

# April Provider Update

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## *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*

SAN FRANCISCO  
HEALTH PLAN



Claims  
P.O. Box 194747



**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.

**SAVE THE DATE - MAY 3, 2019**

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## *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 14<sup>th</sup>, 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

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## *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](#).

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## *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](mailto: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

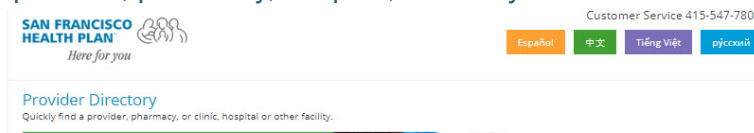
The complete list of approved formulary and prior authorization criteria changes are available on the SFHP website on the [Pharmacy page](#) and the [Prior Authorization page](#).

## 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](http://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.



**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

**OR, find a list of providers that are covered!**

**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  ▼

**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

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

**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

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For the most accurate results, enter your member ID number to find providers covered by your plan.

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Need your Member ID?

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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  ▼

**3 I would like to see ...**  
Tell us the type of provider you would like to visit.

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](#)

[Clear](#)

Specialty

Provider Category

Plan Type/Product

Status


Network

Hospital Affiliation

Accepting Patients

Cultural Competence Trained

Accessibility

My Address 

City

State

Zip  Distance

[Clear](#)

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](mailto:provider.relations@sfhp.org).

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