

Provider Update

SAN FRANCISCO
HEALTH PLAN™
Here for you



March 1, 2016

Please see these important updates from San Francisco Health Plan

Our March Update includes information on:

1. SFHP is Launching Diabetes and Asthma Disease Management Programs
2. Customer Service Training for Management and Office Staff
3. Covered California to Healthy Kids Transition
4. Reminder: CA Department of Health Care Services (DHCS) Staying Healthy Assessment
5. Free Oral Health Educational Materials for Children from the American Dental Association
6. Formulary and Prior Authorization (PA) Criteria Changes
7. SFHP Pain Management Program
8. Free Webinar: Pharmacotherapy for Smoking Cessation

1. SFHP is Launching Diabetes and Asthma Disease Management Programs

In April 2016, SFHP will launch two no-cost disease management programs:

- SFHP Asthma Care Program
- SFHP Diabetes Care Program

These programs are designed to provide a comprehensive, ongoing, and coordinated approach to improving health outcomes for SFHP members with asthma and diabetes. **SFHP members who qualify will be automatically enrolled** in these programs, and may opt out of these services at any time. Components of the programs include:

- **Enhanced health education materials** for all members by mail. This includes a welcome packet containing condition-specific health education booklet and

program information (available in English, Spanish, Chinese, and Vietnamese). Additional resources may be mailed to members with identified health education or behavioral health needs.

- Annual incentive opportunities:
 - Asthma - **One \$25 incentive for members with asthma** for completing an Asthma Control Test
 - Diabetes - **Two \$25 gift cards for members with diabetes** when they complete the following screenings:
 - HbA1c test, blood pressure check, monitoring for nephropathy (ACE/ARB or urine screening)
 - diabetes eye exam (dilated or retinal exam)
- **Two annual check-in calls** for members with greater needs. The first call includes a basic health education assessment and the second provides a reminder to receive chronic condition screenings.
- A **warm transfer** to the PCP's office for members who indicate they would like to make a PCP appointment during the check-in call.
- The option to sign up for SFHP's asthma and diabetes **texting programs**.

SFHP is also available to provide an in-person informational presentation to your staff about these new asthma and diabetes disease management programs. Please contact Cassie Caravello, Population Health Program Manager, if you have questions, or would like to request a site visit: DiseaseManagement@sfhp.org or **1(415) 615-5149**. Look for more information in the April and May Provider Updates!

2. Customer Service Training for Management and Office Staff

San Francisco Health Plan's goals include providing High Quality Care and Exemplary Service, and we want to help you be successful in meeting and exceeding patients' expectations. SFHP is hosting a trainer from [Sullivan Luailin Group](#) to provide two customer service workshops for front office and management staff working in SFHP's network. Ready for your staff to join us? Have them sign up early! Find more information and registration for these free workshops through the following links:

- [Managing for Five-Star Service](#) for managers and supervisors on **June 8, 2016 from 8:30 AM-12:30 PM**
- ["YOU Make the Difference"](#) for medical office staff on **June 8, 2016 from 1:30 PM-**

3:30PM

While each is designed for a different audience – managers or office staff – they share a common objective of having participants learn simple service protocols to ensure consistent, outstanding service in every department and site.

3. Premium Assistance Change for Some Children in Covered California

Starting in February 2016, SFHP is working with the DHCS to notify children who are currently receiving premium assistance through a qualified health plan in Covered California that they are eligible for the County Children's Health Initiative Program (C-CHIP), called Healthy Kids in San Francisco. The Centers for Medicare and Medicaid Services, DHCS, and Covered California have determined that children who meet these criteria are no longer eligible for premium assistance because they are eligible for federally subsidized health insurance through C-CHIP.

DHCS has identified over 300 children in San Francisco who are eligible for C-CHIP (incomes from 267% to 322% of the Federal Poverty Level) and will receive a notice regarding their eligibility. Children determined to be eligible for the C-CHIP program have the following options:

- Enroll in the Healthy Kids program, which is cheaper and provides comprehensive health insurance coverage **OR**
- Stay enrolled in coverage through Covered California without premium assistance.

If families choose to keep their child(ren) enrolled in Covered California, the child's premium assistance will end on **March 31, 2016**.

SFHP has established a dedicated line 1(415) 615-5700, that will respond to inquiries regarding this transition and perform outreach to the families with eligible children. SFHP Community Relations staff will be answering this queue in three languages and will also make outbound calls as part of an outreach effort to obtain verbal consent from families to enroll their children in Healthy Kids.

For more information related to the Covered California to Healthy Kids Transition, please call 1(415) 615-5700.

4. Reminder: DHCS Staying Healthy Assessment

Effective **April 1, 2014**, all Medi-Cal Managed Care Primary Care Physicians are required to administer the Staying Healthy Assessment (SHA) to all new patients as part of their Initial Health Assessment, and periodically according to intervals defined by DHCS. The SHA is an Individual Health Education Behavioral Assessment that provides a standardized method of identifying and prioritizing behavioral risk factors. Compliance with this requirement is monitored during Facility Site Reviews at all SFHP Primary Care Provider sites. Detailed instructions, FAQs, SHA forms, and additional information is available on the [DHCS website](#).

For any questions related to the SHA and/or Facility Site Reviews, please email Abby Wolf, RN, PHN, Nurse Specialist, Provider Quality and Outreach: awolf@sfhp.org

5. Free Children's Oral Health Educational Materials from the American Dental Association

Primary Care Physicians are the first line of defense for children's oral health and have the opportunity to help address the oral health disparities in San Francisco. In observance of the 75th Anniversary of National Children's Dental Health Month, the American Dental Association is offering educational materials that can be downloaded for free from their [website](#). These posters are available in English and Spanish, and can be used in the primary care setting to promote the benefits of good oral health to children and their caregivers.

6. Pharmacy Updates

Formulary and Prior Authorization (PA) Criteria Changes

- Changes to the SFHP formulary and PA criteria have been approved by the SFHP Pharmacy and Therapeutics (P&T) Committee in January 2016.
- Important changes include the following:
 - Oxybutynin ER added to formulary; tolterodine, tolterodine ER, trospium and trospium ER added to formulary with **step therapy requirement for**

oxybutynin

- Arnuity Ellipta® inhaler and Asmanex® HFA inhaler added to formulary
- Rifapentene (Priftin®) added to formulary
- Metformin ER 750 mg tablet added to formulary
- Revisions made to existing PA criteria (e.g. biologic medications, enteral nutrition products, dronabinol, etc) and 25 new PA criteria approved
- For a complete list of approved formulary and prior authorization criteria changes, please visit our P&T Committee [website](#). All changes are effective **March 1, 2016**. For formulary questions, please visit our [formulary website](#) or call SFHP Pharmacy Department at **1(415) 547-7818 ext 7085, option 3**.

Home Blood Pressure Monitors

There have been important changes in SFHP's coverage of home blood pressure monitors. SFHP is providing care support for members with hypertension by providing easy access to home blood pressure monitors through the pharmacy benefit. Effective **February 9, 2016**, SFHP is covering three preferred blood pressure monitors: Omron 3, 5 and 10 Series.

- The Omron 3 Series is easy and portable
- The Omron 5 Series is also portable and can monitor blood pressure for 2 family members
- The Omron 10 series supports the monitoring needs of your complex hypertension patients

Members can obtain one Omron 3, 5 and 10 Series blood pressure monitor every five years at their local pharmacy. Prior authorization is needed for all other blood pressure monitors, explaining why Omron Series blood pressure monitors cannot be used.

For any questions regarding blood pressure monitor coverage, please call the SFHP pharmacy department at **1(415) 547-7818 ext. 7085, option 3**.

Ventolin HFA Shortage

Due to current shortage of Ventolin HFA inhalation aerosol, SFHP is allowing ProAir HFA to process at the pharmacy until the shortage is resolved. For any questions regarding this change, please contact PerformRx Pharmacy Provider Services **1(888) 989-0091**, 24 hours, 7 days a week, at your convenience.

7. SFHP Pain Management Program

Acute Pain Management: Putting use of Opioids in Proper Perspective

- [Acute Pain Flyer](#)

SFHP is releasing an online learning module to all providers this month. Developed by SF Safety Net Pain Management Workgroup and Quality Healthcare Concepts, this 1 hour, 1 CME experience teaches an evidence-based approach to using opioids to treat acute pain. Content includes risk assessment, alternative treatments, dose and duration guidelines, and video case vignettes to practice new strategies for conversations with acute pain patients. Please access the [SFHP Pain Management Program webpage](#) for the training.

Substance Use Warmline: A Free Resource for Providers Only

The Clinician Consultation Center is pleased to offer free and confidential peer-to-peer telephone consultation, the **Substance Use Warmline**, focusing on substance use evaluation and management for primary care clinicians. With special expertise in pharmacotherapy options for opioid use, our addiction medicine-certified physicians, clinical pharmacists, and nurses are available at **1(855) 300-3595, Monday through Friday, 10 a.m. to 6 p.m, EST**. Voice mail is available 24 hours a day.

Learn more about the CCC [here](#).

8. Free Webinar - Beyond the Basics: Pharmacotherapy for Smoking Cessation

Monday, March 14, 2016

10 am - 12 pm

Online

The [Smoking Cessation Leadership Center \(SCLC\)](#) is pleased to invite you to its next free webinar, "Beyond the Basics: Pharmacotherapy for Smoking Cessation." For more information and to register, please [click here](#).

[Edit](#)

Please do not hesitate to contact Provider Relations at **1(415) 547-7818 ext. 7084**, Provider.Relations@sfhp.org or
Chief Medical Officer **Jim Glauber, MD, MPH**, at jglauber@sfhp.org.

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