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## *July 1st, 2019*

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**Our July Update includes information on:**

1. REMINDER: State of California Health and Welfare Consent Form (PM 330)
2. Pharmacy Update: Opioid risks, Fluoroquinolones, and Searchable Criteria Tool
3. Member Grievances

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### ***1. REMINDER: State of California Health and Welfare Consent Form (PM 330)***

SFHP assures that reproductive sterilization services provided to its male and female

waiting period (as determined by the member's insurance program) before services are rendered. Medi-Cal members are subject to a 30-day waiting period. Additionally, consent is not only voluntary and fully informed, but the individual must also be allowed to make a free selection of the method for sterilization. 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. **Claims for sterilization must have a copy of the PM-330 attached or payment will be denied.** Consent procedures and requirements for patient waiting periods can be found in Title 22 California Code of Regulations Section 51305.1-51305.4, 51305.6-51305.7

For questions regarding sterilization services 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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## *2. Pharmacy Update: Opioid risks, Fluoroquinolones, and Searchable Criteria Tool*

### **Risks with Sudden Discontinuation of Opioids**

A Medi-Cal Drug Safety Communication entitled "Risks with Sudden Discontinuation of Opioids" has been published on the DHCS website. [The bulletin](#) is focused on the warning released by the FDA on April 9, 2019 that a sudden discontinuation of opioids or a rapid dose decrease can cause serious harm in patients who are physically dependent. The document further includes a list of actions to consider when tapering a patient who is opioid dependent. The bulletin includes links to resources at the FDA website.

A Medi-Cal Drug Safety Communication entitled “Updated Adverse Effects from Fluoroquinolones” has been published on the DHCS website. [The bulletin](#) reiterates the warning that fluoroquinolones may increase the risk of ruptures of an aortic aneurysm or aortic dissection. The FDA has added this warning to the prescribing information for all fluoroquinolones.

### **Formulary and Prior Authorization (PA) Criteria Searchable Tool**

Effective April 2019, San Francisco Health Plan updated its formulary Search tool for providers on our website to directly link to the PA criteria for any drug that requires prior authorization. SFHP formularies are available in searchable and printable formats and can be accessed [here](#). For any drug with specific criteria for use, those criteria are now linked under the “Clinical Criteria” symbol. General criteria for other non-formulary medications without specific criteria, and for restrictions such as age and quantity limits, are also linked at the top of the searchable tool.

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## *3. Member Grievances*

San Francisco Health Plan (SFHP) considers all expressions of dissatisfaction made by SFHP members to be Grievances. Please use the Grievance Forms provided by SFHP to assist members in filing grievances. All expressions of dissatisfaction should be forwarded to SFHP for processing. Additional forms are also available online at <https://www.sfhp.org/about-us/grievance-info/>. Members may also submit a grievance online at [https://secure.sfhp.org/comments/Grievance\\_Form.aspx](https://secure.sfhp.org/comments/Grievance_Form.aspx). If you have questions or concerns regarding the Grievance Process, please contact Provider Relations at 1(415) 547-7818 ext 7084.

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