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June 1st, 2018

Our June Update includes information on:

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1. New Adult Wellness Incentive

SFHP is piloting a new Adult Wellness Incentive among a targeted group of adult members who have had an ED visit, but no PCP visit in the past 12 months. SFHP developed this incentive to increase utilization of preventive services and to increase the percentage of members seeing their PCP in the past year. Eligible members will receive a \$25 Target gift card for completing the following steps:

1. Schedule a wellness visit with their PCP
2. Talk to their PCP about what preventive services they need to stay healthy
3. Mail back the [incentive form](#) with the PCP signature and date of the wellness visit

If an eligible member has already completed a wellness visit or a visit with their PCP that discussed preventive services in the past 12 months, the provider can immediately sign and date the form for the member to mail back or fax to SFHP at 1(415) 615-4547.

Yearly wellness visits allow the member to develop and/or update a personalized prevention help plan with their provider. Wellness visits also give the provider an opportunity for education and counseling tailored to the member's current health and risk factors, in addition to recommending appropriate preventive services, which include the U.S. Preventive Services Task Force (USPSTF) screening recommendations. Providers should be prepared to discuss prevention topics relevant to the member, including:

- Depression screening
- Substance use, including alcohol, tobacco, and other drugs
- Sexually transmitted infections, including HIV and Hepatitis C
- Cancer, including screenings for breast, cervical, and colorectal cancer
- Up-to-date immunizations, including a yearly flu shot, Tdap/Td, pneumomonia, and shingles

For more information on the USPSTF screening recommendations, please visit [here](#).

For more information on preventive/wellness visits, please visit [here](#).

2. Provider Satisfaction Survey

We'd love to hear from You!

San Francisco Health Plan is in the process of administering this year's Provider Satisfaction Survey through the assistance of the independent research firm: SPH Analytics.

This survey was only sent to **select providers**.

To complete the survey (if you are one of the selected providers):

Look for an email from "San Francisco Health Plan donotreply@sphanalytics.com" or from " San Francisco Health Plan sphatracking@sphanalytics.com" with the subject: San Francisco Health Plan Provider Survey.



As a thank you to providers for completing the survey, the first 100 respondents will receive a Starbucks gift card and will be entered in a drawing to win a catered lunch for their office.

Please call the toll free number 1(877) 499-2538 if you have any questions regarding issues during the survey process. For all other questions, please contact Provider Relations at 1(415) 547-7818 ext. 7084, or via email at provider.relations@sfhp.org.

3. Red Flag Questions for Low Back Pain Are Not Always Really Red

Low back pain is one of the top reasons patients seek medical care. With a high prevalence and morbidity, low back pain is a substantial burden on our healthcare system. Imaging tests, including CT scans, MRIs, and X-rays, are commonly performed to diagnose the seriousness of the condition. However, most patients do not benefit from imaging tests and may be unnecessarily exposed to harmful radiation. Unnecessary imaging can also lead to surgeries that may not improve pain, or that may even cause further injury and disability. Additionally, over-prescribing of opioids for low back pain contributes to the worsening of the opioid epidemic.

The Choosing Wisely campaign, launched by the American Board of Internal Medicine in 2012, recommends against imaging tests for low back pain unless there are specific “red flags”:

	<p>immunosuppression, prolonged use of steroids, intravenous drug use, urinary tract infection, pain that is increased or unrelieved by rest, fever, significant trauma related to age, bladder or bowel incontinence, urinary retention (with overflow incontinence)</p>
<p>Physical Examination</p>	<p>Saddle anesthesia, loss of anal sphincter tone, major motor weakness in lower extremities, fever, vertebral tenderness, limited spinal range of motion, neurologic findings persisting one month</p>

Despite these efforts to discourage providers from ordering imaging tests except under certain circumstances, overuse of these tests continues to be a considerable problem and can consume a high level of resources. Even with red flag questions to minimize unnecessary testing, [a recent study](#) examined the effectiveness of red flag questions as a screening tool and found that they did not reliably predict the presence or the absence of red flag conditions (e.g., malignancy, fracture, infection, cauda equine syndrome), and should be used with caution as screening tools.

SFHP’s HEDIS rate for the Use of Imaging Studies for Low Back Pain measure, which assesses the percentage of members with a primary diagnosis of low back pain who did not have an imaging study within 28 days of the diagnosis, has declined over the past 5 years. In 2012, only 13.4% of members with acute low back pain had a non-recommended imaging study. In 2016, 23.4% of qualifying members had a non-recommended imaging study.

Smart Care California, a public-private partnership working to promote safe, affordable health care in California, is currently focusing on reducing inappropriate treatment for low back pain. Collectively, Smart Care California participants purchase or manage care for more than 16 million Californians—or 40 percent of the state. Smart Care California is co-chaired by the state’s leading health care purchasers:

and coordinates the partnership with funding from California Health Care Foundation (CHCF).

For more information on Choosing Wisely recommendations, please visit [here](#).

For more information on Smart Care California's focus area on low back pain, please visit [here](#).

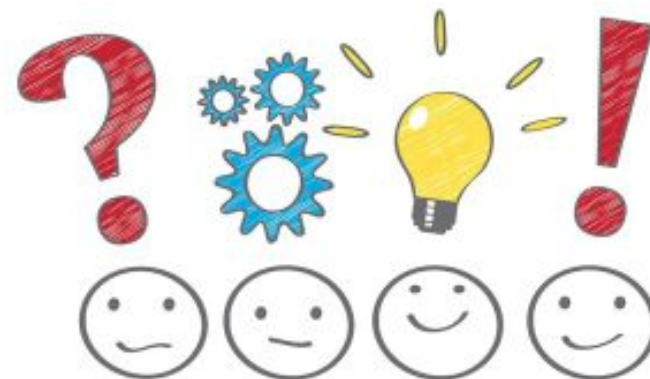
4. Facility Site Review (FSR) Provider Pearls June 2018: Your Feedback Would be Appreciated!



If a clinic manager, office manager, nurse manager, or operation's personnel, 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. The San Francisco

Something Different.....

"Provider Pearls", just celebrated its 1-year anniversary! These monthly FSR articles are written with the intent to help you identify areas in the DHCS review process that require extra preparation. If a



[on, please.](#)

Use this template to email suggestions, thoughts and feedback:

Hi Jackie! (jhagg@sfhp.org)

My name is: _____ I'm from: _____

I'd like to know more about: _____

What concerns me most is: _____

What would be most helpful is: _____

Can you contact me, I have questions about: _____

Contact me at: _____ or _____

Best times are: _____

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

5. Article: Rapid Evidence Review of Mobile Applications for Self-management of Diabetes

From the Journal of General Medicine:

"Background

Patients with diabetes lack information on which commercially available applications (apps) improve diabetes-related outcomes. We conducted a rapid evidence review to examine features, clinical efficacy, and usability of apps for self-management of type 1 and type 2 diabetes in adults..."

[Read more here.](#)

[018-4410-1](#)

6. RSVP: SFHP Provider Seminar

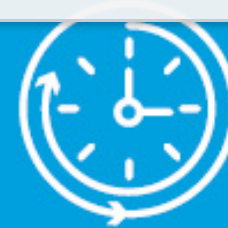
JUNE 21, 2018



Provider Seminar

Learn how SFHP authorizations and claims processes work to align with your business practices.

Thursday
8:00am to 3:00pm



RSVP Today!



- Clinical Staff
- Billing Managers
- Office Managers

Provider Seminar

Knowledge exchange and discussion of San Francisco Health Plan's processes

PROVIDER RESOURCES • UTILIZATION MANAGEMENT • CLAIMS

provider.relations@sfhp.org

Include your name, title, and company name
Email us for more information or questions about the seminar

Call us at: 1(415) 547-7818 Ext. 7084 | RSVP by JUNE 14, 2018

RSVP

SPACE IS LIMITED

7. UM Department Info: Criteria, How to Reach Us and Decision-Making Process

Health Plan at 1(415) 547-7818 ext. 7080 or 1(800) 288-5555 to obtain a copy of the Medical Necessity Criteria or Benefit Exclusion.

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, by calling 1(415) 547-7818 ext. 7080 or toll-free 1(800) 288-5555. UM staff can also be reached by [email](#) or fax 1(415) 357-1292 for outpatient or 1(415) 547-7822 for inpatient. 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.

Utilization Management (UM) decision-making reminders:

Utilization Management (UM) decision-making is based only on appropriateness of care and service and existence of coverage. The UM process does not contain financial incentives, direct or indirect, to influence utilization management decisions. The nurses, medical directors, other professional providers, and independent medical consultants who perform utilization review services for SFHP are not compensated or given incentives based on their coverage review decisions. Medical Directors and nurses are salaried employees of San Francisco Health Plan (SFHP), and contracted external physicians and other professional consultants are compensated on an hourly or per-case-reviewed basis, regardless of the coverage determination. SFHP does not specifically reward or provide financial incentives to individuals performing utilization review services for issuing denials of coverage. There are no financial incentives for UM staff or independent medical consultants to encourage utilization review decisions that result in under-utilization.

JEWISH COMMUNITY CENTER OF SAN FRANCISCO



SAVE THE DATE
Thursday, September 13, 2018

Pain Day 2018

Who should attend?

- Patients
- Members of the Community
- Medical Providers
- Behavioral Health Clinicians
and Assistants



Other staff involved in pain management at your clinic

Questions?

email pain@sfhp.org



Continuing Education Credit
TBA

Registration Opens in July
TBA

Meals will be served

9. Pharmacy Update: 7 Days' Supply Limit for Initial Short-Acting Opioid

Expanded to in-network prescribers on 5/17/2017, SFHP will limit the initial prescription for a short-acting opioid medication to a seven (7) day supply. New-start prescriptions for greater than a 7 day supply of a short-acting opioid will be denied as 'exceeding 7 day supply limit'. An initial prescription is defined as no previous opioid containing pharmacy claim(s) in the last 180 days. A [Frequently Asked Questions](#) memo with more details is available on the provider section of the SFHP website. Providers who feel they should be exempted from the edit due to a clinical need to write multiple initial short-acting opioid prescriptions can contact the Pharmacy department [online](#).

10. SFHP Provider Portal's New Feature: *Remittance Advice*

SFHP ProviderLink

For providers, administrators, and staff

SAN FRANCISCO
HEALTH PLAN

Here for you



San Francisco Health Plan's provider portal: **SFHP ProviderLink**, now provides Remittance Advice electronically. This functionality is available to the roles of providers, office

managers and billing agents. Providers, office managers, and billing agents will have to be [registered](#) for our provider portal and will only be able to view remittance advice associated to their organization's claims. Users will be able to see a remit at the individual claim level from the "Claims search page", search for claims payment along with Information and review the claim payment detail.

What will be visible in the portal?

- Remit Advice for all given claims for that given week
- The grand total at the footer level at each remit inquiry at each claim level
- All payment dates and select the entire remit for that payment date
- The grand total at the footer level at each remit inquiry at each claim level

For questions regarding the SFHP provider portal or tech support call [Provider Relations](#) at 1(415) 547-7818 x7084.

11. Health Homes Benefit Coming in July!

San Francisco Health Plan is launching a new Medi-Cal benefit Health Homes Program in July, which, provides elevated care coordination services to eligible members. Further detailed information about the

12. UCSF SFGH Pediatric Clinic wins EPA Award!

We are pleased to announce that the Pediatric Asthma and Allergy Clinic at Zuckerberg San Francisco General Hospital are the recipients of the 2018 National Environmental Leadership Award in Asthma Management. You may read more about this exciting news on the [Environmental Protection Agency](#) and the [Asthma Community Network](#) websites.

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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