

March Provider Update

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March 1st, 2019

Our March Update includes information on:

1. Members' Rights Reminder
2. Training Opportunity: Service Recovery for Clinicians – Tuesday, May 14th
3. Facility Site Review (FSR) Provider Pearls: Site Review Environmental Cleaning
4. Pharmacy Update: Naloxone Regulations
5. Looking for a SFHP Provider? Try our Online Search Tool!

1. Members' Rights Reminder

There are two kinds of problems SFHP members may have with their plan:

- A complaint (or grievance) is when the member has a problem with their plan, a

provider, or with their health care or treatment .

- An appeal is when a member doesn't agree with their plan's decision not to cover or change services. With the member's permission, you can also file an appeal on the member's behalf.

Members can use the SFHP grievance and appeal process to let SFHP know about a problem. SFHP is required to respond in writing to member appeals and grievances, unless expedited, within 30 days. Using the grievance and appeal process does not take away any legal rights and remedies.

SFHP will not discriminate or retaliate against a member for letting us know about a problem. Please reassure SFHP members that filing a grievance or appeal will not result in discrimination or retaliation from SFHP or your office. In fact, letting us know about concerns gives us the opportunity to correct problems and improve care.

All provider offices should have SFHP forms available for submitting information about a problem.

Forms are on SFHP's website [here](#), including several language translations.

Members can also call SFHP's Customer Service department directly at 1(800) 288-5555.

2. Training Opportunity: Service Recovery for Clinicians – Tuesday, May 14th

Take action to repair the therapeutic relationship and reestablish trust with patients who have had experiences that did not meet their expectations. On May 14th, 2019 [San Francisco Health Plan will host a service recovery training](#) led by a physician trainer from the Studer Group. This half-day training is for clinical staff – nurses, physicians, behavioral health clinicians – to learn about what Service Recovery is and how it can be incorporated into a clinical setting. Continuing Medical Education and Continuing Education Units will be available, along with a complimentary meal. Please follow these steps to register:

Please follow these steps to register.

- Select one of two sessions
 - [May 14th 9 AM to 12 PM](#)
 - [May 14th 1 PM to 4 PM](#)
- In order to view the event page, input the password: SFHPSRD5
- Complete registration by entering contact information

3. Facility Site Review (FSR) Provider Pearls: Site Review Environmental Cleaning



“Provider Pearls” are monthly articles 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.

Site Review Environmental Cleaning

This month the Providers’ Pearls topic is Site Review Environmental Cleaning, Section VI. Infection Control, C. “Contaminated surfaces are decontaminated according to Cal-OSHA standards”.The written guideline states, “Contaminated work surfaces are decontaminated with an appropriate disinfectant (29 CFR 1910.1030). Written “housekeeping” schedules have been established and are followed for regular routine daily cleaning. Staff is able to identify frequency for routine cleaning of surfaces and equipment, the disinfectant used and responsible personnel”. Appropriate disinfectants are defined as: “Products used for



decontamination have a current the United States Environmental Protection Agency (EPA) approved status. Effectiveness in killing HIV/HBV/TB is stated on the manufacturer's product label".

In evaluating Primary Care Facilities, it is still not unusual to find sites that are not using EPA -approved disinfectant products or following DHCS protocol. In this article, included is a [two-page tip-sheet](#) for ensuring your site is compliant with DHCS guidelines plus an example of a housekeeping cleaning schedule. In the tip-sheet is a snapshot from the Centers for Disease Control and Prevention (CDC) that provides an easy to use checklist for Environment Cleaning. This checklist is a best practice tool for compliance in infection prevention for outpatient settings. During each periodic Site Review Survey, your clinic staff will need to show the FSR nurse a written "housekeeping" schedule and proof of the approved cleaning product used in your clinic.

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.

References:

[EPA's Registered Antimicrobial Products Effective Against Mycobacterium tuberculosis, Human HIV-1 and Hepatitis B Virus.](#)
[GUIDE TO INFECTION PREVENTION FOR OUTPATIENT SETTINGS, Page 28, X.a. Environmental Cleaning, \(Version 2.3 - September 2016\)](#)
[SFHP FSR – Site Review Guidelines](#)
www.dir.ca.gov/dosh/BloodborneFAQ.html (FAQ 56)
www.dir.ca.gov/dosh/dosh_publications/BBPBest1.pdf (Page 45)

4. Pharmacy Update: Naloxone Regulations

Starting January 1, 2019, California prescribers are required by Assembly Bill 2760 to offer a prescription to a patient for naloxone or another FDA-approved complete or partial opioid-reversal agent as a rescue when one or more of the following is present:

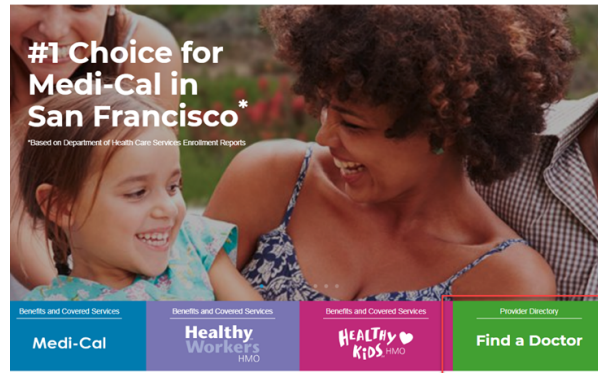
- The dosage is ≥ 90 Morphine Equivalent Daily Dose
- Opioids and benzodiazepines are prescribed concurrently
- The patient has increased risk of overdose (history of overdose, substance use disorder, or risk for returning to a high dose)

The prescriber is also required to educate the patient and/or guardian on overdose prevention and the use of naloxone.

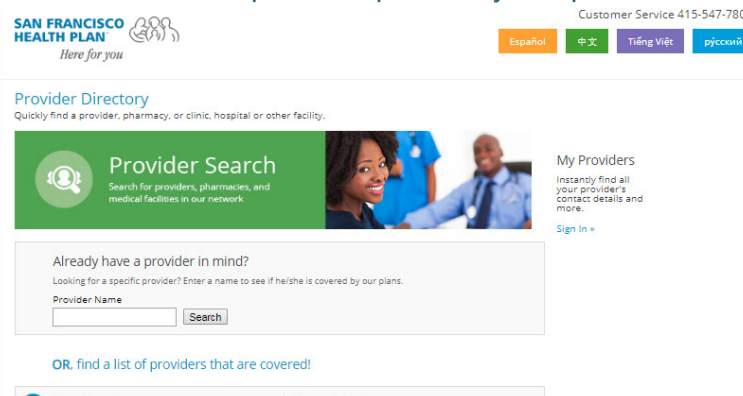
More information is available at the [DHCS website](#).

5. Looking for a SFHP Provider? Try our Online Search Tool!

Searching for providers within the San Francisco Health Plan network is easily accessible via our website! Navigate to www.sfhp.org and select the "[Find a Doctor](#)" button.



You will be taken to a page where you may search by distance, primary care, behavioral health, specialist, pharmacy, hospital, or facility.



1 I'm a Member
 Search by your Member ID.
 For the most accurate results, enter your member ID number to find providers covered by your plan.
 Member ID

 Complete your Member ID log in by adding '01' to the end of the nine digit number.
[Need your Member ID?](#)

I'm a Guest
 If you're not a member, that's fine too.
 To filter your search results for providers that accept a specific plan, please select a plan type below.
 Product

 Network

2 I would like to find a provider in ...
 Tell us where you would like to search.
 To help us find providers nearest to you, please select either your State or ZIP Code.
 ZIP Code Distance OR State

3 I would like to see ...
 Tell us the type of provider you would like to visit.
 Please select the type of provider you would like to see from the list below.
 Primary Care Behavioral Health Specialist Pharmacy Hospital or Facility
 Other Contracted Providers

[Search Providers](#)

If you wish to use even more search criteria, leave the contents blank on this page and select the first "Search" button.

Provider Directory
 Quickly find a provider, pharmacy, or clinic, hospital or other facility.

Provider Search
 Search for providers, pharmacies, and medical facilities in our network.

My Providers
 Instantly find all your provider's contact details and more.
[Sign In »](#)

Already have a provider in mind?
 Looking for a specific provider? Enter a name to see if he/she is covered by our plans.
 Provider Name [Search](#)

OR, find a list of providers that are covered!

1 I'm a Member
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2 I would like to find a provider in ...
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 ZIP Code Distance OR State

3 I would like to see ...
 Tell us the type of provider you would like to visit.
 Please select the type of provider you would like to see from the list below.
 Primary Care Behavioral Health Specialist Pharmacy Hospital or Facility
 Other Contracted Providers

You will be taken to a page where on the right hand side you are able to narrow your provider search even further.

Current Search [Start New Search](#)

[Search](#) [Clear](#)

Specialty

Provider Category

Plan Type/Product
None Specified ▼

Status
None Specified ▼

Network
None Specified ▼

Hospital Affiliation
None Specified ▼

Accepting Patients
None Specified ▼

Cultural Competence Trained
None Specified ▼

Accessibility

My Address ?

City

State

Zip Distance
 10 Miles ▼

For questions regarding our "Find a Doctor" feature on our website please contact Provider Relations at 1(415) 547-7818 ext 7084 or provider.relations@sfhp.org.

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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