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*June 3rd, 2019*

**Our June Update includes information on:**

1. SFHP Care Management
2. Pharmacy Update: The California Immunization Registry (CAIR) and Improving Medication Adherence
3. CDPH: Healthy Hearts California Conference
4. Facility Site Review Provider Pearls: Tuberculosis Screening

## ***1. SFHP Care Management***

San Francisco Health Plan's (SFHP) Care Management programs are here to partner with you and your SFHP patients. Our multidisciplinary team works with SFHP members both in person and over the phone. Our process includes

centered care management plan with goals, monitoring and follow-up.

We have a variety of programs with different focus areas to address the needs of many sub-populations seen within SFHP's membership:

- NCQA-accredited program for members in need of chronic condition management or experiencing a significant change to their physical or cognitive functioning.
- Members with short-term needs related to navigating the health care system or connecting to community resources.
- Child and adolescent members ages 0-17 experiencing barriers to care or needing support navigating the health care system.
- Members aging out of California Children's Services (CCS) at age 21 who need support transitioning their specialty care and services to SFHP coverage.
- New members who are Seniors and/or Persons with Disabilities.
- Members who meet the criteria for Health Homes - defined by the Department of Health Care Services as the highest-risk 3-5% of the population based on condition and complexity (you can check a member's eligibility for the Health Homes Program through the [Provider Portal](#)).

If you believe your patient would benefit from our services, either you or your patient can call our intake line at 1(415) 615-4515 between 8:30am and 5pm weekdays or email us at [caremanagement\\_referrals.org](mailto:caremanagement_referrals.org). If our SFHP team is unable to serve your member, we will do our best to connect them to a program with one of our delegated medical groups or community partners. For more information and additional resources, please visit our [website](#).

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## *2. Pharmacy Update: The California Immunization Registry (CAIR) and*

### **CAIR: A Critical Resource for Patient Vaccine Assessment**

The California Immunization Registry (CAIR) is a secure, confidential, statewide, computerized immunization information system for California. CAIR helps keep patients up-to-date by making rapid, accurate assessments of the vaccine schedule and consolidating records from providers and pharmacies.

Since August 2016, Board of Pharmacy regulations have required reporting to CAIR within 14 days of administration of any vaccine. For more information about pharmacy participation in CAIR, review the [CAIR Pharmacy page](#).

Pharmacies performing and billing patient assessment for purposes of determining the patient's vaccination needs should include look up in CAIR, as recommended by the American Pharmacists Association (APhA). CAIR can help you assess the patients' immunization histories, which may otherwise depend upon potentially incomplete dispensing system records, or patient-reported histories.

See the free [pharmacist immunization toolkit](#) to help you implement the APhA's [Pharmacist Patient Care Process for Immunization Services](#).

### **Improving Medication Adherence**

At SFHP, many prescriptions for chronic conditions can be written for 90 days' supply, including inhalers for asthma and COPD. Dispensing a 90 days' supply improve medication adherence through reducing the number of trips to the pharmacy. Three to six inhalers per 90 days can be dispensed at a time depending on the agent. SFHP has a variety of agents available on formulary, including rescue inhalers (including albuterol sulfate HFA), and many maintenance inhalers (including Spiriva Respimat® (tiotropium) and Wixela Inhub® (fluticasone/salmeterol). A full list of formulary inhalers can be found [here](#).

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## Conference

### *Advancing Team-Based Care: A Path to Healthy Hearts in California*

June 17-18, 2019

Holiday Inn Sacramento Downtown-Arena

More information [here](#).

The Healthy Hearts CA Conference will be held on **June 17-18, 2019** at the Holiday Inn Sacramento Downtown-Arena.

The conference will:

1. Provide a review of best practices in the field of cardiovascular disease and hypertension control.
2. Promote patient-centered, team-based care.
3. Share information on health systems coordination.
4. Highlight innovative evidence-based strategies to reduce the risk and prevalence of heart disease and stroke.
5. Discuss options to improve heart disease prevention in California and management outcomes for chronic disease.
6. Support strategic efforts to reduce health disparities in California.

The conference is expected to draw 200 attendees, including physicians, health system and health plan representatives, pharmacists, and public health professionals. Representatives of the following organizations have been invited to attend: Kaiser Permanente, Blue Shield of California, Molina Healthcare, Providence, Sutter Health, UC Davis Health System, CalPERS, DHCS, Health Net, HealthCare Partners, CoveredCA, Dignity Health, Scripps Health, UCSF, Stanford, AMGA, CHEAC, CCLHO, AHA, CMA, CDC, HSAG, Leavitt Partners, Intrepid Ascent, AIMM, and others. Smaller community health clinics are also expected to be in attendance.

Please see the [tentative agenda](#) overview for your reference.

## 4. Facility Site Review Provider Pearls: Tuberculosis Screening



This month's Providers Pearls is about Tuberculosis (TB) Screening. In an annual review of 2017 Facility Site Review (FSR) Medical Record Review data, Tuberculosis Screening was the second highest deficiency noted in Primary Care Provider (PCPs) offices. In an audit of 27 sites including 240 medical records, 36% or

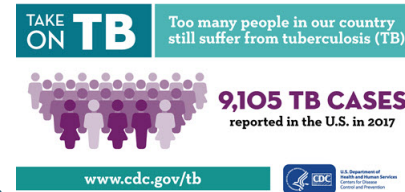
approximately 1 in 3 eligible pediatric and adult patients were not screened for TB according to DHCS/CDC guidelines.

The DHCS Medical Record Review Guidelines[i] including the specifications for Pediatric and Adult TB Screening, can be found on the [SFHP website](#). The DHCS requirement is that the TB screening was performed and documented according to CDS and USPSTF recommendations and/or there is documentation of patient refusal or any mitigating circumstances.

The Population Health Division of the San Francisco Department of Public Health[ii] and The California Tuberculosis Controllers Association (CTCA) provides tools that may assist PCPs in TB risk assessment. These tools are: [iii]:

1. [CA TB Pediatric Risk Assessment and User Guide, September 2018](#)
2. [CA TB Adult Risk Assessment and User Guide, September 2018](#)
3. [Frequently Asked Questions for the United States Preventive Services Task Force Recommendations \(USPSTF\) on Latent Tuberculosis \(TB\) Screening](#)

Another helpful resource comes from The American Family Physician journal that published an article in 2017[iv] with a summary for screening for latent tuberculosis



If you have any questions, your FSR team is here to help. Please find contact information below.

“**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 guidelines 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.**

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- [i] SFHP website, [Provider Resources](#), [Facility Site Reviews](#), [MRR Guidelines](#)
- [ii] Population Health Division of the San Francisco Department of Public Health, Tuberculosis Screening Guidelines , <https://www.sfcddcp.org/tb-control/tuberculosis-information-for-medical-providers/tuberculosis-screening-guidelines/> and <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/TB-Risk-Assessment.aspx>
- [iii] [The California Tuberculosis Controllers Association \(CTCA\)](#), [TB Risk Assessments](#)
- [iv] [Am Fam Physician](#). 2017 Mar 15;95(6):online
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Please do not hesitate to contact Provider Relations at **1(415) 547-7818 ext. 7084**, [Provider.Relations@sfhp.org](mailto:Provider.Relations@sfhp.org) or Chief Medical Officer **Jim Glauber, MD, MPH**, at [jglauber@sfhp.org](mailto:jglauber@sfhp.org).

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