

September 1, 2015

Please see these important updates from San Francisco Health Plan

In our September Update you will find information on:

- **Member incentives for Preventive Care including Hypertension & Diabetes**
 - **Our Pharmacy Update including formulary changes, expanded benefits, and more**
 - **SF Asthma Task Force**
 - **Medi-Cal Managed Care Update**
 - **Provider Appointment Availability Survey**
-

Member Incentives for Preventive Care

Incentive for SFHP Medi-Cal Patients with Hypertension

SFHP is continuing its incentive program for members with hypertension. This program was successfully piloted in the Fall of 2014. Information about the incentive was sent to over 7,000 members with hypertension, and more than 1,000 members received the incentive.

Members with a hypertension diagnosis are eligible to receive a \$25 Walgreen's gift card for the 2015 calendar year if they complete two requirements:

1. Have a blood pressure check at their PCP site – the provider or clinic staff must document the following to qualify:

- **Blood pressure check date**

- Result
- Is this level considered normal? (Yes/No)
- Follow-up appointment date (if BP is not in normal range)
- Provider signature

2. Fill out a Healthy Heart Action Plan describing how they intend to lower their BP if it is high, or maintain their BP if it is in normal range

SFHP Medi-Cal members will receive an automated call and be mailed information about this incentive in September 2015. The mailer will contain a hypertension fact sheet, a Controlling High BP incentive form, and an insert regarding the benefits of home BP monitoring. Members must complete their BP check and Healthy Heart Action Plan before **December 31, 2015** in order to be eligible to receive the \$25 Walgreen's gift card incentive. Electronic copies of the materials are available upon request.

Please contact Annie Humphreys, Clinical Quality Specialist (ahumphreys@sfhp.org) with any questions.

New Incentive for SFHP Patients with Diabetes (All Lines of Business)**

SFHP has added a new incentive for members with diabetes! SFHP members with a diabetes diagnosis can now receive TWO incentives per year:

- \$25 for a retinal eye exam (new!)
- \$25 for receiving all of the following: HbA1c screening, blood pressure screening, and kidney protection lab or medication (medical attention for nephropathy)

SFHP members with diabetes were mailed information about this new incentive in late July. The mailer contained an updated diabetes passport with health education material about managing diabetes, and two incentive forms for members to bring in to have their providers sign. Members must complete each screening by **December 31, 2015** in order to be eligible for the corresponding incentive. Electronic copies of the materials are available upon request.

SFHP's Medi-Cal members are eligible for vision services through VSP. Routine dilated eye exams by VSP optometrists are covered every 12 months for members with diabetes. To find a VSP provider, visit www.vsp.com, or call **1(800) 877-7195**.

***In August it was incorrectly noted that this incentive was for SFHP's Medi-Cal members only. All SFHP members with diabetes, regardless of line of business, have been sent information about the program and are eligible to receive the incentives.*

Please contact Annie Humphreys, Clinical Quality Specialist (ahumphreys@sfhp.org) with any questions.

More Information About Member Incentives

Click [here](#) for a full listing of SFHP's 2015-2016 member incentive programs. If your site would like an in-person presentation and Question & Answer session about SFHP's incentive programs, please contact Annie Humphreys, Clinical Quality Specialist at ahumphreys@sfhp.org or **1(415) 615-4291**.

Pharmacy Update

Cutis Pharmaceuticals FIRST compounding products removed from our formulary

Compounded prescription kits manufactured by Cutis Pharmaceuticals and Fagron Group are no longer available to members of the San Francisco Health Plan. These products are not eligible for federal rebate and thus are excluded from coverage under the Medi-Cal Assistance program. In addition, we are not able to issue a prior authorization for these agents as they are no longer listed in our claims adjudication database. Please see the table below for the list of impacted products and available alternatives.

Compound Kit	Alternative product(s)
First-Lansoprazole Suspension	Omeprazole capsules opened and sprinkled over food
First-Omeprazole Suspension	Omeprazole capsules opened and sprinkled over food
First-Testosterone	Injectable testosterone (e.g. Depo-testosterone, Delatestryl)

Glatopa

Glatopa, the first FDA-approved, generically substitutable form of Copaxone 20mg for treatment of multiple sclerosis, is now commercially available. San Francisco Health Plan

has a mandatory generic policy and will require dispensing of generic Glatopa when a prescription for Copaxone is presented at the pharmacy. All members currently using Copaxone will be switched to Glatopa by the member's pharmacy. Glatopa is available exclusively through San Francisco Health Plan's specialty pharmacy, US Bioservices. Please contact US Bioservices at 1(888) 518-7246 for any questions or to call in a prescription.

Home Blood Pressure Monitors Will Be Covered Through Pharmacy Benefits

SFHP is pleased to announce that home blood pressure monitors are now covered through pharmacy benefits for all SFHP Medi-Cal members! Your patient will need a prescription written for a blood pressure monitor for network pharmacies to process this benefit. Please note that monitors with a value up to \$50 will be covered, each member is eligible for 1 monitor every 5 years.

We are also extending this pharmacy benefit to our Medicare/Medi-Cal (dual eligible) members! This extended benefit should begin in the coming weeks. Please contact San Francisco Health Plan Pharmacy Department at **1(415) 547-7818 ext. 7085** or pharmacy@sfhp.org for any questions or concerns.

SF Asthma Taskforce The SF Asthma Taskforce is organizing a conference **October 23, 2015**. It is a free, half-day training open to everyone. They will be providing CME credit for clinical staff. Click [here](#) for more details.

Medi-Cal Managed Care Update SFHP carves out California Children's Services (CCS)-eligible conditions. At Designated Public Hospitals, the CCS program will now be paying for ALL services during a stay under a CCS diagnosis. Click [here](#) for more details.

Provider Appointment Availability Survey

Under the Timely Access Regulations, health plans are required to conduct two annual surveys to demonstrate that urgent and non-urgent care appointments (including primary care, specialty care, ancillary, and behavioral health) are offered within specified timeframes. To meet these requirements, SFHP partners with the Industry Collaborative Effort (ICE) to administer the 2015 Appointment Availability Survey between August 11th and December 30th, 2015. The survey, which is expected to take approximately 10 minutes, will ask provider offices to identify individual provider's next available appointment (date/time) for various types of non-emergency care.

SFHP strongly encourages providers to participate; non-participation will be deemed non-compliant with the Timely Access Regulations, per state requirements. ICE will be mailing more information to providers regarding the survey and requirements within the next few weeks. Providers can also find more information about survey process and requirements on the DMHC website located at www.dmhc.ca.gov. For any questions about the Timely Access Regulations or the Appointment Availability Survey please reach out to SFHP's Provider Relations Department at **1(415) 547-7818 ext. 7084** or through email at Provider.Relations@sfhp.org.

Should you have any other concerns or need assistance with Provider Relations or Health Services issues, please do not hesitate to contact Provider Relations at **1(415) 547-7818 ext.**

7084, Provider.Relations@sfhp.org or

Jim Glauber, MD, MPH, Chief Medical Officer, at jglauber@sfhp.org.

Copyright © 2015 San Francisco Health Plan, All rights reserved.