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April 2017

Please see these important updates from San Francisco Health Plan

Our April Update includes information on:

1. Introducing: SFHP Acupuncturists
2. SFHP's New Provider Portal is Launching Soon!
3. Provider Satisfaction Survey Coming in April and May
4. Facility Site Review (FSR) Provider Pearls: TB Risk Assessment
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1. Introducing: SFHP Acupuncturists

SFHP is proud to introduce four new acupuncturists to our provider network:

- Dr. Johnson You
- Dr. Candice Turchin
- Dr. Antonella Soldaini
- Dr. Stephanie Haney

These providers will be listed in our [Provider Directory](#) very soon. If you need detailed contact information, please send us an [email](#).

As a reminder, please note the following:

- Prior authorization(PA) is not required before the member's first visit to the acupuncturist; however, the acupuncture provider may ask the referring/primary care office to submit a PA request form and obtain approval before they see the patient (for example, UCSF Osher Center can accept referrals, but they should ask for you to request prior authorization for their services when the patient is not seeing a UCSF PCP).
- Please contact the acupuncture office to make sure they will take adults in SFHP's Medi-Cal program before requesting authorization. If you need help finding a provider for the member, please contact SFHP for a current list of contracted providers.
- Acupuncture is only a covered benefit for SFHP's Medi-Cal. At this time, it is not a covered benefit for Healthy Workers or Healthy Kids plan members.
- Authorizations are approved for a period of one year starting on the first date of service. There is a maximum of 24 visits allowed per year, to be scheduled at the acupuncture practitioner's discretion. Any additional visits need to be requested as a modification to the approved authorization with progress notes and medical necessity justification.
- Additional information on the Medi-Cal acupuncture benefit, including covered service codes, can be found in the "[Acupuncture Services](#)" Medi-Cal provider manual available on the Medi-Cal website.

Questions? Comments?

Please feel free to contact us directly for any additional help you may need regarding authorization of acupuncture services. We are happy to help!

- Tamsen Staniford, RN, UM Nurse: 1(415) 615-5190
- Maxine Casey, LVN, UM Nurse: 1(415) 615-5135

2. SFHP's New Provider Portal is Launching Soon!



We are excited to announce our new Provider Portal, **SFHP ProviderLink**. Built with new features and functions, you will have greater access to your patients' health information!

SFHP ProviderLink will make it easier to:

- Check member eligibility
- Submit Prior-Authorization requests
- Check members' pharmacy information
- Upload claims online
- And more

Through our secure and trusted platform, you will be able to view your patients' entire service and eligibility history, provider dispute resolutions, billing statuses, and many more functions through our easy-to-navigate portal.

Please be on the look out for more information and instructions on how to register in our upcoming May 2017 Provider Update.

Important: Please note that in order to use our new portal, you will need to set up a new password and user name. Due to HIPAA regulations, please do not share or exchange user names.

3. Provider Satisfaction Survey Coming in April and May



SFHP has engaged SPH Analytics to perform our annual Provider Satisfaction Survey. If you are selected to participate, you will receive the survey either by email or traditional mail from SPH Analytics. Please complete and submit the survey at your earliest convenience. Thank you for your continued support and participation.

4. Facility Site Review (FSR) Provider Pearls: TB Risk Assessment

As a Primary Care Provider (PCP) for SFHP members, the periodic Medical Record Review (MRR) includes auditing that TB screening is well-documented and is demonstrated as a consistent practice. [The California Tuberculosis Risk Assessment and Fact Sheet \(Adults\)](#) was presented at the Department of Health Care Services (DHCS) Medical Directors meeting in January 2017. This is endorsed by the U.S. Preventive Services Task Force (USPSTF) and California Department of Public Health (CA-DPH). It is a simple tool to assess who is considered at increased risk for testing.

Members testing positive should be referred to the San Francisco Department of Public Health's TB Control Unit for consultation, screening, and evaluation. Additionally, the [San Francisco TB Control Unit](#) provides trained personnel to assist SFHP members requiring direct observed therapy (DOT) services. The program provides, delivers, and directly observes the ingestion of prescribed of anti-TB medications for patients with active TB who meet one of the following criteria:

- Individuals with demonstrated multiple drug resistance (INH and Rifampin)
- Individuals whose treatment has failed or has relapsed post treatment
- Individuals with significant functional impairment due to mental illness or substance abuse
- Children and adolescents
- HIV-positive individuals
- Individuals hospitalized with active TB
- Homeless individuals
- Individuals who fail to keep appointments

Elderly individuals, persons with language and/or cultural barriers, individuals with memory or cognitive disorders, and those too ill for self-management can also be referred.

Medical groups and PCPs should forward medical records, consultation reports, and appropriate laboratory findings to the TB Control Unit. SFHP members eligible for DOT services remain enrolled with SFHP. The medical group and PCP maintain responsibility for coordination of services and for continued medical care. Referrals and questions can be directed to:

TB Control Program

Zuckerberg San Francisco General Hospital

2460 – 22nd St.

Bldg. 90, 4th Floor (Ward 94)

San Francisco, CA 94110

Telephone: (415) 206-8524

Fax: (415) 206-4565

TB screening and treatment guidelines and other clinical guidelines and resources are available at these locations:

- [SFHP Clinical Guidelines](#)
- [Latent Tuberculosis Infection: Screening](#)

For any questions about the Medical Review process, please contact Jackie Hagg at jhagg@sfhp.org or by her direct line at 1(415) 615-5637.

(Article in collaboration with Jim Soos, Medical Policy Administrator, SFHP).

5. Free Training Opportunity: Service Recovery Implementation

San Francisco Health Plan is excited to offer a free training opportunity for leaders and frontline staff in our network about how to implement service recovery! This training will be provided by the Baird Group, an organization that works with healthcare organizations throughout the country to improve patient experience and transform culture. Come to this training to learn more about how service recovery can work for you!

These trainings will take place on May 16th, 2017, at the United Way of the Bay Area Building in San Francisco. For managers, training will be from 9am - 12pm. For

frontline staff, training will be from 1:30pm - 4:00pm. To sign up and get more information, please visit the Eventbrite links below! Sign up as soon as possible as space is limited. If there is enough interest, SFHP will be offering a second day of training!

- [Service Recovery for Managers](#)
- [Service Recovery for Frontline staff](#)

6. Coming Soon: Telemedicine



We are pleased to announce that SFHP members will soon have access to telemedicine services provided by Teladoc. Teladoc physicians are available 24/7/365 with an average wait time for an appointment under 10 minutes. Members will be able to access free telemedicine services using their phone, smartphone app, or computer. Look for more information in next month's provider newsletter and on SFHP's website.

7. Free One Hour Online Training: Acute Pain Management

We are announcing an online learning experience developed by the San Francisco Safety Net Pain Management Workgroup, San Francisco Health Plan, and Quality Healthcare Concepts.

Learning Objectives

- Practice an evidence-based approach to using opioids to treat acute pain that puts opioids into a "Risks vs. Benefits" framework.

- Understand the inherent risks of initiating opioids.
- Recognize the need to prevent escalation to long-term opioid use with its potential complications.
- Carefully consider other alternatives before prescribing opioids for acute pain, especially non-surgical acute pain.
- If you prescribe opioids, use the lowest dose and shortest duration that promote restored function.
- Acquire new strategies useful in your conversations with acute pain patients.

For more information, please visit our [website](#).

Questions? [Email](#) us.

8. Pharmacy Update

Medi-Cal Formulary Tier Structure Changes

Effective March 22, 2017, SFHP has updated the formulary tier structure for Medi-Cal line of business pursuant to [California Assembly Bill No. 399, Chapter 619](#) on Health care coverage: outpatient prescription drugs.

The following tier structure now applies to SFHP Medi-Cal formulary:

Tier	Definition	Description
T1	Formulary Drug, Generic (can have quantity limits, age, gender and other code 1 restrictions)	Drug is a generic and is covered at point of sale if quantity limits, age, gender, and other code 1 restrictions are met (NOTE: If quantity limits, age, gender, and other code 1 restrictions are not met, drug may still be covered through Prior Authorization process).
T2	Formulary Drug, Brand (can have quantity limits, age, gender and other code 1 restrictions)	Drug is a brand and is covered at point of sale if quantity limits, age, gender, and other code 1 restrictions are met (NOTE: If quantity limits, age, gender, and other code 1 restrictions are not met, drug may still be covered through Prior Authorization process).
T3	Formulary Drug, Step Therapy or Prior Authorization required	Drug is a brand or generic and is covered through Prior Authorization process or at point of sale if step therapy criteria are met

T4 Formulary Specialty Drug, Drug requires distribution through a **specialty pharmacy** or **is a limited distribution drug (LDD)**. Prior authorization process is required.

T5 Non-Formulary Drug Drug is **non-formulary, provided through a medical benefit or excluded**. Non-formulary drugs may be covered through Prior Authorization process. Excluded drugs (e.g. carve-outs) are not covered.

Tier updates to the remaining lines of business (i.e. Healthy Kids, Healthy Workers, Healthy San Francisco, and Medicare/Medi-Cal) are currently under way and will be live over the next several months. **This update does not impact how medications are currently processing at point of sale and SFHP members are not affected by this change.** Above tier definitions are listed in the searchable and printable Medi-Cal formulary available on the SFHP [website](#).

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.

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