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January 2nd, 2020

Our January Update includes information on:

1. UCSF CME: Medical Care of Vulnerable and Underserved Populations
2. Customer Service Training for Management and Office Staff
3. Facility Site Review Provider Pearls
4. Pharmacy Update: Prescribe for a 12-month Supply of Birth Control

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1 *UCSF CME: Medical Care of Vulnerable and Underserved Populations*

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Zuckerberg San Francisco General
Division of General Internal Medicine
and Center for Vulnerable Populations
University of California, San Francisco
School of Medicine

UCSF

Medical Care of Vulnerable and Underserved Populations

HOLIDAY INN GOLDEN GATEWAY · SAN FRANCISCO, CA

COURSE CHAIRS

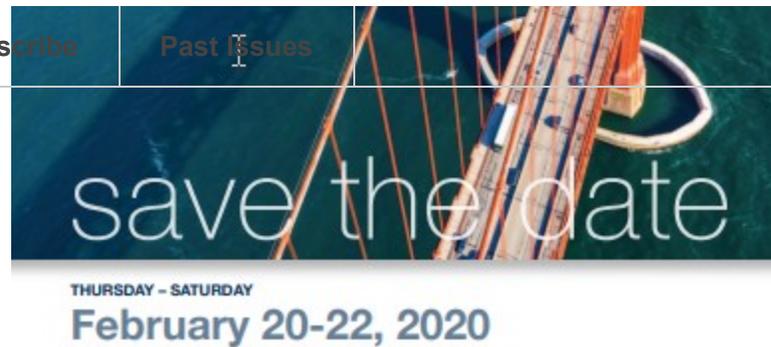
Dean Schillinger, MD
Professor of Medicine and
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STEERING COMMITTEE

Gerri Collins-Bride, RN, MS, FAAN
Susan Fisher-Owens, MD, MPH
Shira Shavit, MD





More information regarding registration and curriculum can be found [here](#).

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 Luallin Group to provide two customer service workshops for front office and management staff working in SFHP's network:

- "Managing for Service Excellence" for managers and supervisors
 - Tuesday April 7, 2020 9 AM – 1 PM or
 - Tuesday June 9, 2020 9 AM – 1 PM
- "YOU Make the Difference!" for medical office staff

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.

Ready for your staff to join us? Have them sign up early! Find more information and registrations for these free workshops through the following [flyer](#).

3. Facility Site Review Provider Pearls



VACCINE DOCUMENTATION AND CAIR

This month's Provider Pearl is about Vaccine Documentation. According to an early release of the 2018 National Health Interview Survey, 50.4% of children ages 6 months to 17 years received an influenza vaccination

during the past 12 months, while only 34.2% of adults aged 18-49 received their vaccinations in the past 12 months ([Source](#)). Proper timeliness of immunizations is vital for protecting both members' health and community health.



taking every opportunity to help providers and their staff prepare for these changes well before the July 1, 2020 effective date.

Proper vaccine documentation in the medical record is vital so that providers can determine the need for additional immunizations. Immunization status should be assessed at every health assessment visit, where providers can ensure that members are given immunizations according to CDC's Advisory Committee on Immunization Practices (ACIP) guidelines, unless contraindicated.

The Facility Site Review includes measures that promote proper vaccine documentation and use of a local immunization registry. Measures also include whether immunizations given according to ACIP guidelines, vaccine administration documentation, and Vaccine Information Statement (VIS) documentation.

[Use of a Local Immunization Registry](#)

The California Immunization Registry (CAIR) is a fully interactive and secure system that improves immunization coverage to protect Californians from vaccine-preventable diseases ([Source](#)). CAIR consolidates records for those who have been immunized by different providers. Providers are able to submit patient immunization information automatically through their electronic health record (EHR) system. Providers who are not yet using CAIR should consult with their EHR vendor.

[Vaccine Administration Documentation](#)

The name, manufacturer, lot number, and injection site should be documented in the medical/electronic record or on medication logs, including immunization registries.

Vaccine Information Statement (VIS) Documentation

Providers must provide a VIS Sheet to a member or member's parent or legal representative before each dose of certain vaccines. The VIS details the benefits and risks of a vaccine to the vaccine recipient. Providers can access current VIS sheets through the CDC ([Source](#)). Providers should document the following in the medical record and immunization registry:

1. Date when the VIS was given or offered
2. Publication date of the VIS

Resource 1: [CAIR FAQ for Providers](#)

Resource 2: [CAIR New Site Enrollment Page](#)

Resource 3: [Vaccine Administration Record for Children and Teens](#)

Resource 4: [Vaccine Administration Record for Adults](#)

If you have any questions, your FSR team is here to help. Please find contact information below.

“Provider Pearls” are monthly articles written to help you prepare for the California Department of Health Care Services (DHCS) FSR review processes. If a clinic manager, office manager, nurse manager, or operations person, can take the time to independently self-monitor clinic practices with the aid of SFHP checklists and DHCS guidelines at least annually, we can all work together to strive toward improved quality standards in office practice operations.

For any questions about the Facility Site Review or Medical Record Review processes or tools, please contact Jackie at jhagg@sfhp.org or by her direct line at 1(415) 615-5637.

4. Pharmacy Update: Prescribe for a 12-month Supply of Birth Control

The Pharmacy department will be sending out informational posters regarding the 12-month supply coverage benefit and women's health screening recommendations. If you are interested in receiving posters for your clinic, please contact Provider Relations at Provider.Relations@sfhp.org.

Dispensing a 12-month supply of birth control can improve adherence and reduce unintended outcomes (ie: pregnancies, abortions). California Senate Bill 999 requires all health insurance plans to cover up to a 1 year supply of self-administered, hormonal contraceptives such as birth control pills, patches, and vaginal rings. To ensure your patients can receive a 12-month supply at one time, provide a prescription with adequate quantity or refills that equal a 1 year supply. Patients will need to request for the full 12-month supply at their pharmacy.

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

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