



# Provider Update

**January 7, 2022**

**UPDATES INCLUDE:**

- Reminder: Rx Transition to Medi-Cal Rx (Fee-For-Service)
- HEDIS Pursuit Season 2022
- FSR Provider Pearl: Medical Record Review and Folic Acid Supplementation
- Enhanced Care Management (ECM) Benefit Launch
- Medically Tailored Meals for SFHP Members
- COVID Updates (**omitted from January 5<sup>th</sup> edition**)

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## Reminder: Rx Transition to Medi-Cal Rx (Fee-For-Service)

Effective January 1, 2022, the pharmacy benefit for Medi-Cal members across the state including SFHP members has transitioned to fee-for-service from managed care. The new state-wide system used to administer pharmacy benefits is known as Medi-Cal Rx. SFHP continues to manage medical and institutional care for Medi-Cal members, including medications administered in these settings. Information on this transition is available from the California Department of Health Care Services website at <https://www.dhcs.ca.gov/provgovpart/pharmacy/Pages/Medi-CalRX.aspx>.

Providers can now register to access the Medi-Cal Rx provider portal at the main Medi-Cal Rx website: <https://medi-calrx.dhcs.ca.gov/home/>. Click on the Provider Portal button to learn more and register. A short readiness checklist for providers is available here: [https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/bulletins/2021.12\\_A\\_Countdown\\_Pharmacy\\_Transition\\_Policy.pdf](https://medi-calrx.dhcs.ca.gov/cms/medicalrx/static-assets/documents/provider/bulletins/2021.12_A_Countdown_Pharmacy_Transition_Policy.pdf)

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## HEDIS Pursuit Season 2022

SFHP's HEDIS pursuit season begins in January! The Health Effectiveness Data and Information Set (HEDIS) is a tool used by more than 90% of America's health plans to measure performance on important

scores.

To collect data not provided through claims and encounters, our team will reach out to your organization by February 2022 to either:

- Set up remote access to your EHR. Our HEDIS virtual visits will be scheduled from February to the beginning of May of 2022.
- Send you a list of members that require medical record documentation. Please send the medical record documentation within 10 business days of receipt of the list.

We look forward to another successful HEDIS season. Please contact José Méndez, Sr Program Manager, HEDIS Program, at [jmendez@sfhp.org](mailto:jmendez@sfhp.org) or 1(415) 615-5118 with any questions.

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## FSR Provider Pearl: Medical Record Review and Folic Acid Supplementation



In the upcoming 2022 year, the Facility Site Review Provider Pearls will focus on the U.S. Preventive Services Task Force (USPSTF) **Grade A and B** recommendations. Each of the criteria chosen to highlight in Provider Update Newsletter articles have been determined based upon data from primary care providers audited in the SFHP network. The data indicates there are opportunities to educate providers and their staff on specific preventive services

criteria to support you in achieving passing scores per the standards set by the California Department of Health Care Services (DHCS), but more importantly, to improve the services provided to our members.

This month's article brings back the criterion for Folic Acid Supplementation that first ran in January 2021 with updated information. From a sample of SFHP network primary care provider records audited from 2019 to 2021, only 24% of eligible records were compliant with the folic acid supplementation criteria.



The updated DHCS Medical Record Review (MRR) Standards (APL 20-006) and the DHCS Medical Record Review 2022 Tool includes **Folic Acid Supplementation** in the Adult Preventive Criteria. The USPSTF recommendation is for "all women who are planning or capable of pregnancy," take a daily supplement containing 0.4 to 0.8 mg (400 to 800 µg) of folic acid. This is a **Grade A** recommendation or, this recommended service has a high certainty that the net benefit is substantial, and so it is suggested that physicians offer or provide this service in their practices.

The USPSTF does not specifically define an age range for "women who are capable of becoming pregnant" in their recommendation statement for folic acid. However, inclusion criteria for studies in the review on which this recommendation is based defines "childbearing age" as "post-menarchal and pre-menopausal" (Viswanathan et al., 2017). Although not specifically included in Pediatric Preventive Criteria, consider that the USPSTF recommendation cites data from the National Health and Nutrition Examination Survey (NHANES), which includes women ages **15-44** years old (Tinker et al., 2010) and the World Health Organization (WHO) Guideline, "Optimal serum and red blood cell folate concentrations in women of reproductive age for prevention of neural tube defects," uses the age range **12-49** years (WHO, 2015; Tinker et al., 2015).

Either in a provider's initial or periodic medical record review, it can be challenging for the nurse reviewer to decipher members "who are planning or capable of pregnancy". For the nurse reviewer, locating dates

use the age range 12-49 years, unless the onset or cessation of menarche dates are evident in the documentation.

The criterion standard is met when the following documentation elements are satisfied:

1. Age appropriate member
2. Folic acid daily supplement containing 0.4 to 0.8mg (400 to 800ug) is prescribed, and/or
3. Folic acid counseling, and/or
4. Patient refusal of folic acid supplementation, or
5. Criterion are met but not given and provider has documented the reason folic acid not given

#### REFERENCES:

1. DHCS APL 20-006: Site Reviews: Facility Site Review and Medical Record Review
2. The Centers for Disease Control and Prevention (CDC), CDC National Center for Birth Defects and Developmental Disabilities.
3. USPSTF recommends that all women who are planning or capable of pregnancy take a daily supplement containing 0.4 to 0.8mg (400 to 800ug) of folic acid.  
<https://www.uspreventiveservicestaskforce.org/uspstf/recommendation/folic-acid-for-the-prevention-of-neural-tube-defects-preventive-medication>
4. Tinker SC, Cogswell ME, Devine O, Berry RJ. Folic acid intake among United States women aged 15–44 years, National Health and Nutrition Examination Survey, 2003–2006. *Am J Prev Med.* 2010;38:534–42.
5. Tinker SC, Hamner HC, Qi YP, Crider KS. U.S. women of childbearing age who are at possible increased risk of a neural tube defect-affected pregnancy due to suboptimal red blood cell folate concentrations, National Health and Nutrition Examination Survey 2007 to 2012. *Birth Defects Res A Clin Mol Teratol.* 2015;103(6):517-
6. Viswanathan M, Treiman KA, Kish Doto J, Middleton JS, Coker-Schwimmer EJ, Nicholson WS. Folic Acid Supplementation: An Evidence Review for the US Preventive Services Task Force: Evidence Synthesis No. 145. Rockville, MD: Agency for Healthcare Research and Quality; 2017. AHRQ Publication No. 14-05214-EF-1.
7. Cordero, A. M., Crider, K. S., Rogers, L. M., Cannon, M. J., & Berry, R. J. (2015). Optimal serum and red blood cell folate concentrations in women of reproductive age for prevention of neural tube defects: World Health Organization guidelines. *MMWR. Morbidity and mortality weekly report*, 64(15), 421–423. Accessed at <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5779552/>.

“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 operations person, can take the time to independently self-monitor clinic practices with the aid of SFHP checklists and DHCS standards 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](mailto:jhagg@sfhp.org) or by her direct line at 1(415) 615-5637. You may also go to: [SFHP Website MRR Resources](#)

## Enhanced Care Management (ECM) Benefit Launch

Effective January 1st 2022, San Francisco Health Plans' ECM benefit provides an interdisciplinary approach to care that addresses the clinical and non-clinical needs of eligible adult Members through systematic coordination of services and comprehensive care management that is community-based, high-touch, and person-centered.

ECM eligible members will be assigned an ECM provider and a Care Manager who will assess a members needs to best support their health care and social needs.

- Free, covered by Medi-Cal for eligible adult Medi-Cal members
- Care coordination; social support and community referrals
- Care Managers conduct outreach and engage members where they are (at home, in the community)

Due to the COVID-19 pandemic, all Care Management services will be provided telephonically until further notice.

To see if a member meets eligibility and to make a referral for the Enhanced Care Management benefit, call SFHP Care Management intake line at 1(415) 615-4515 or email them at [caremanagement\\_referrals@sfhp.org](mailto:caremanagement_referrals@sfhp.org)

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## Medically Tailored Meals for SFHP Members

Through an SFHP funded program, providers can refer certain SFHP Medi-Cal members for medically tailored meals (MTM) interventions through Project Open Hand, a nutrition service agency for people with chronic conditions. Those who are eligible and enrolled into the program will receive 12-26 weeks of medically tailored meals or medically tailored groceries in addition to four Medical Nutrition Therapy sessions with a Registered Dietician. [Here](#) you will find eligible conditions and a link to the referral form.

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## COVID Updates

**Boosters are now recommended for anyone 16 or older who has been fully vaccinated.**

- All SFHP members can schedule an appointment by calling 1(415) 615-4519 weekdays from 8:30am-5:00pm
- SFPD has an extensive list of vaccine sites throughout the city here that can also be used for referral: [Community COVID-19 vaccine events | San Francisco \(sf.gov\)](#)
- CDC COVID vaccine finder (including pharmacies): [Vaccines.gov - Search for COVID-19 vaccine locations](#)

### **New Incentive – Booster Shots**

SFHP Medi-Cal members who are 16 years of age and older that complete their booster shot after September 1, 2021 will be eligible for a SECOND \$50 incentive card.

### **Expanding Gift card incentives available for COVID-19 Vaccine**

SFHP is expanding the eligibility for \$50 incentive cards. Now SFHP Medi-Cal members who get fully vaccinated between September 1, 2021 and February 28, 2022 can earn a \$50 Visa gift card if they are **5 years of age and older!** Members don't have to send anything to SFHP. SFHP will mail the gift card to member 5-8 weeks after they get their last vaccine dose or booster shot. Members who were fully vaccinated prior to September 1, 2021 are automatically entered into ongoing raffles for the \$50 gift card. Questions about the incentive program can be sent to [provider.relations@sfhp.org](mailto:provider.relations@sfhp.org)

Register for SFHP ProviderLink here.

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