-minute Webinar

Tuesday, March 10 from 1:00-2:00 p.m. ET

Program Highlights:

- Creating Your ICD-10 Superbill - Where to Start
- Different Strategies and Tools for Your ICD-10 Superbill - Pros and Cons
- Wrapping It All Up - Testing the Accuracy of Your Superbill
- Live Question and Answer Session - Have your specific real-world ICD-10 superbill questions addressed!
- Earn AAPC Credit - This program has prior approval by the American Academy of Professional Coders (AAPC) for 1 continuing education hour.

Register now for this exciting event by [clicking this link](#) or calling (800) 964-6033. Hope you can make it!

2015 Creating Healthy Families Conference - Breastfeeding in the 21st Century

Thursday, April 2 from 8am-5pm or Friday, April 3 from 8am-5pm

Holiday Inn Golden Gateway, 1500 Van Ness Ave, San Francisco, CA 94109

This is a multidisciplinary conference that addresses attachment, child development, supportive communities, and breastfeeding. Focusing on infants and families holistically to enhance growth and development so that every infant has a better chance to reach his/her fullest potential. Please see the link below for a detailed agenda and registration information.

<http://sfbreastfeeding.org/popular/2015-creating-healthy-families-conference/>

12th Annual Teen and Young Adult Provider Gathering and Conference

Thursday, May 14th from 8:30am-4pm

State of California Building Auditorium at 455 Golden Gate Avenue, San Francisco

The title and focus of the conference this year is, "Recognize, Respond, & Re-think: Addressing Behavioral Health Needs for Teens and Young Adults Through Community Based Care and Inclusion." They will feature a variety of presenters from UCSF Primary Care and Clinics, SFUSD Wellness Center Staff, California School-Based Health Alliance, Mental Health Association of SF (also a co-sponsor), YouthSpeaks, TAYSF, Young Adults & TAY, and many more! A formal agenda will be made available in the coming weeks. Please visit this link to register and find out more: <http://ahwg.net/events-and-training.html>

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.

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