

Provider Update



May 1, 2015

Please see these important updates from San Francisco Health Plan

SFHP is moving to a new corporate office in San Francisco

We are excited to announce that we are moving into our new office on Tuesday, May 26th, 2015.

The new office is located at 50 Beale Street, on the corner of Beale and Mission Streets. Reception is on the 12th floor. Our mailing address is:

San Francisco Health Plan
P.O. Box 194247
San Francisco, CA 94119-4247

For deliveries that need a physical address such as Federal Express or UPS, please use:

San Francisco Health Plan
50 Beale Street, 12th Floor
San Francisco, CA 94105

The Main Office will serve all the operational needs of the organization, supporting:

- Member services with our Customer Service phone center
- Provider network services with prior authorizations, payments, clinical guidelines, pharmacy benefits, health & wellness, practice improvement, and more

- The Board of Governors, Quality Improvement Committee, Pharmacy and Therapeutics Committee, and other key executive committees
- Vendor support and billing

Our phone and fax phone numbers and email addresses will not change. Please continue to use existing mailing address information until May 22, 2015.

You may begin using the new mailing address after May 26, 2015. Please be assured that all mail will forward to our new location.

We will be providing more information as we get closer to our move, including communication the week before, the weekend of, and the week after our move. Our website www.sfhp.org will have the latest information on our move, so please check for updates on the home page and the provider page.

We are ensuring that the transition to our new office is seamless and will continue to deliver on our commitment to excellence and dedication to quality health care. If you have any questions about our move, please email us at onthemove@sfhp.org.

Pharmacy Update

Medication Therapy Management

Effective **November 1, 2014**, San Francisco Health Plan contracted with OutcomesMTM™ to offer Medication Therapy Management (MTM) services to Medi-Cal Seniors and Persons with Disabilities members. OutcomesMTM identifies, specially trained Personal Pharmacists in communities throughout San Francisco to deliver these services. By using an OutcomesMTM Pharmacist, members get the extra attention they need to keep their medications on the right track. MTM services may be available face-to-face or via phone. Services offered to members include Comprehensive Medication Review, prescriber or non-prescription consultation and drug information. For more information on how to help your patients get started or to learn more about our MTM program, please visit our [website](#).

Website

SFHP Provider Pharmacy & Formulary website has a number of materials to help providers identify preferred medications and to assist with the prior authorization submission and specialty pharmacy referral process.

- SFHP formulary is available in searchable and pdf formats at <http://www.sfhp.org/providers/formulary/sfhp-formulary/>. Supplemental information such as Step Therapy rules and formulary restrictions are provided as well. SFHP formulary is also listed on epocrates.com.
- “Prior Authorization Requests” section at <http://www.sfhp.org/providers/formulary/prior-authorization-requests/> contains instructions for submitting a prior authorization request, complete list of SFHP Prior Authorization Criteria, and the form for submitting a request for formulary modification.
- “Specialty Pharmacy” section at <http://www.sfhp.org/providers/formulary/specialty-pharmacy/> provides contact information for SFHP Specialty Pharmacy, US Bioservices, as well as a copy of the SFHP Specialty Drug List and US Bioservices Member Referral form.

For any questions related to formulary or prior authorization process, please contact SFHP Pharmacy Department at (415) 547-7818 ext 7085 option #3 or medpharm@sfhp.org.

YOU Make the Difference!: SFHP Customer Service Training

SFHP, in collaboration with [SullivanLuallin Group](#) and master trainer [Barbara Khozam](#), will be hosting the **YOU Make the Difference!** customer service training. It will communicate the importance of Service Protocols and address service recovery in a lively manner.

Workshops will be held on:

June 25, 2015

10am - 12pm and 2pm - 4pm

Please [click here to register](#).

If you have any questions, please contact Llendl Aquino laquino@sfhp.org / (415) 615-4439.

Events

12th Annual AHWG Teen/Young Adult Provider Gathering

May 14, 2015

8:30 am to 4:00 pm

State of CA Building Auditorium

455 Golden Gate Ave, SF

OBJECTIVES:

- Increase providers' understanding of current issues in youth and young adult behavioral health.
- Educate providers on successful models of community based care for promoting mental wellness in youth.
- Expand providers' networking and referral opportunities in the greater SF Bay Area.

PARTICIPANTS: All types of providers who serve youth and young adults across the Bay Area.

CEU's will be available for participants! [Click here](#) for registration information.

18th Annual San Francisco Bay Area Regional Homeless Perinatal Conference

May 20, 2015

8:30 am- 1:30 pm

The California Endowment

1111 Broadway Street, 7th Floor, Oakland

OBJECTIVES:

- To increase knowledge regarding the factors that lead to substance abuse and impact the recovery process.
- To gain awareness of the importance of gender-specific treatment programs for families.
- To become energized in working with families and strengthening connections to providers in the San Francisco Bay Area.

CEU's will be available for participants! [Click here](#) for registration information.

ICD-10: The Road Forward

Wednesday, May 6, 2015 from 9 to 11 AM

UCSF Laurel Heights Campus, Auditorium (Sublevel 1, Rm. 24)

3333 California Street

San Francisco, CA 94118

All provider practices must use ICD-10 beginning in October. Designed for physicians and practice managers, this educational session will offer background and strategies on ICD-10 implementation so that small physician practices will understand the business imperative around implementing ICD-10.

This event was created in collaboration with The American Academy of Professional Coders (AAPC), The American Health Information Management Association (AHIMA) and The Professional Association of Health Care Office Management (PAHCOM).

[Register for free here](#)

Opioid Overuse Webinar Series

The misuse of prescription painkillers (opioids) is a significant public health problem. More than 15,000 Americans died from prescription opioids in 2009 and emergency department visits involving prescription pain relief misuse increased more than 150% between 2004 and 2010. California Health Care Foundation is launching a webinar series to highlight

new approaches to this problem.

How Plans Can Support Safe Prescribing

Wednesday, May 20

12:30 - 2:00 PM Pacific

[Register NOW for May 20 Webinar](#)

Teaching Safe Prescribing to Primary Care Residents

Thursday, June 4

12:30 - 2:00 PM Pacific

[Register NOW for June 4 Webinar](#)

Resources

San Francisco Department of Public Health Postpartum Resource

Please click link below to view a great reference for postpartum care:

[San Francisco Postpartum Resources April 2015 – Recently updated by SF DPH Maternal, Child, and Adolescent Health](#)

MyWelltopia.com

Welltopia (www.MyWelltopia.com), a new website launched by the California Department of Health Care Services (DHCS) and the UC Davis Institute for Population Health Improvement (IPHI), offers a wide range of essential resources to help Californians, especially those with limited incomes, build healthier lives and communities.

The new website serves as a comprehensive resource connecting individuals, families, and communities to credible information that addresses the social determinants of health and other leading causes of preventable death. The Welltopia website includes information on nutrition, physical activity, smoking cessation, alcohol- and drug-abuse prevention, stress management, health insurance, residency, and social services, among others.

Please click [here](#) for more information on [The Welltopia Website](#).

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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