

View this email in your browser



September 29, 2017

Our October Update includes information on:

1. Referring your patients directly to Mental Health Services
2. WEBINAR on Mental Health Referrals - 10/24
3. Fielding Now: Access Surveys being conducted by SFHP

1. Referring your patients directly to Mental Health Services

SFHP has been providing non-specialty mental health services to members for over three years. However, this important benefit is underutilized.

Twenty-five percent of primary care patients have diagnosable mental disorders, and 50 to 70 percent of a primary care provider's (PCP) normal caseload consists of patients whose medical ailments are psychologically related. Given these statistics, PCPs play an essential role in ensuring patients access needed mental health services. Yet, in the first 6 months of this year, only 28 SFHP PCPs directly referred a patient to Beacon.

Did you know that you can directly refer a patient to Beacon Health Options for mental health services? Beacon will then outreach the patient up to three times to assess their needs and refer them to a behavioral health provider. Behavioral Health Services are now also available, when clinically appropriate, via telemedicine (video and telephone) therapists and psychiatrists. So the next time a patient has a high

[PCP Referral Form \(English Member Consent\)](#)

[PCP Referral Form \(Spanish Member Consent\)](#)

In addition, with your patient's signed permission (page 2 of the referral form), Beacon will communicate to you the outcome of the referral.

2. Mental Health Referrals Webinar – 10/24

Please join our webinar on **Tuesday, October 24th at 12pm** to understand the non-specialty mental health benefits available to SFHP Medi-Cal members and how to easily refer your patients to these important services. You can register for the webinar by sending an email to Sandy Chiang, Provider Relations Specialist, schiang@sfhp.org. Also, you may join the webinar directly on October 24th using the following conference details:

Join online: [Skype WebApp](#)

Join by phone: +1 (628) 220-4855, access code: 1218905 (San Francisco Health Plan)

3. Access Surveys: Appointment Availability, Triage, and Access to Interpreter Services

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 administers the 2017 Appointment Availability Survey from August 1st until December 28th, 2017. The survey, which is expected to take approximately 10 minutes, will ask provider offices to identify individual providers' next available appointment (date/time) for various types of non-emergency care. Please inform your frontline staff who answer the phone that they may be receiving this call from SFHP and that non-participation will be deemed non-compliant with the Timely Access Regulations, per state requirements.

The DMHC and the Department of Health Care Services (DHCS) also require health plans to monitor providers for access elements aside from appointment availability,

interpretation at all points of health care. To meet these requirements, SFHP administers the 2017 Daytime Survey to primary care sites from October 9th until November 3rd, 2017. The survey, which is expected to take approximately 10 minutes, will ask provider offices questions about access to language interpretation, access to triage by a provider, and average wait times in provider office waiting rooms. Please inform your frontline staff who answer the phone that they may be receiving this call from SFHP and that non-participation will be deemed non-compliant with the Timely Access Regulations, per state requirements.

Please refer to [this informative flyer](#) that can be shared with your team as well as an [access one-pager](#) that clarifies the timely access regulations. Providers can also find more information about survey process and requirements on the [DMHC website](#). 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](#).

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.

Copyright © 2017 San Francisco Health Plan, All rights reserved.

This email was sent to <<Email Address>>
[why did I get this?](#) [unsubscribe from this list](#) [update subscription preferences](#)
San Francisco Health Plan · P.O. Box 194247 · San Francisco, CA 94119 · USA