

# August Provider Update

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*August 1st, 2019*

**Our August Update includes information on:**

1. Pharmacy Update: Sleep Aid Risks, Quarterly Formulary and PA Criteria Changes
2. Facility Site Review Provider Pearls: New DHCS FSR Guidelines!
3. Chiropractic Benefit Expansion!
4. Counseling to Prevent Perinatal Depression is Now Reimbursable by Beacon Health Options
5. CCHCA Contact Information Update

# *1. Pharmacy Update: Sleep Aid Risks, Quarterly Formulary and PA Criteria Changes*

## Sleep Behavior Risks with Certain Sleep Aids

A Medi-Cal Drug Safety Communication entitled “Sleep Behavior Risks with Select Sleep Aids” has been published on the DHCS website. [This bulletin](#) is focused on the warning released by the FDA on April 30, 2019 requiring safety label changes including a Boxed Warning for eszopiclone, zaleplon, and zolpidem because of the risk of complex sleep behaviors, including sleepwalking, sleep driving, and engaging in other activities while not fully awake. The document also includes a summary of previous FDA warnings around insomnia medications.

## 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 07/17/2019.

The summary of formulary and prior authorization criteria changes is available on the [SFHP website](#). A complete list of approved formulary and prior authorization criteria is also available on the [SFHP website](#). All changes are effective August 20, 2019. For formulary or criteria information please visit our [website](#) or call the SFHP Pharmacy Department at 1(415) 547-7818 ext. 7085, option 3.

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# *2. Facility Site Review Provider Pearls: New DHCS FSR Guidelines!*



**NEW FACILITY SITE REVIEW DHCS GUIDELINES HAVE BEEN RELEASED!**

This month's the Providers Pearls is about the updated California Department of Health Care Services (DHCS) 2019 Facility Site Review (FSR) criteria. This includes the Medi-Cal Managed Care Division's (MMCD) Facility Site Review (FSR) Survey Tool and Guidelines (Attachment A) and the Medical Record Review (MRR) Survey Tool (Attachment B). DHCS previously published this policy in PL 14-004. The 2019 version of this policy letter will become effective July 1, 2020. Medi-Cal managed care health plans (MCP) are to begin using the new version of the criteria as of August 1, 2019. Going forward, any sites due for their periodic FSR will be evaluated using both the *old* and *new* criteria. Please understand that the new criteria will add to the time it takes to conduct periodic reviews. We are required to report to DHCS a dual set of scores from applying the old criteria and applying the new criteria; however, only the old scores will be applied through June 30, 2020 for issuing any corrective action plans.

There will be eleven months for SFHP to prepare and support you as we transition together to achieve compliance with the new FSR criteria. SFHP is working on several methods to ensure your success!

 <p><b>Foster Coalitions &amp; Networks</b></p> <p>Collaborating with 15 other Health Plans to standardize dual scoring review tools</p>	 <p><b>Educate Providers</b></p> <p>Updating resources for clinics, e.g. workflows, forms, checklists</p> <p>Provide (technical/guideline) support to PCP network</p> <ul style="list-style-type: none"> <li>• Offering coaching and pre-audit consultations</li> <li>• Old vs New tool comparative results for providers to assess areas of opportunity</li> </ul>	 <p><b>Promote Community Education</b></p> <p>Joint Administrative Meeting Participation - Present Summary of New 2019 FSR Guidelines</p> <p>Webinars - Present Summary of New 2019 FSR Guidelines (Dates To Be Determined)</p> <p>Re-engineering SFHP FSR Website with milieu of resources and tools</p> <ul style="list-style-type: none"> <li>• Facility Site Review Library</li> </ul> <p>Provider Update Newsletter</p> <ul style="list-style-type: none"> <li>• Facility Site Review Provider Pearls – Tips for Preparing PCP Office for FSR Reviews</li> </ul>	 <p><b>Strengthen Individual Knowledge &amp; Skills</b></p> <p>Update Preventive Services Guidelines Posters – Pediatric and Adult (July 1, 2020)</p> <p>Skills development videos/information sheets (Toolkits) (BP Measurement Toolkit Soon to be Released)</p> <p>FSR Guidelines mirror the standards set by USPSTF, ACIP, Bright Futures, CDC, EPA, to name a few.</p>
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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

take the time to independently self-monitor clinic practices with the aid of SFHP checklists and DROC 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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### ***3. Chiropractic Benefit Expansion***

Did you know SFHP covers chiropractic services? Chiropractic care has been available to SFHP members assigned to a Federally Qualified Health Center (FQHC) through their primary care clinic and for members under 21 years old through the Early and Periodic Screening, Diagnostic and Treatment (EPSDT) program. As of September 1, 2019, the SFHP benefit will expand to cover:

- Medi-Cal members in any Medical Group
- Medi-Cal members 18 years of age (no referral needed)
- Medi-Cal members who do not have Medicare part B Coverage
- Spinal manipulation services for diagnoses of back and neck pain only

This expanded chiropractic benefit is accessed by members directly through American Specialty Health (ASH Plans of California). Eligible members have access to ASH Plans of California's network of participating providers here in San Francisco and the immediate surrounding counties. Participating chiropractors can be found by calling ASH Plans of California at 1(800) 678-9133 or 1(877) 710-2746 TDD/TTY or using the provider directory [online](#).

San Francisco Health Plan is also available to answer questions about the Medi-Cal chiropractic benefits by contacting SFHP's Provider Relations Department at **1(415) 547-7818 ext. 7084** or emailing [Provider Relations](#).

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### ***4. Counseling to Prevent Perinatal Depression is Now Reimbursable by Beacon Health Options***

Effective for dates of service on or after February 12, 2019, and consistent with the U.S. Preventive Services Task Force recommendation, Medi-Cal will now reimburse individual and/or group counseling sessions for pregnant or postpartum women with certain depressive, socioeconomic and mental health related risk factors. These risk factors include perinatal depression, a history of depression, current depressive symptoms (that do not reach a diagnostic threshold), low income, adolescent or single parenthood, recent intimate partner violence, elevated anxiety symptoms and a history of significant negative life events.

Up to a combined total of 20 individual counseling (CPT codes 90832 and 90837) and/or group counseling (CPT code 90853) sessions are reimbursable when delivered during the prenatal period and/or during the 12 months following childbirth. Modifier 33 must be submitted on claims for counseling given to prevent perinatal depression.

Please contact Beacon at: 1(855) 371-8117 or [provider.inquiry@beaconhealthoptions.com](mailto:provider.inquiry@beaconhealthoptions.com) for additional information.

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## *5. CCHCA Contact Information Update*

Effective August 1, 2019 the management services organization for SFHP members assigned to Chinese Community Health Care Association (CCHCA) will change to NEMS MSO for professional claims and all UM decisions.

Contact information will change as follows:

**Professional Claims:**

Phone: 1(415) 352-5186 (option 2)

Fax: 1-866-930-2290

Mail: ATTN: CCHCA Claims Department

PO Box 2118

San Leandro, CA 94577

**Utilization Management/Prior Authorization:**

Phone: 1(415) 352-5186 (option 1)

Fax: 1(415) 398-2895

**The contact information for Facility & DME claims will remain as follows:**

Phone: 1(415) 955-8812

Fax: 1(415) 955-8812

Mail: ATTN CCHP Claims Department

445 Grant Ave, Suite 700

San Francisco, CA 94108

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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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