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May 1st, 2020

Our May Update includes information on:

1. SFHP COVID-19 Provider Information page
2. FSR Provider Pearls: FSR Implementation of DocuSign - New Digital Transaction Management!
3. SFHP's Change from InterQual Criteria to MCG Health's Care Guidelines
4. Report Facility Closures or Changes due to COVID-19
5. Pharmacy Updates: Quarterly Formulary/PA Changes and Montelukast Side Effects
6. Notice from FBI: Beware of Falsified PPE Certifications

1. SFHP COVID-19 Provider Information page

Please bookmark and check this page for all current news from SFHP.

SFHP's COVID-19 page:

<https://www.sfhp.org/providers/health-alerts/#coronavirusproviders>

2. FSR Provider Pearls: FSR Implementation of DocuSign - New Digital Transaction Management!

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Obtaining signatures and filling out forms, as well as storing, retrieving, and accessing information is often associated with an impact on productivity due to multiple email exchanges, missed connections, and barriers in technology. The FSR Team strives to support your office practices by making the process of signing and completing forms as efficient as possible.

Beginning in May 2020, we will begin using DocuSign®. Initially we will begin sending Interim Monitoring (IM) Review Forms via DocuSign® to those sites that are due for this review type. Interim Monitoring (IM) Review Forms are the forms sent to each participating primary care provider (PCP) site mid-point between each regularly scheduled site review to monitor and evaluate all critical elements. After this initial introduction of the technology to our FSR partners, we will then begin to also have Corrective Action Plans (CAPs) completed and signed using DocuSign®. You do not need to have the DocuSign® program to sign a document. You will receive a message in your email which includes a link to review and sign.

Approximately 35 sites do not have email out of close to 200 sites. All sites require some type of review activity and the need to sign forms periodically. We will be reaching out to explore the possibility of obtaining emails for those sites without email to expand the ability to successfully have forms signed timely and efficiently. It is a simple process that includes the following:

1. Open email with link to the document to be signed.
2. Complete any questions on the form, if any.
3. Complete check boxes on the form, if any.
4. Look for the Sign flag and complete the signing process.
5. Review the document.
6. Option is given to download or print the document.
7. Click complete.
8. DocuSign automatically sends the document to the other person once you've signed it.



Please see the instruction tool, [How to Sign DocuSign® for Providers](#), for detailed instructions or check out the 4-minute DocuSign® Video, [DocuSign New-Signing-Experience](#)

For any questions about the Facility Site Review or Medical Record Review processes or tools, please use our fsr@sfhp.org email. A facility site review team member will respond and/or reach out to you to help you with your inquiry.

3. SFHP's Change from InterQual Criteria to MCG Health's Care Guidelines

Effective March 31, 2020, San Francisco Health Plan (SFHP) will move from InterQual criteria to MCG Health's care guidelines, as the standard for evaluating the medical necessity of requested services. SFHP's updated hierarchy of criteria review will now be: Medi-Cal criteria, SFHP internally developed criteria, MCG and SFHP Medical Directors' review of the evidence in consultation with Medical Review Institute of America (MRIoA). By adopting MCG's criteria, SFHP has access to comprehensive modules supporting the review of medical necessity for:

- Hospital and other health care facility admissions
- Ambulatory care services
- Durable medical equipment and medical supplies
- Physician administered drugs

Additionally, MCG will also support the medical review of services provided by SFHP's Care Transitions and Chronic Care Management programs. The shift to MCG from InterQual will bring SFHP's medical necessity review resources into alignment with a majority of SFHP's delegated medical groups, which use MCG criteria.

4. Report Facility Closures or Changes due to COVID-19

SFHP is extending outreach to providers within our network to **confirm any facility closures or changes due to the COVID-19 pandemic**. DHCS requires that health plans confirm details of the COVID-19 impact on member access. If your facility has been impacted by COVID-19 in a way that affects member's access to care, please contact SFHP immediately at 1(415) 547-7818 ext 7084 or provider.relations@sfhp.org. If you have been made aware of providers within SFHP's network that have been impacted, report this to SFHP immediately. SFHP must ensure that members remain with access to care, and that providers remain supported during this time.

care:

What's the facility's name?

What date did the change begin?

Has the site: closed permanently; closed temporarily; become telemedicine-only?

Approximately how many beneficiaries access care at this site?

Anticipated date of re-opening, if applicable?

5. Pharmacy Updates: Quarterly Formulary/PA Changes and Montelukast Side Effects

Pharmacy Update Quarterly Formulary and Prior Authorization (PA) Criteria Changes

Changes to the SFHP formulary and prior authorization criteria have been approved by the SFHP Pharmacy and Therapeutics (P&T) Committee at the P&T Committee meeting on April 15, 2020.

The summary of formulary and prior authorization criteria changes is available on the SFHP website at (<https://www.sfhp.org/about-us/committees/pharmacy-and-therapeutics-committee/>). A complete list of approved formulary and prior authorization criteria are available on SFHP website at (<https://www.sfhp.org/providers/pharmacy-services/sfhp-formulary/>). All changes are effective May 20, 2020. For formulary or criteria information please visit our website or call SFHP pharmacy department at 1(415) 547-7818 ext. 7085, option 3.

Mental Health Side Effects from Montelukast

On March 4, 2020, the U.S. Food and Drug Administration (FDA) strengthened existing warnings about serious behavior and mood-related changes with montelukast. Although the prescribing information contains warnings about the mental health side effects, including suicidal thoughts or actions, health care professionals may not be not aware of the risks or alternatives to this medication. The list of mental health side effects associated with use of montelukast is mentioned in the DHCS Drug Safety Communcation.

The FDA is now requiring a Boxed Warning describing these serious side effects. This includes the recommendation that montelukast should be used to treat allergic rhinitis only in patients who cannot tolerate or are not being treated effectively with other allergy medications. Health care professionals should consider counseling all patients about these risks and discuss the possible options of other safe and effective allergy medications. More information is available in the safety announcement on the FDA Website.

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6. *Notice from FBI: Beware of Falsified PPE Certifications*

The FBI has issued a report that some individuals are exploiting the demand for PPE. These individuals target procurement agents at healthcare organizations and send falsified certifications that the materials have been tested and are suitable for import and use in the United States. The [Liaison Information Report \(LIR\)](#) provides more detail and some best practices to guard against this and similar schemes.

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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