

# Provider Newsletter



**February 2026**

**UPDATES INCLUDE:**

- **Physician Administered Drugs (PADs) Requests Process Change**
- **Guidance for Addressing Modivcare Transportation Concerns**
- **Quality Improvement & Health Equity Transformation Program (QIHETP) Evaluation**
- **Pharmacy February Updates: Healthy Workers HMO, Pharmacy Benefit Manager (PBM) change on February 1, 2026**
- **Facility Site Review Provider Pearls: Medical Record Review- Pediatric Dental Fluoride Applications**

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## **Physician Administered Drugs (PADs) Requests Process Change**

Effective January 1, 2026, **all prior authorization requests for physician-administered drugs (PADs) will be subject to a 24-hour turnaround time.** For a full list of PADs, please visit [Medi-Cal Rates | Medi-Cal Providers](#) and navigate to the PADs tile on the homepage.

To determine whether a PAD requires prior authorization from SFHP, please use the [SFHP Code Lookup Tool](#).

To prevent delays in authorization decisions, providers should submit PAD requests with all supporting clinical documentation through the [SFHP Provider Portal](#) or via the new fax line listed below.

**What This Means for You:**

- Submission Method for PAD Requests:
  - If your authorization request includes a PAD, submit the request through the SFHP Provider Portal **OR** fax the [PADS/Medicare Part B Request Form](#) to **1(415)943-9710**.
- Submission Method for All Other Requests:
  - Submit all other authorization requests through the SFHP Provider Portal **OR** fax the [Pre Authorization Request Form](#) to **1(415)357-1292**.

**Need Assistance?**

If you have questions or need support with documentation requirements, please contact the **SFHP Utilization Management Department** at **1(415)547-7818 ext.7080**.

Thank you for your continued partnership in ensuring timely access to care for our members.

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## **Guidance for Addressing Modivcare Transportation Concerns**

We recognize that transportation challenges can be frustrating for both providers and patients.

**How can providers report Modivcare concerns?**

- We encourage providers to direct Modivcare-related complaints or concerns to the **Provider Relations Department**. This helps ensure concerns are tracked and addressed in a coordinated manner. You can report concerns to your assigned provider relations team directly. If you do not know who your assigned representatives are, please contact [provider.relations@sfhp.org](mailto:provider.relations@sfhp.org).

## How can providers support their patients?

- While providers may not submit grievances on behalf of members, providers play an important role in helping members understand their available options.

### Providers may:

- Inform members of their right to file a grievance.
- Encourage members to contact Customer Service at **1(415)547-7800** to submit a verbal grievance. Share relevant details with Provider Relations so trends and issues can be reviewed.

### Have Questions? Contact Provider Relations!

- Direct Line: **1(415)547-7818 ext.7084**
- Email: [provider.relations@sfhp.org](mailto:provider.relations@sfhp.org).

*Thank you for your continued partnership and for helping us support our SFHP members.*

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## Our Quality Improvement & Health Equity Transformation Program (QIHETP) Evaluation Is Published

SFHP has completed the 2025 QIHETP Evaluation and finalized the 2026 Program Description and Workplan. These documents outline our efforts to improve Access to Primary and Specialty Care, Care Coordination & Continuity of Care, Clinical Quality – Behavioral Health, Clinical Quality – Medical Care, Engagement with Primary Care, and Member Experience. In 2025, SFHP saw strong performance across several key areas:

- Routine Specialty Appointment Availability improved to 60.42%, exceeding the 59% target.
- Timeliness of Prenatal Care reached 88.75%, surpassing the 86.89% target.
- Six of seven Care Coordination measures met targets, including 30-day follow-up after ED visits for mental illness and substance use.

- The Plan All-Cause Readmissions rate improved to 1.016, surpassing the target of 1.18 (lower is better).
- The CAHPS “Getting Needed Care – Adult” score increased to 76.38%, SFHP’s highest to date.

For 2026, SFHP is prioritizing health-equity targets (such as prenatal care and chronic-condition management for high-priority populations), improving member care experience of access to care, strengthening care coordination, and increasing provider support through collaboratives, data access, and technical assistance.

If you would like more information on the 2025 QIHETP Evaluation and the 2026 Program Description and Workplan, please visit our [website](#) or contact [Quality Improvement](#) at SFHP.

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## **Pharmacy February Updates: Healthy Workers HMO, Pharmacy Benefit Manager (PBM) change on February 1, 2026**

On February 1, 2026, Healthy Workers HMO will be changing its Pharmacy Benefit Manager (PBM) to MedImpact.

SFHP Pharmacy Prior Authorization Requests can be submitted by providers one of three different ways:

1. Fax: Download a [Prior Authorization Request Form](#) and fax to **1(858) 790-7100** for both standard and urgent requests.
2. Call: Pharmacy Benefits Manager (PBM) MedImpact at **1(800) 788-2949** to submit a verbal request.
3. Online: Login to [CoverMyMeds](#) to access the online submission form. Once a PA form is completed, click the "**Submit**" button to send the PA request to PBM MedImpact for review.

The SFHP Formulary is available at [sfhp.org/providers/pharmacy-services/sfhp-](https://sfhp.org/providers/pharmacy-services/sfhp-)

[formulary/](#). If you have any questions, please call SFHP Pharmacy Team at 1(415) 547-7818 or 1(800) 288-5555, Monday through Friday, 8:30am to 5:30pm.

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## Facility Site Review Provider Pearls

### MEDICAL RECORD REVIEW: PEDIATRIC DENTAL FLUORIDE APPLICATIONS

Dental caries remains the most common chronic disease of childhood in the United States. Fluoride varnish applications effectively prevent tooth decay in young children when applied 2 to 4 times yearly in clinical settings.

We'd like to remind primary care providers that SFHP is dedicated to supporting your practice of administering fluoride varnish applications to the teeth of infants and children starting at tooth eruption until their fifth-year birthdate (age range according to the most current AAP periodicity schedule) and continuing applications at least once every 3-6 months in the primary care or dental office. By offering dental fluoride provider trainings, we aim to increase the rate of fluoride varnish administration and improve pediatric oral health outcomes, such as a reduction in dental caries. Note that when nurse site reviewers evaluate medical records for fluoride varnish administration by a dental provider, documentation of "seeing a dentist" without specific notation that fluoride varnish was applied at the dentist office does not meet the criterion. Not all dentists routinely apply fluoride varnish during routine dental visits.

Can you take a moment to consider why your practice may not be applying fluoride varnish to all your eligible infants and children? Below is a list of potential barriers that may apply. Consider contacting the appropriate health plan subject matter expert to discuss any barriers you may be experiencing and how we may support you in implementing fluoride varnish application best practices.

| Potential Barrier |                          | Contact Information                         |
|-------------------|--------------------------|---|
| Member hesitancy  | <b>See this resource</b> | <a href="#">Fluoride varnish fact sheet</a> |

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|--|--|---|--|
| <b>FSR Team Support for these topics:</b>  | <a href="mailto:fsr@sfhp.org">fsr@sfhp.org</a> | <b>Provider Relations for these topics:</b>   | <a href="mailto:provider.relations@sfhp.org">provider.relations@sfhp.org</a> |
| <ul style="list-style-type: none"> <li>Limited training</li> </ul>   |  | <ul style="list-style-type: none"> <li>Comfort with billing</li> </ul>  |  |
| <ul style="list-style-type: none"> <li>Uncertainty about how to integrate dental screening &amp; fluoride varnish application into workflow</li> </ul> |  | <ul style="list-style-type: none"> <li>Misperceptions about adequate reimbursement</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>Competing priorities during a well-child visit</li> </ul>   |  | <ul style="list-style-type: none"> <li>Concerns about inadequate or rejected reimbursement</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>Clinician knowledge about obtaining and applying fluoride varnish</li> </ul>                                    |  | <p><i>Note: Providers can/should reach out to their designated rep. If you're not sure who that is, email PR to be connected with your rep.</i></p> |  |
| <ul style="list-style-type: none"> <li>Clinician hesitancy due to perceived harms of the varnish</li> </ul>  |  |   |  |
| <ul style="list-style-type: none"> <li>Inadequate office visit time and parent hesitancy</li> </ul>  |  |   |  |

A wealth of information is available on the American Academy of Pediatrics website including:

- How Should I Set Up My Practice to Include Oral Health? ([View](#))
- Medicaid Payment of Preventive Oral Health Services ([View](#))
- Oral Health Coding Fact Sheet ([View](#))

Other information:

- Fluoride Varnish Application training is available via Litmos for providers and staff. Contact [fsr@sfhp.org](mailto:fsr@sfhp.org) for more information.
- Procurement methods
  - Medical Suppliers: Practices can typically order fluoride varnish directly from their existing medical suppliers.
  - Specialized Oral Health Vendors: Some vendors focus on oral health products and may offer different pricing options.

## References

1. SFHP MRR Tool and Standards ([Link](#))

2. Clark, M. B., Keels, M. A., Slayton, R. L., Section on Oral Health, Braun, P. A., Fisher-Owens, S. A., ... & Krol, D. (2020). Fluoride use in caries prevention in the primary care setting. *Pediatrics*, 146(6), e2020034637.

**For any questions about the Facility Site Review or Medical Record Review processes or tools, please contact [fsr@sfhp.org](mailto:fsr@sfhp.org).**

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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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