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Provider Update

October 1, 2024

UPDATES INCLUDE:

- **Lunch & Learn - Pediatric Visits**
- **Transportation Services Transition to Modivcare**
- **Year-End Push for Preventive Care & Screenings**
- **Facility Site Review Provider Pearls - Breast Cancer Screening**

Upcoming Lunch & Learn

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Pediatric Visits Lunch & Learn



Thursday, November 14, 2024
12:00pm to 2:00pm

Share this invitation
with a co-worker

- Clinical Staff
- Facility/Billing Managers
- Office Managers

**RSVP
TODAY!**



What do your youngest patients need to be their healthiest?

Join interactive discussion with other providers to explore

1. Effective ways to engage pediatric patients and their families
2. Latest SFHP benefits for pediatric patients and how to refer
3. Best practices and procedures in pediatric billing and coding

Thursday, November 14, 2024 at 12:00-2:00 pm

50 Beale Street, San Francisco, CA 94105

AGENDA

- 12-12:30 pm – Provider Networking and Healthy Lunch (to be provided)
- 12:30-1:30 pm – Best practices in pediatric visits and SFHP supports
- 1:30-2:00 pm – Barriers and Opportunities for Patients and Providers

Please RSVP

Call 415-547-7818 ext. 7084 or email provider.relations@sfhp.org
Include your name, title, and company name

Transportation Services Transition - SFHP & Modivcare

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San Francisco Health Plan (SFHP) covers rides for members who need transportation to and from covered services. This includes:

- Non-emergency medical transportation (NEMT)
 - NEMT is available to members who are unable to use public transportation due to functional limitations and requires a Physician Certification Statement (PCS) form.
 - Requires SFHP authorization prior to scheduling.
- Non-medical transportation (NMT)
 - NMT is available to members who do not require medical supervision or assistance from the driver.
 - No prescription is required and members or providers may directly request NMT from SFHP.

For more information regarding NEMT and NMT, please visit our [SFHP transportation page](#).

OUR PARTNERSHIP WITH MODIVCARE

SFHP is partnering with Modivcare to enhance transportation scheduling and coordination. Starting **December 1, 2024**, all transportation services will be managed through Modivcare. Modivcare will oversee a network of transportation providers and allow for online scheduling requests through their online platform, TripCare.

No action is needed at this time. Starting November 14, 2024, Providers will be able to register for a TripCare account and begin pre-scheduling rides. SFHP will provide additional information and training as we approach the implementation date.

WHAT IS CHANGING:

- A Physician Certification Statement ([PCS](#)) [form](#) will be required for transportation from a facility (hospital, SNF etc.) to home.
- Modivcare will oversee SFHP's network of Transportation vendors starting December 1, 2024.
- Both NEMT and NMT will be able to be requested online or over the phone.

WHAT WILL REMAIN THE SAME:

- Coverage of the transportation benefit will remain the same.
- A [PCS form](#) will remain required for NEMT requests prior to requesting a ride. For more information regarding NEMT, please see our [FAQ guide](#).
- A prescription (PCS form) is not required for NMT requests.

Prior to December 1, 2024, if you have any questions regarding NEMT or completing the PCS form, you may contact our SFHP Transportation Coordinator at **1(415) 547-7807** or nemt@sfhp.org.

If you have any questions regarding NMT or would like to schedule NMT on behalf of a member, please contact SFHP's Customer Service Department at **1(415) 547-7800**.

Preventive Care & Screenings

As we approach the end of the year, we want to remind you of the importance of getting your patients scheduled for outstanding screenings, immunizations, or preventive care visits. Not only does this support key quality measures, but it also allows your patients to take advantage of San Francisco Health Plan's [Health Rewards program](#).

Why Supporting Quality Measures Matter:

- Improves patient health outcomes
- Enhances the quality of care provided by your practice
- Contributes to better performance ratings for your clinic

[Subscribe](#)[Past Issues](#)[Translate ▼](#)**Key Quality Measures to Focus On:**

- Cervical Cancer Screening (CCS)
- Child and Adolescent Well-Care Visits (WCV)
- Childhood Immunization Status (CIS)
- Immunizations for Adolescents (IMA)
- Well-Child Visits in the First 30 Months of Life (W30)

Patient Incentives:

Remember to inform your patients about the [Health Rewards program](#). Eligible members can earn gift cards up to \$50 for completing certain health visits, including:

- First Health Visit for new members
- Prenatal and Postpartum Visits
- Well-Child Visits (6 or more within the first 15 months)
- Childhood Development Screening (first 36 months)
- Fluoride Varnish Visits
- Colorectal Cancer Screening (for Black or African American patients aged 45-75)
- Chronic Condition Visits (for asthma, diabetes, or hypertension)

Patients no longer need to fill out forms to receive their rewards. Gift cards are automatically mailed within eight weeks of the qualifying visit.

By encouraging your patients to complete these important health visits, you are not only improving their health outcomes but also helping them earn valuable rewards.

Let's work together to finish the year strong and ensure patients receive the care they need.

Facility Site Review Provider Pearls



Breast Cancer Screening

October is Breast Cancer Awareness Month. Breast cancer is the second most common cancer and second leading cause of cancer death among women in the United States ([Source](#)). Of 76 eligible sample Medical Record Review (MRR) charts reviewed from 10/1/2023 to 9/20/2024, 92% were compliant with breast cancer screening. Primary Care Providers (PCPs) play an important role in identifying members who are at high risk for breast cancer through early detection and treatment. Per the California Department of Health Care Services (DHCS) APL 22-017 and updated Facility Site Review and Medical Record Standards and Tools, *Breast Cancer Screening* is criterion in the adult preventive section.

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(USPSTF) B recommendation for breast cancer screening.

Population	Women, aged 40-74
Screening	Routine screening mammography every 1-2 years
Documentation	If screening indicated, document screening results and any follow-up of abnormal findings If screening declined by member, document refusal

References:

1. [USPSTF Final Recommendation Statement: Breast Cancer Screening](#)
2. [Summary of USPSTF Final Recommendation: Screening for Breast Cancer](#)

“Provider Pearls” are monthly articles written with the intent 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 standards 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 fsr@sfhp.org.

Please do not hesitate to contact Provider Relations at

1(415) 547-7818 ext. **7084** or Provider.Relations@sfhp.org

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