



November 1, 2021

UPDATES INCLUDE:

- COVID Vaccine Incentive Launch
- Primary Care Sites: Please Take our FSR Bandwidth Survey
- FSR Provider Pearl: Diabetes Screening
- Comprehensive Gender-Affirming & Primary Care for Queer, Trans and Non-Binary Youth, ages 12-25, at Dimensions Clinic
- Pharmacy Updates: Quarterly Formulary and PA Criteria Changes, Voluntary Recall of Varenicline (Chantix) Due to Nitrosamine
- Blood Lead Screening Resource List from DHCS

COVID Vaccine Incentive Launch

SFHP is launching a **\$50 Visa gift card member incentive program** with financial support from DHCS. Letters are being sent to unvaccinated Medi-Cal members announcing that they are eligible for the incentive. Members who complete their vaccination (both shots or one shot, depending on protocol) between 9/1/2021 and 2/28/2022 will be mailed the gift card automatically. Please encourage members to keep SFHP informed of their most up to date mailing address (SFHP Customer Service 1(415) 547-7800). Members who were fully vaccinated prior to September 1, 2021 are automatically entered into a weekly raffle for a \$50 gift card. Questions about the incentive program can be sent to provider.relations@sfhp.org

How to get a vaccine appointment for SFHP members:

- All SFHP members can schedule an appointment by calling 1(415) 615-4519 weekdays from 8:30am-5:00pm
- SFDPH has an extensive list of vaccine sites throughout the city here that can also be used for referral: [Community COVID-19 vaccine events | San Francisco \(sf.gov\)](#)
- Vaccine Sites at SFDPH Schools: [New Vaccination Clinics at SFUSD Schools | SFUSD](#)
- CDC COVID vaccine finder (including pharmacies): [Vaccines.gov - Search for COVID-19 vaccine locations](#)

Resources for talking with patients about the COVID vaccine:

- [Learn How to Have Crucial Conversations About COVID-19 Vaccines With Your Patients.](#)
- **CDC guide** for talking with patients about the COVID vaccine is [here](#)

Primary Care Sites: Please Take our FSR Bandwidth Survey

San Francisco Health Plan's Facility Site Review (FSR) team will be resuming on-site FSR activities, including the site review, medical record review, and physical accessibility survey in January 2022.

Primary Care Clinic Managers: Please take a moment to complete this brief (~2-min) online [Forms survey](#) to provide your bandwidth and feedback regarding in-person site reviews.

If you have additional concerns, questions, or need more information about the Facility Site Review process, please reach out to us at FSR@sfhp.org.

Thank you for serving our members! We look forward to seeing you at your next FSR!

Sincerely,
SFHP FSR Team



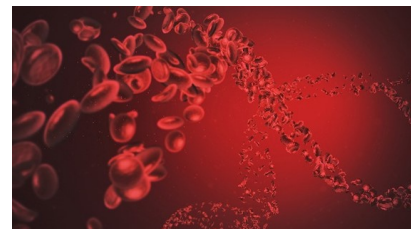
FSR Provider Pearl: Diabetes Screening



November is National Diabetes Month. More than 1 in 3 U.S. adults have prediabetes and the majority of people are not aware that they have it ([NIDDK, 2021](#)). Diabetes screening and comprehensive diabetic care are assessed in the Medical Record Review (MRR) as part of the Facility Site Review (FSR) process. From a sample of records reviewed 2019 to present, 75% of eligible adult charts included documentation of diabetes screening, and 81% of eligible adult charts included

documentation of comprehensive diabetic care.

The following chart includes details regarding diabetic screening, comprehensive diabetic care criteria, documentation standards, and provider resources. Please note that the United States Preventive Task Force (USPSTF) updated the recommendation, decreasing the age at which to begin screening for diabetes from age 40 to 35 ([USPSTF, 2021](#)).



MRR Criteria
Age/Population

V.D.7. Diabetic Screening

V.D.7.a. Comprehensive Diabetic Care

Members with abnormal blood glucose

Documentation Standard	Results of abnormal blood glucose test:	Offer or refer member to intensive
	<ul style="list-style-type: none"> • HbA1c • Fasting plasma glucose • Glucose tolerance test 	counseling interventions to promote a healthful diet and physical activity
Resources	1. Prediabetes and Type 2 Diabetes: Screening (USPSTF, 2021)	
	2. CDC Infographic: Type 2 Diabetes (CDC, 2020)	
	3. Information for Professionals (CDC, 2020)	
	4. SFHP Health Education Library: Diabetes Health Education Passport	
	5. SFHP Member Centered Programs: Diabetes Prevention Program (DPP)	

“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 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 Jackie at jhagg@sfhp.org or by her direct line at 1(415) 615-5637. You may also go to: [SFHP Website MRR Resources](#)

Comprehensive Gender-Affirming & Primary Care for Queer, Trans and Non-Binary Youth, ages 12-25, at Dimensions Clinic

Dimensions Clinic for Queer and Trans Youth is a primary care clinic that functions out of Castro-Mission Health Center on Thursday evenings (from 5pm-8pm) and Saturday afternoons (from 12pm-3pm), and provides comprehensive, interdisciplinary care tailored toward TGNB and queer identifying young people. Founded in 1998, Dimensions has historically worked with multiple queer focused partner agencies and aims to provide a welcoming and supportive environment for QTGNB youth – connecting them to community and social services. Dimensions provides a full range of services including:

- gender-affirming care, including hormone therapy, puberty blockers and surgery referral
- wellness check-ups & standard primary care
- reproductive and sexual healthcare
- HIV screening and prevention
- in-person and remote behavioral health counseling
- psychiatry
- support with navigation of gender-affirming surgeries
- support with navigation of insurance issues.

Temporarily located on the ZSFG campus in Castro-Mission's relocated site (while the clinic is under renovation), Dimensions is located at 995 Potrero Ave (Building 80), in Ward 81 South (1st Floor). Dimensions offers its full scope of services to SFHP patients and Dimensions providers are available as a consultation and referral resource for any other programs that serve SFHP patients.

Potential new patients and providers alike can reach out to the Dimensions Clinic Coordinator, Owen Morse, at 1(628) 217-6919, or at owen.morse@sfdph.org, to learn more about the program or initiate the intake process. Patients can also call 1(628) 217-5700, to schedule an appointment, and visit the website to learn more at www.dimensionsclinic.com.

Pharmacy Updates: Quarterly Formulary and PA Criteria Changes, Voluntary Recall of Varenicline (Chantix) Due to Nitrosamine

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 October 20, 2021.

The summary of formulary and prior authorization criteria changes is available on the SFHP website at (<https://www.sfhp.org/about-us/committees/pharmacy-and-therapeutics-committee/>). A complete list of approved formulary and prior authorization criteria are available on SFHP website at (<https://www.sfhp.org/providers/pharmacy-services/sfhp-formulary/>). All changes are effective November 19, 2021. For formulary or criteria information please visit our website or call SFHP pharmacy department at 1(415) 547-7818 ext. 7085, option 3.

UPDATED: Drug Safety Communication: Voluntary Recall of Varenicline (Chantix) Due to Nitrosamine

On September 17, 2021, the U.S. Food and Drug Administration (FDA) announced a voluntary manufacturer recall of all lots of varenicline (Chantix) 0.5 mg and 1 mg tablets due to levels of a nitrosamine impurity above the FDA's acceptable intake limit. N-nitroso-varenicline may be associated with a potential increased cancer risk in humans associated with long-term use, but there is no immediate risk to patients taking this medication. The FDA recommends that patients taking recalled varenicline should continue with their current medication regimen as prescribed, until either their pharmacist provides a replacement, or their doctor prescribes a different medication. The health benefits of stopping smoking outweigh the cancer risk from the nitrosamine impurity in varenicline. More information is available on the [DHCS Drug Safety Communication bulletin](#).

Blood Lead Screening Resource List from DHCS

DHCS has developed a practice resource for improving Blood Lead Screening (BLS). The digital resource is a concise collection of many links to:

- information on population patterns of elevated lead levels in California
- standards of care on BLS screening and prevention services
- patient outreach and educational resources
- information for addressing disparities in BLS rates

[Click here for the guide.](#)

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

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