



September 1, 2020

UPDATES INCLUDE:

- Access Survey: Provider Appointment Availability Survey
- Early Start Referrals
- FSR Provider Pearl: Facility Site Review During Covid-19 Pandemic
- Pharmacy Update: Influenza Season 2020-21

Access Survey: Provider Appointment Availability Survey

Under the Department of Managed Health Care (DMHC) Timely Access Regulations, health plans are required to demonstrate that urgent and routine appointments are offered within specified time frames. To meet these requirements, SFHP administers the 2020 Appointment Availability Survey from August 17th until December 31st 2019. The survey, delivered by fax (from 973-996-4562) or email (from SutherlandPaasTeam@sutherlandglobal.com), will ask provider offices to identify individual provider's next available appointment (date/time) for various types of non-emergency care. Fax and emailed surveys that are not responded to in five business days will be followed by a phone survey. Please inform your front-line staff who answer the phone that they may be receiving this call if an email or fax survey is not responded to and that non-participation will be deemed non-compliant with the Timely Access Regulations, per state requirements.

Please refer to the [informative flyer](#) that can be shared with your team, as well as an [access one-pager](#) that clarifies the timely access regulations. Providers can also find more information about survey process and requirements on the DMHC website located [here](#). For any questions about the Timely Access Regulations or the Appointment Availability Survey, please reach out to SFHP's Provider Relations Department at 1(415) 547-7818 ext. 7084 or through email at provider.relations@sfhp.org.

Early Start Referrals

The Department of Developmental Services (DDS) and the Golden Gate Regional Center (GGRC) have noticed a significant drop in referrals to the Early Start Program during the COVID-19 pandemic. The Early Start Program provides early intervention services to infants between birth and three years of age who are developmentally delayed or believed to be at high risk of having a developmental disability.

The Early Start Program at GGRC is still accepting referrals and providing services with the following adjustments:

- Early Start staff have put in-person visits with families on hold
- Intake, eligibility determination, and Individual Family Service Plan (IFSP) reviews are taking place virtually via Zoom and phone calls.
- Many vendors have successfully been able to provide tele-therapy through a combination of Zoom and phone calls. A few vendors are just beginning to provide a hybrid model of virtual and in-person visits if both the family and the therapist is willing and comfortable.
- Many parents report that they have been able to develop a strong coaching relationship with their therapists virtually.

Early Start referrals can be made by calling 1(888) 339-3305; or by sending an [Early Start Referral Form](#) via fax 1(888) 339-3306 or email intake@ggrc.org

FSR Provider Pearl: Facility Site Review During Covid-19 Pandemic



In response to the Covid-19 pandemic, the California Department of Health Care Services (DHCS) released All Plan Letter 20-011 regarding Governor's Executive Order N-55-20 that permitted Managed Care Plans (MCPs) to temporarily suspend the contractual requirement for in person site reviews, medical audits of MCP subcontractors and network providers, and similar monitoring activities that would require in-person reviews. However, virtual approaches to continuing reasonable site review activities were encouraged. SFHP adopted a modified FSR model that includes a Part 1 and a Part 2. For sites with a periodic FSR due during these affected months, Part 1 involves collecting information electronically such

as evidence of policies, staff training, and critical elements. After the temporary orders are lifted, we will proceed with Part 2 of the FSR, which will be an onsite completion of the review process.



This month's Provider Pearl is about the trends being observed for sites participating in the modified FSR. We continue to apply both the old and new FSR standards, while the new standards are also being postponed due to the Covid-19 Pandemic. As stated in APL 20-011, "all requirements outlined in APL 20-006 are temporarily suspended through the duration of the COVID-19 public health emergency and for an additional six months following the end of the public health emergency". We will continue to train and assist providers and staff to learn the new standards to improve the transition when they do become effective. Below is a chart identifying criteria found to be most deficient at this time. The links will take you to resource documents for each of the criteria and can be found on SFHP's website (www.sfhp.org).

| | | | | |
|---------------|------------|--|--|---|
| Access Safety | Yes | There is evidence staff has received safety training and/or has safety information available on an employee alarm system. | Employee Alarm System | |
| Access Safety | Yes | Emergency medical equipment appropriate to practice/patient population is available on site including, airway management: oxygen delivery system, nasal cannula or mask, bulb syringe and Ambu bag <u>and</u> Emergency medicine such as asthma, chest pain, hypoglycemia and anaphylactic reaction management: Epinephrine 1:1000 (injectable), and Benadryl 25 mg. (oral) or Benadryl 50 mg./ml. (injectable), Naloxone, chewable Aspirin 81 mg, Nitroglycerine spray/tablet, bronchodilator medication (solution for nebulizer or metered dose inhaler), and glucose. Appropriate sizes of ESIP needles/syringes and alcohol wipes. | Emergency Medical Management and Tools | |
| Access Safety | Yes | Emergency medical equipment appropriate to practice/patient population is available on site including, medication dosage chart for all medications included with emergency equipment. (Tip: Replace old dosage chart with new chart and include with emergency equipment and emergency medications.) | Emergency Medical Management with Dosage Chart | |
| Personnel | No | Notification is provided to each member that the MD(s) is licensed and regulated by the Medical Board, and that the Physician Assistant(s) is licensed and regulated by the Physician Assistant Committee. | Professional Licenses and Certifications | Notice Provider Licensing |

Continued...

| FSR Category | New 2020 Standard | Criteria | sfhp.org FSR link | Additional resource link |
|---------------------|--------------------------|--|--|--|
| Personnel | Yes | There is evidence that site staff has received Culturally and Linguistically Appropriate Services (CLAS) training. | Personnel Training_Cultural Linguistics | |
| Office Management | No | Interpreter services are made available in identified threshold languages specified for location of site. (Tip: Document if member refuses interpreter and/or their preferred method of language translation.) | Communication with Persons LEP | |
| Clinical Services | Yes | Safe and appropriate storage of drugs is assured with a written plan for vaccine protection in case of power outage or malfunction of the refrigerator or freezer. | Power Malfunction and Vaccine Management | Storage-of-Drugs-and-Distribution-of-Controlled-Substances |
| Clinical Services | Yes | Site utilizes California Immunization Registry (CAIR) or the most current version. | Immunization Registry and | |

Infection
Control

No

Contaminated surfaces are decontaminated according to Cal-OSHA Standards, including a site-specific written schedule to ensure routine cleaning and decontamination of equipment/work surfaces.

[Routine
Decontamination](#)

[Routine-
Decontamination-
Written-Schedule](#)

ALL PLAN LETTER 20-011 (REVISED) can be found at the following link: <https://www.dhcs.ca.gov/Documents/COVID-19/APL-20-011-EO-Revision.pdf>

Executive Order N-55-20 can be found at the following link:
<https://www.gov.ca.gov/wp-content/uploads/2020/04/EO-N-55-20.pdf>

“**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 or by her direct line at 1(415) 615-5637.

Pharmacy Update: Influenza Season 2020-21

The CDC recommends everyone who is 6 months of age and older to receive a flu shot every year. Flu vaccines have been shown to prevent millions of illnesses and thousands of deaths each year. The CDC recommends that people get vaccinated by the end of October, but vaccination should continue to be offered throughout the entire flu season.

Flu vaccines for the influenza season 2020-2021 are now available at local pharmacies. Adults 19 years and older can receive many vaccines, including the flu vaccine, at their pharmacy covered under SFHP Medi-Cal Outpatient Pharmacy Benefit. Click [here for a complete list of SFHP covered vaccines](#).

Children 18 years and younger are eligible for vaccinations through California Vaccines for Children (VFC) Program. Contact VFC at 1(877) 243-8832 for more information.

Please do not hesitate to contact Provider Relations at **1(415) 547-7818** ext. **7084** or Provider.Relations@sfhp.org
To access updates from previous months or subscribe to SFHP's Monthly Provider Update, please visit our [Provider Update archive page](#).
Register for SFHP ProviderLink [here](#).

[Subscribe](#)

[Past Issues](#)

[Translate ▼](#)
