April 1st, 2019

Our April Update includes information on:

1. Save the Date! SFHP Provider Seminar
2. Training Opportunity: Service Recovery for Clinicians – Tuesday, May 14th
3. Medi-Cal EOC is now the Member Handbook
4. Facility Site Review (FSR) Provider Pearls: Periodic Site Review Surveys
5. Pharmacy Update: Formulary and Prior Authorization Criteria
6. Looking for a SFHP Provider? Try our Online Search Tool!

1. Save the Date! SFHP Provider Seminar
SAVE THE DATE - MAY 3, 2019

PROVIDER SEMINAR
San Francisco Health Plan
50 Beale St., 12th Floor
San Francisco, CA 94105

Friday, May 3, 2019
8:00am to 3:00pm

Breakfast and lunch will be provided.

Provider Seminar

Office Managers

Clinical Staff

SFHP Office

Learn how SFHP authorizations and claims processes work to align with your business practices.
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:

- 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. **Medi-Cal EOC is now the Member Handbook**

The Evidence of Coverage (EOC) is the official document describing a coverage plan’s benefits and criteria for coverage. Medi-Cal EOCs now have a new title: Member Handbook. The current version of SFHP’s Member Handbook/EOC is posted on our website [here](#).

4. **Facility Site Review (FSR) Provider Pearls: Periodic Site Review Surveys**
“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.

PREPARING STAFF FOR PERIODIC SITE REVIEW SURVEYS

This month the Providers’ Pearls covers a gray area when a California Department of Health Care Services (DHCS) Certified Nurse Reviewer conducts a Site Review Survey (SRS) at your site. You might not consider in preparing for an upcoming evaluation that staff also needs to be prepared to answer any questions the reviewer may ask them. Primary Care Facility staff must be able to verbalize competency in answering site specific questions, some of which may include:

- How to respond to any non-emergency events
- How to respond to any medical emergency events
- How to respond to any suspected biological/infectious disease incidents
- How to describe Standard Precautions
- How to access interpreter services
- How to explain the referral process
- How to demonstrate a point of care test
- How to describe the medical record release protocol
- How to describe frequency of routine cleaning and/or cleaning after surface contamination
- How to show evaluator location of cleaning schedule
- How to show evaluator types of cleaning products used (must be Environmental Protection Agency (EPA) approved; products effective against HIV, HBV, and TB)

A training worksheet is included in this article, which can be used, if you like, to prepare staff for any DHCS Site Review Surveys. Stay on top of when your periodic reviews occur so that you have plenty of time to refresh staff on the topics and increase their confidence in answering questions presented by the evaluator.
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:
- DHCS Facility Site Review Survey (FSR) Guidelines
- TRAINING WORKSHEET HERE
- DHCS Site Review Prep Tool: Questions to Ask Staff

5. Pharmacy Update: Formulary and Prior Authorization Criteria

The complete list of approved formulary and prior authorization criteria changes are available on the SFHP website on the Pharmacy page and the Prior Authorization page.

6. 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.
If you wish to use even more search criteria, leave the contents blank on this page and select the first "Search" button.

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

*To access updates from previous months or subscribe to SFHP’s Monthly Provider Update, please visit our Provider Update archive page.

Register for SFHP ProviderLink here.