

Provider Update

SAN FRANCISCO
HEALTH PLAN™



Here for you

October 1, 2016

Please see these important updates from San Francisco Health Plan

Our October Update includes information on:

1. New Medi-Cal Beneficiary Identification Card (BIC) Design
 2. In Progress - Access Survey: Provider Appointment Availability
 3. Patient Experience Training: AIDET and Rounding
 4. Reminder: SFHP's Hypertension Incentive
 5. Coming Soon: General Needs Assessment (GNA) Survey Results
 6. Pharmacy Update
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1. New Medi-Cal Beneficiary Identification Card (BIC) Design

In commemoration of Medi-Cal's 50th anniversary, the Benefits Identification Card (BIC) has been redesigned. This new design, featuring the California poppy, has been provided since **September 12, 2016** to newly eligible recipients and recipients requesting replacement cards. **There are no plans to provide the new card to the entire Medi-Cal population.**

Providers must continue to verify eligibility at the time of care, but **both BIC designs should be accepted by providers.**

Images of both cards and other details are available at the DHCS [website](#).

2. In Progress - Access Survey: Provider Appointment Availability

Under the Department of Managed Health Care (DMHC) Timely Access Regulations, health plans are required to demonstrate that urgent and routine appointments are offered within specified time frames. To meet these requirements, SFHP has partnered with the Industry Collaborative Effort (ICE) to administer the 2016 Appointment

Availability Survey since **August 22nd**. **We will continue conducting the survey until December 19th, 2016**. The survey, which is expected to take approximately 10 minutes, will ask provider offices to identify individual provider's next available appointment (date/time) for various types of non-emergency care.

Please inform your front-line staff who answer the phone that they may be receiving this call from the ICE Collaborative and that non-participation will be deemed non-compliant with the Timely Access Regulations, per state requirements.

Please refer to the informative [flyer](#) that can be shared with your team as well as an access one-pager that clarifies the timely access regulations. We have mailed hard copies of the attached documents directly to provider offices as well.

Providers can also find more information about survey process and requirements on the DMHC website located [here](#). For any questions about the Timely Access Regulations or the Appointment Availability Survey please reach out to SFHP's Provider Relations Department at 1(415) 547-7818 ext. 7084 or through [email](#).

3. Patient Experience Training: AIDET and Rounding

San Francisco Health Plan is excited to offer a free two-part training for our provider network that will be held in conjunction with the Studer Group. Providers are invited to attend these sessions in order to learn how to implement two proven methods for improving performance with patient experience.

This two part training will take place on:

November 1st and November 15th, 2016, from 8:30 a.m. through 12:30 p.m.; attendance is required for both days.

At this time, **the training is currently full**. We strongly urge you to sign up for the **waitlist** as there are likely to be openings. To sign up, please visit [Patient Experience Training: AIDET and Rounding](#) on Eventbrite.

For any questions, please contact [Gabrielle Torres](#).

We hope to see you there!

4. Reminder: SFHP's Hypertension Incentive

SFHP Medi-Cal members with hypertension are eligible to receive a \$25 gift card for receiving a BP check at their PCP's office by **December 31, 2016**, and writing a Healthy Heart Action Plan.

For more information, or to download the incentive form in English, Chinese, Spanish or Vietnamese, please visit our [website](#).

For immediate gift card distribution, you may fax the incentive forms directly to SFHP at (415) 615-4547.

5. Coming Soon: General Needs Assessment (GNA) Survey Results

The California Department of Health Care Services (DHCS) requires Medi-Cal plans to administer the General Needs Assessment (GNA) every 5 years.

The main goal of the survey is to identify the health education and cultural and linguistic needs of members. Based on the findings, SFHP will develop initiatives to try to address member concerns in these areas.

SFHP has completed the 2016 survey and will report the results to DHCS in October. Look for information about the results of the survey in upcoming issues of the SFHP Provider Update.

6. Pharmacy Update

Vaccines

SFHP members can now receive various immunizations at their pharmacy. Adult immunizations (19 years of age and older) are covered under the SFHP Medi-Cal Outpatient Pharmacy Benefit. 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. Contact VFC at 1-877-243-8832 for more information.

Formulary flu vaccines available for this year are:

Afluria® 2016 – 2017

Fluarix® Quad 2016 – 2017

FluBlok® 2016 – 2017

Flucelvax Quad® 2016 – 2017

FluLaval Quad® 2016 – 2017

Fluvirin® 2016 – 2017

Fluzone® 2016 – 2017

Fluzone® Quad 2016 – 2017

Fluzone® Quad Pedi 2016 – 2017

Fluzone® Intraderm Quad 2016 – 2017

Fluzone® High-Dose 2016 – 2017

Please note that FluMist nasal spray is not covered by SFHP based on the CDC's recommendation that it should not be used during the 2016-2017 flu season You can read more about this [here](#).

All pharmacies administering vaccinations are required to register with California Immunization Registry (CAIR). CAIR is a state wide consortium of regional registries that consolidate immunization records into a state wide database. We encourage providers to register for and access this system to see what vaccinations have been administered by participating providers and pharmacies.

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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