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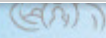
May 1st, 2019

Our May Update includes information on:

1. RSVP! SFHP Provider Seminar
2. Utilization Management (UM) Staff Availability
3. Facility Site Review (FSR) Provider Pearls: Electronic Medical Record use and PCP Sites
4. Pharmacy Update: Formulary and Prior Authorization Criteria, New Specialty Pharmacy, Morphine Equivalent Daily Dose
5. State of California Health and Welfare Consent Form (PM 330)
6. FDA: New Opioid Analgesic Labeling Changes
7. Member Eligibility Verification - Medi-Cal Holds
8. Maternal Mental Health Webinar: Two sessions, CEUs available!

1. RSVP! SFHP Provider Seminar

HEALTH PLAN™
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P.O. Box 194247
San Francisco, CA 94119-4247
sfhp.org

STAMP



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

157601 0319



To RSVP to this event please email your name, email, and phone number to:
Provider.Relations@sfhp.org.

2. Utilization Management (UM) Staff Availability

SFHP's Utilization Management (UM) staff is available to providers and members during regular business hours (Monday through Friday, 8:30am - 5:00pm) to discuss UM issues, including denial decisions, request a copy of the UM criteria, by calling 1(415) 547-7818 ext. 7080 or toll-free

TTD/TTY services 1(888) 883-7347 for the hearing impaired and language services are available. After normal business hours, UM staff can receive secure voicemail, fax, and [email](#). Messages received are returned the next business day or if received after midnight Monday through Friday, the same business day.

Please note the following changes to our UM phone menu:

- For questions related to outpatient services, please press 1
- For questions related to inpatient services, please press 2
- For questions related to Care Transitions, please press 3

3. Facility Site Review (FSR) Provider Pearls: Electronic Medical Record use and PCP Sites

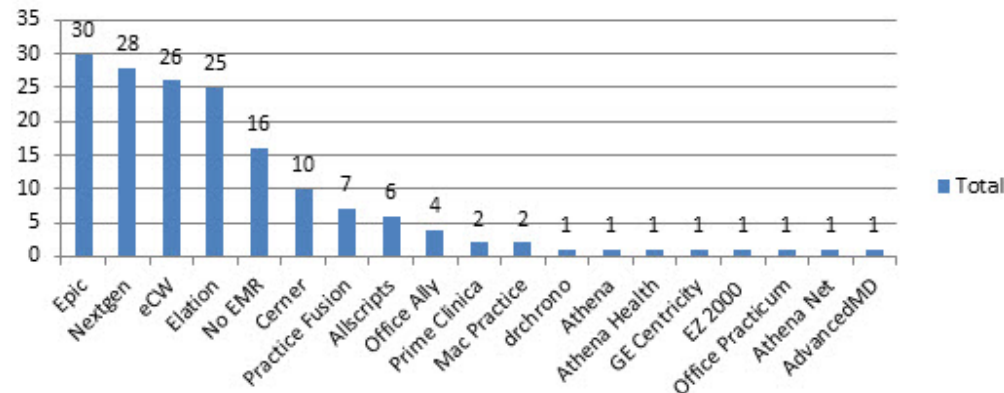


ELECTRONIC MEDICAL RECORD (EMR) USE AND SFHP PCP SITES

This month the Providers' Pearls shares some insight into the types of Electronic Medical Records (EMRs) being used by our primary care providers across the

network. As of the end of 2018, 164 primary care provider sites utilized 19 different electronic medical record systems. At that time, 16 primary provider sites continued to use paper medical record documentation. The family of Department of Public Health clinics is anticipated to migrate from eCW to Epic in August 2019. That will mean that approximately 34% of SFHP primary care provider sites will be using Epic.





Your EMR workflow, content, and clinical documentation provide insight into your clinical practices and comprise the information sought during a medical record review. Some questions to ask are:

- 1) Is your EMR clinical documentation standardized to ensure patient health records are complete and consistent, for every patient, at every encounter?
- 2) Does your clinic have regular EMR optimization team meetings with the EMR vendor to ensure a continuous improvement process, as needs change?
- 3) Is there consistent staff training and reinforcement for full utilization of standardized processes?

In 2019, the California Department of Health Care Services (DHCS) plans to release updated Facility Site Review (FSR) Guidelines for both the Site Review Survey and the Medical Record Review Survey. As a practice professional, this information should encourage awareness of how important the EMR is to the Medical Record Review process. Additionally, having an EMR optimization relationship with the vendor will put you in a solid position for how the upcoming DHCS FSR changes may affect your EMR templates.

The FSR team will keep our providers engaged when the new guidelines are released and we will be available to any providers for support and clarification of standards.

Priestman, W; Sridharan, S; Vigne, H; Collins, R; Seamer, L; Sebire, NJ; (2018) [What to expect from electronic patient record system implementation: Lessons learned from published evidence](#). **Journal of Innovation in Health Informatics** , 25 (2) pp. 92-104.

“**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 operation’s 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: Formulary and Prior Authorization Criteria, New Specialty Pharmacy, Morphine Equivalent Daily Dose

New Local Pharmacy is in the SFHP Specialty Pharmacy Network

We have expanded our Specialty pharmacy network for our members with the addition of Mission Wellness Pharmacy located at 2424 Mission Street and 350 Parnassus on 5th floor in San Francisco, California.

Mission Wellness is an SF based specialty pharmacy very familiar with the needs of our local community. They provide many services including clinical support for patients being treated for cancer, rheumatoid arthritis, hemophilia, multiple sclerosis, and psoriasis. They will also assist with Prior Authorization coordination as well!

You can reach them at 1(800) 860-8984 or www.missionwellness.com.

Saturday 10am to 2pm

Sunday – Closed

Quarterly Formulary and Prior Authorization (PA) Criteria Changes

Changes to the SFHP formulary and prior authorization criteria have been approved by the SFHP Pharmacy and Therapeutics (P&T) Committee at the P&T Committee meeting on 04/17/2019.

The complete list of approved formulary, summary of prior authorization criteria changes and Prior Authorization Criteria are available on the SFHP website in the following locations:

[SFHP Formulary Page](#)

[Pharmacy and Therapeutics \(P&T\) Committee Page](#)

[Prior Authorization/UM page](#)

All changes are effective May 20, 2019. For formulary or criteria information please visit our website or call SFHP pharmacy department at 1(415) 547-7818 ext. 7085, option 3.

Morphine Equivalent Daily Dose

A Medi-Cal Clinical Review Update titled: “Morphine Equivalent Daily Dose” was published on the DHCS website. The [bulletin](#) outlines how morphine equivalent daily dose (MEDD) is used to indicate patient risk. It also suggests resources to aid in responsible prescribing, including a mobile MEDD calculator.

5. State of California Health and Welfare Consent Form (PM 330)

Sterilization services provided to all members meet federal requirements, including a minimum age of 21, an informed consent process, and provisions for a waiting period (as determined by the member’s line of business) before services are rendered. In addition, consent must be voluntary

Under Medi-Cal, vasectomies, and tubal ligations are family planning services. Medi-Cal members of childbearing age may access these services from out-of-network family planning providers without prior authorization.

SFHP relies on a claims audit to routinely monitor adult sterilization procedures for completeness and accuracy.

SFHP requires completion of the State of California Health and Welfare Consent Form (PM 330) before providing a sterilization procedure to a SFHP Medi-Cal member. The physician performing the sterilization service must ensure that the Consent Form (PM 330) is signed and completed. The physician must document the informed consent process in the medical record and include the signed Consent Form (PM 330) in the medical record.

For questions regarding sterilization services please contact Provider Relations at 1(415) 547-7818 ext. 7084 or provider.relations@sfhp.org.

6. FDA: New Opioid Analgesic Labeling Changes

Statement by Douglas Throckmorton, M.D., Deputy Center Director for Regulatory Programs in FDA's Center for Drug Evaluation and Research, on new opioid analgesic labeling changes to give providers better information for how to properly taper patients who are physically dependent on opioids.

The FDA statement in its entirety can be accessed [here](#).

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Reminder to check a member's eligibility prior to rendering services. There are several ways to check eligibility for SFHP Members:

- Using the Provider Secure Website at www.sfhp.org/providers/
- Call the SFHP Interactive Voice Response system (IVR) at 1(415) 547-7810, 24 hours a day 7 days a week.
- Call the SFHP Customer Service Department at 1(415) 547-7800, Monday-Friday, 8:30am-5:30pm

DHCS has asked us to inform providers that if a member's eligibility is "On Hold," providers may submit their claims to Fee-For-Service Medi-Cal. Any questions may be directed to provider.relations@sfhp.org or by calling Provider Relations at 1(415) 547-7818 ext. 7084.

8. Maternal Mental Health Webinar: Two sessions, CEUs available!

This webinar will provide an overview about maternal mental health, including common symptoms, prevalence, as well as a discussion around common screening tools and treatment options. SFHP's mental health partner, Beacon Health Options, is hosting. All mental health professionals are welcome.

Training Date's: [Monday, May 13](#) and [Friday, May 31, 2019](#)

Training Time: 11:00 am – 12:00 pm PST for both dates

To register: Click dates above or view the [flyer](#).

Learning Objectives

Upon completion of the training, participants should be able to:

- identify common therapeutic techniques for treatment
- select appropriate screening tools to identify perinatal depression
- list pathways to refer members for mental health services

For more details, please see the [flyer](#).

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](#).

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