



August 1st, 2022

UPDATES INCLUDE:

- Reminder: Non-Emergency Medical Transportation Request Form
- FSR Provider Pearl: Advance Health Care Directive (AHCD) Information
- Pharmacy Update: Quarterly Formulary and Prior Authorization (PA) Criteria Changes

## Reminder: Non-Emergency Medical Transportation Request Form

As a reminder, please use the new NEMT request form to request authorization for Non-Emergency Medical Transportation. This form contains the Physician Certification Statement component required by the Department of Health Care Services (DHCS).

- The form is available on sfhp.org in the “[Authorizations](#)” page, or directly at [this link](#).
  - Please clear your browser cache to ensure you’re accessing the most current version.
- The NEMT vendor providing the service must submit the request to SFHP’s UM department.
  - The PCS portion of the form must be completed and signed by the treating physician or physician extender, such as a nurse practitioner, physician assistant or other extender as allowed in the DHCS contract, including clinically licensed behavioral health providers.
  - The vendor must ensure the treating physician/physician extender fills out the PCS portion of the form completely before the vendor submits the authorization request to SFHP.
    - Typed physician/physician extender names or initials are not allowed for the certification statement. The certification statement must be signed by hand or electronically.
    - White out is not allowed on the form.
    - A new form must be submitted if any changes need to be made. Updated/corrected forms will not be accepted.
    - The mode of transport certified by the physician/physician extender must be requested and provided by the NEMT vendor.
  - SFHP UM staff will reach out the vendor and/or treating physician if there is any information missing from the PCS portion of the form. We must have completed forms on file for all NEMT authorizations.

Please use this new form for all NEMT authorization requests moving forward, as all old forms are now retired.

## FSR Provider Pearl: Advance Health Care Directive (AHCD) Information



Advance Health Care Directive (AHCD) Information

This month’s Providers’ Pearl is a refresher regarding the California Department of Health Care Services (DHCS) Medical Record Review Standard, Documentation Criteria for Advance Health Care Directive (AHCD) information. Adult medical records are to include documentation of whether a member who is eighteen years of age or older or an emancipated minor, minimally, has been offered

information or has executed an Advance Health Care Directive.<sup>[i]</sup> DHCS will also accept the Physician Orders for Life-Sustaining Treatment (POLST) form and Five Wishes are acceptable if appropriately completed and signed by necessary parties<sup>[ii]</sup>. AHCD documentation should include evidence that it has been reviewed with the member at least every 5 years or according to the member’s circumstance.

Primary care providers recognize the importance of advance care planning (ACP); however, barriers such as lack of time, training, and cultural beliefs can interfere with compliance. To overcome barriers, two studies<sup>[iii]</sup> produced evidence for recommending the following steps to address this gap:

1. Use information tools
2. Include other primary care staff such as registration or medical assistant personnel in the process
3. Use a systematized documentation approach in an Electronic Medical Record (EMR) with an alert

to assist with the first and second suggestions. You will find patient hand-outs that can be given to members by front-desk or registration personnel that can be part of a standardized process. We have provided you with this form (patient hand-out) in the following languages: English, Chinese, Russian, Spanish, and Tagalog. The form helps the member to become familiar with the concept of advanced care planning and cues up the next steps in a process that you have chosen for your clinic. You can also find in the SFHP MRR Resources online library a simple example policy, [\*Advance Health Care Directive Information Is Offered\*](#), which includes the Advanced Health Care Directive Workflow diagram. This work flow has been used successfully by other clinics.



Last, work with your information technology professionals to ensure your EMR system is programmed according to your work flow and that the systematized documentation approach you choose to follow is taught to all staff and providers and that they consistently follow the AHCD protocol until it is a hard-wired practice.

“Provider Pearls” are monthly articles written to help you prepare for the California Department of Health Care Services (DHCS) FSR review processes.

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

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[i] California Probate Code, Sections 4701; 42 CFR 422.128;42 CFR 489.100, APL 05010; Emancipation of Minors Law. Div.11, Part 6, Chap.1, §7002

[ii] AB 3000, Chapter 266, Statutes of 2008, available at: [https://leginfo.ca.gov/faces/billTextClient.xhtml?bill\\_id=200720080AB3000](https://leginfo.ca.gov/faces/billTextClient.xhtml?bill_id=200720080AB3000)

[iii] Glaudemans, J. J., de Jong, A. E., Onwuteaka Philipsen, B. D., Wind, J., & Willems, D. L. (2019). How do Dutch primary care providers overcome barriers to advance care planning with older people? A qualitative study. Family practice, 36(2), 219-224.; Donnelly, M. L. (2019). Increasing Advance directive utilization in Hardwick, VT.

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## 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 on July 20, 2022. The summary of formulary and prior authorization criteria changes is available on the SFHP website [here](#). A complete list of approved formulary and prior authorization criteria are available on SFHP website [here](#). All changes are effective as of August 20, 2022. For formulary or criteria information please visit our website or call SFHP pharmacy department at 1(415) 547-7818 ext. 7085, option 3.

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

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