

Provider Update

SAN FRANCISCO
HEALTH PLAN™



Here for you

November 1, 2015

Please see these important updates from San Francisco Health Plan

In our November Update you will find information on:

- The SFHP Service Center is Providing Enrollment Services to the Community
- SFHP's Enrollment Staff are now Certified Enrollment Counselors for Covered California
- The SFHP Service Center is offering extended hours during open enrollment
- An After-hours Phone Survey for Primary Care
- Pharmacy Updates
- CME/CEU Training on Integrated Substance Use Services

The SFHP Service Center is Providing Enrollment Services to the Community

The SFHP Service Center is a place where SFHP members and the San Francisco community can go receive information on health care options that are available for them and their family. Our Enrollment Assistance Team is available, by appointment, to provide application assistance for the Medi-Cal, Healthy Kids, Healthy San Francisco, San Francisco City Option Programs, CalFresh and Covered California.

The Service Center is located at 7 Spring Street, between Kearny and Montgomery Streets, where Chinatown and the Financial District meet.

It is easy to get to our Service Center with many Muni bus lines nearby and is a short walk away from the Montgomery Street BART/Muni Station.

The Service Center is open Monday through Friday, 8:00am to 5:30pm. Individuals and families will receive the same quality service that they have come to expect from us, including enrollment assistance, health education materials, and health care access information in a culturally respectful manner and in the language of your choice.

To make an appointment with an enrollment specialist, please call **1(415) 777-9992**, fax: **1(415) 547-7820**.

SFHP's Enrollment Staff are now Certified Enrollment Counselors for Covered California

In our continuing effort to provide superior, affordable health care to low and moderate-income residents of San Francisco we are proud to announce that our Enrollment Assistance Team are now Certified Medi-Cal Managed Care Plan Enrollers for Covered California.

When any of our members' (individuals or families) eligibility status changes and they no longer qualify for SFHP's health coverage programs, our Enrollment Assistance Team can provide health insurance information and enrollment assistance through Covered California. This includes explaining coverage levels (four tiered medal system), subsidies and tax credits, and health plan price rates.

This new expertise makes our Service Center a one-stop shop for all San Francisco residents looking for health care.

If you have a patient in need of enrollment assistance, whether or not they are an SFHP Member, they can make an appointment with our Enrollment Specialists by calling **1(415) 777-9992**. Our Service Center is open Monday–Friday, 8:00am to 5:30pm and is located at 7 Spring Street, between Kearny and Montgomery Streets, where Chinatown and the Financial District meet.

The SFHP Service Center is offering extended hours during open enrollment!

We are proud to offer extended hours at the Service Center, **open until 8 p.m. on Tuesdays***, during the Open Enrollment Period for Covered California. We can help people enroll into all programs including, Medi-Cal, Healthy Kids, Healthy San Francisco, Covered CA and even CalFresh. Call 1-415-777-9992 to make an appointment, walk-ins also welcome!

*Except on 11/24, 12/22 & 12/29, Service Center will close at 5:30 p.m.

After-Hours Phone Survey

In accordance with Timely Access Regulations, San Francisco Health Plan will be administering a Provider After-Hours Survey during the months of November and December. Regulations state that health plans shall ensure for the provision, 24 hours a

day, 7 days per week, of triage or screening services by telephone in a timely manner appropriate for the enrollee's condition, and that the triage or screening waiting time does not exceed 30 minutes.

Health Plan staff will be placing calls to your office after-hours to conduct the survey and measure access to primary and behavior health practitioners and the accuracy of emergency and non-emergent urgent instructions provided to members seeking information after-hours. The results must be reported to the DMHC by health plans annually and your cooperation in completing the survey is encouraged if your office is selected to participate.

Pharmacy Updates

Pharmacy and Therapeutics (P&T) Changes

Several changes to the SFHP formulary and prior authorization criteria have been approved by the SFHP Pharmacy and Therapeutics (P&T) committee at the October 21, 2015 committee meeting. The following diabetes medications will now require step therapy the metformin for at least 90 days:

- DPP-4 inhibitors: Januvia, Onglyza, Tradjenta, Janumet, Janumet XR, Jentadueto, Kombiglyze
- SGLT2 inhibitors: Invokana, Farxiga, Jardiance, Invokamet, Xigduo XR, Synjardy
- GLP-1 agonists: Victoza, Tanzeum

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 **November 21, 2015**. For formulary questions, visit our website at <http://www.sfhp.org/providers/formulary> or call SFHP pharmacy department at **1(415) 547-7818 ext. 7085**.

Immunizations

- Please help spread the word to your patients that they can conveniently receive various immunizations at their pharmacy. We hope that this new benefit will be highly utilized for the upcoming flu season.
- Adult immunizations (>18 years of age) will be covered under San Francisco Health Plan Outpatient Pharmacy Benefit for Medi-Cal. Vaccines covered include: influenza, measles/mumps/rubella (MMR), meningococcal, pneumococcal, herpes zoster, Tdap/Td, Hib and varicella.
- Please note children 18 years of age or younger are eligible for vaccinations through California Vaccines for Children (VFC) Program. Please contact VFC at **1(877) 243-8832** for

more information.

Home Blood Pressure Monitors Will Be Covered Through Pharmacy Benefits

SFHP is pleased to announce that home blood pressure monitors are now covered through pharmacy benefits for all SFHP Medi-Cal and Medicare/Medi-Cal (dual eligible) members! Your patient will need a prescription written for a blood pressure monitor for network pharmacies to process this benefit. Please note that monitors with a value up to \$50 will be covered, each member is eligible for 1 monitor every 5 years.

Medication Therapy Management

Effective immediately, SFHP will no longer be offering Medication Therapy Management (MTM) pharmacy services with Outcomes MTM. The SFHP pharmacy department is in the process of developing telephonic medication reconciliation and teaching intervention program for out of network Medi-Cal members discharged with specific disease states. Comprehensive medication reviews and medication teaching will be performed for the targeted members to increase medication adherence and comprehension. We will provide updates when they become available.

Upcoming Training: Integrated Substance Use Services

December 14, 2015

12:45pm - 5pm

CSU East Bay, Oakland Conference Center

1000 Broadway, Suite 109

Oakland, CA 94607

Addressing Substance Use Needs in your Patient Population: Providing Integrated Services through the New Drug Medi-Cal Benefit

This is a free training with CME/CEUs available. [Please see the flyer here](#) or register at <https://www.surveymonkey.com/r/KTYGDVS>.

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 **1(415) 547-7818 ext.**

7084, Provider.Relations@sfhp.org or

Jim Glauber, MD, MPH, Chief Medical Officer, at jglauber@sfhp.org.

Copyright © 2015 San Francisco Health Plan, All rights reserved.