



Provider Update

March 1, 2021

UPDATES INCLUDE:

- Non-Emergency Medical Transportation Reminder
- DHCS Delays Medi-Cal Rx Transition until Further Notice
- FSR Provider Pearl - National Colon Cancer Awareness Month: Medical Record Review Preventive Criteria for Colorectal Cancer
- UM Update: Prior-Authorization Date Span Changes
- STAR Smiles Clinic: Serving Children with ASD/NDDs

Non-Emergency Medical Transportation Reminder

Medi-Cal Members are entitled to use non-emergency medical transportation (NEMT) when physically or medically necessary, and the services are covered by Medi-Cal. NEMT is an ambulance, litter van, wheelchair van, or air transport that is provided when the Medi-Cal Beneficiary is unable to use a bus, taxi, or car to get to their appointments. NEMT must be authorized in advance and determined to be medically necessary. In order to establish medical necessity for NEMT, it is up to the referring physician to complete a Physician Certification Statement (PCS) Form, available online [here](#). Please complete every field of the form, as a complete PCS form is required to authorize the NEMT benefit, per the Department of Health Care Services (DHCS) All Plan Letter, APL 17-010. If you have any questions or concerns, please contact SFHP Customer Service at 1(800) 288-5555.

DHCS Delays Medi-Cal Rx Transition until Further Notice

Department of Health Care Services (DHCS) is delaying the planned Go-Live date of April 1, 2021, for Medi-Cal Rx because of the need to review new conflict avoidance protocols submitted by Magellan

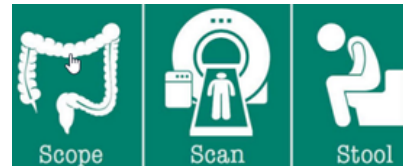
guidance and associated bulletins and articles in the coming weeks to reflect this timeline change.

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>.

FSR Provider Pearl - National Colon Cancer Awareness Month: Medical Record Review Preventive Criteria for Colorectal Cancer



National Colon Cancer Awareness Month is an annual celebration observed in the United States during the month



of March, to increase awareness of colorectal cancer (CRC). The updated California Department of Health Care Services (DHCS) Medical Record Review (MRR) Standards (APL 20-006) and the DHCS Medical Record Review 2020 Tool include in the preventive services criteria, colorectal cancer screening

for adults aged 50 to 75 years. The decision to screen for colorectal cancer in adults aged 76 to 85 years should be an individual one, considering the patient's overall health and prior screening history. According to the Kaiser Permanente Research Affiliates Evidence-based Practice Center (EPC), survival largely depends on the stage of cancer at the time of diagnosis. Outcome is impacted by the time of diagnosis, e.g., localized disease or regionalized disease (cancer spread to regional lymph nodes).

The first chart demonstrates that the 5-year survival rates are highly dependent on the stage of advancement when the cancer is detected. But per the second chart, only 38% of cases are detected when the cancer is in the localized stage, while 22% of cases are already in the distant/metastasized stage when detected, where the 5 year survival rates are only 14%.

Currently, most U.S. guideline organizations, including the United States Preventive Services Task Force (USPSTF), agree that the recommended options in screening for CRC include colonoscopy every 10 years, annual high sensitivity guaiac fecal occult blood test (gFOBT) or fecal immunochemical test (FIT), and FecalSwab™ (FS) every 5 to 10 years with stool blood testing (FOBT or FIT). Among professional societies in the United States and internationally, primary care providers play an important role in providing important services to ensure appropriate screening and testing.

The FSR nurse will audit medical records to comply with the DHCS Adult Preventive Criteria, Colorectal Cancer Screening, to include: All adults beginning at age 50 years and concluding at age 75 years. Compliance may be achieved with evidence of the following: annual screening with high-sensitivity fecal occult blood testing; Sigmoidoscopy every 5 years with high sensitivity fecal occult blood testing every 3 years; or Screening colonoscopy every 10 years.

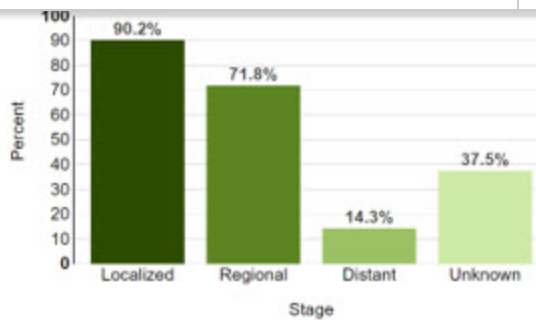
References:

1. CDC Prevention Programs. (2021, Feb 22). Retrieved from [CDC Colorectal Cancer Control Program-CRCCP](#)
2. DHCS APL 20-006: Site Reviews: Facility Site Review and Medical Record Review.
3. Kaiser Permanente Center for Health Research. (2019). [Mailed FIT Resources to Optimize Colorectal Cancer Screening](#)
4. USPSTF Recommendations – Colorectal Cancer: Screening. (2021). Retrieved from [Colorectal Cancer Screening, 2016](#) ; [Characteristics of Colorectal Cancer Screening Strategies](#) ; [Colorectal Cancer Screening, 10.27.20 Update in Progress](#)

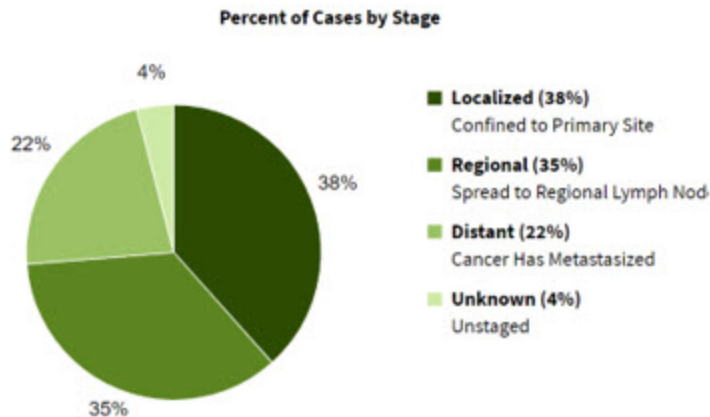
& Xia, L. (2020). Changes in colorectal cancer incidence by site and age from 1973 to 2015: a SEER database analysis. *Aging Clinical and Experimental Research*, 1-10.

“**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 or by her direct line at 1(415) 615-5637. You may also go to: [SFHP Website MRR Resources](#)



16, All Races, Both Sexes by SEER Summary Stage 2000



Colorectal Cancer — Cancer Stat Facts

UM Update: Prior-Authorization Date Span Changes

SFHP has implemented changes to the authorized date span of prior-authorization requests. The date span now ends 1 day sooner than previously calculated.

For example:

- 1) Year-long authorizations
 - a. Before: 2/11/21 to 2/11/22
 - b. Now: 2/11/21 to 2/10/22
- 2) 3-month authorizations
 - a. Before: 2/11/21 to 5/11/21
 - b. Now: 2/11/21 to 5/10/21

This change has been implemented to improve claims payment accuracy, particularly for recurring and ongoing services. For any questions regarding prior-authorization requests please contact our UM department at 1(415) 547-7818 ext 7080.

STAR Smiles Clinic: Serving Children with ASD/NDDs

Disorders(ASD/NDDs)—known as the [STAR Smiles Clinic](#). This clinic serves children with ASD/NDDs who do not have a dental home and/or have challenging behavior at the dental office. Children are seen with a board certified behavioral analyst, along with pediatric dental faculty and residents to work toward the goal of behavioral change to enable all children to have the skills to complete a dental visit. The clinic occurs Wednesday afternoons at the Dental Center at Parnassus. If you're interested in having your child participate in the STAR Smiles clinic, please contact Dr Jean Calvo at Jean.Calvo@ucsf.edu.

Please do not hesitate to contact Provider Relations at
1(415) 547-7818 ext. **7084** or Provider.Relations@sfhp.org

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