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August 29, 2017

Our September Update includes information on:

1. FSR Provider Pearls
2. Reminder of the ongoing Access Survey
3. Provider Event Oct. 25: Adolescent Health Working Group
4. From our Medical Director: Research on Non-Opioid Alternatives for Chronic Pain
5. SFHP Member Rights and Responsibilities

1. Facility Site Review (FSR) Provider Pearls



Jackie Hägg, SFHP Nurse Specialist, Provider Quality and Outreach, offers “Provider Pearls” each month on various DHCS requirements to ensure compliance regarding facility site, medical record, interim monitoring, and FSRC (provider accessibility) reviews.

Clinical Services, Multi-dose Medication Vials and Multi-test Diagnostic Supply Bottles

Who: Medi-Cal Managed Providers (MCP)

How are multi-dose medication vials and multi-test diagnostic supply bottles (e.g. glucose and urine strips) handled?

DHCS and CDC Positions:

Multi-dose vials and diagnostic test supplies must be dated after opening or the rubber stopper of the vial is punctured. Follow manufacturer guidelines for discarding of multi-dose vials and diagnostic test supplies once opened. Medication vials should always be discarded whenever sterility is compromised or questionable. In addition, the United States Pharmacopeia (USP) General Chapter 797 [16] recommends the following for multi-dose vials of sterile pharmaceuticals:

- If a multi-dose has been opened or accessed (e.g., needle-punctured) the vial should be dated and discarded within 28 days unless the manufacturer specifies a different (shorter or longer) date for that opened vial.
- If a multi-dose vial has not been opened or accessed (e.g., needle-punctured), it should be discarded according to the manufacturer's expiration date.

The manufacturer's expiration date refers to the date after which an unopened multi-dose vial should not be used. The beyond-use-date refers to the date after which an opened multi-dose vial should not be used. The beyond-use-date should never exceed the manufacturer's original expiration date.

CDC guidelines regarding use of multiple dose vaccine vials:

Vaccines in multi-dose vials that do not require reconstitution can be used through the expiration date printed on the label as long as the vaccine is not contaminated unless indicated otherwise by the manufacturer. For example, inactivated polio vaccine in a multi-dose vial can be used through the expiration date on the vial. For some vaccines, the manufacturer specifies that once the multi-dose vial has been entered or the rubber stopper punctured, the vaccine must be used within a certain number of days. This is commonly referred to as the "beyond-use date" (BUD). Any vaccine not used within the BUD should be discarded. Specific information regarding the BUD can be found in the product information. For example, the package insert for some inactivated influenza vaccine indicates once the stopper of the multi-dose vial has been pierced, the vial must be discarded within 28 days. Package inserts for vaccines can be found at www.immunize.org/packageinserts.

For any questions, please contact Jackie at jhagg@sfhp.org or 415-615-5637.

Helpful link: <http://www.immunize.org/askexperts/storage-handling.asp>

2. Access Survey: Provider Appointment Availability

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 2017 Appointment Availability Survey from **August 1st until December 28th, 2017**. The survey, which is expected to take approximately 10 minutes, will ask provider offices to identify individual provider's next available appointment (date/time) for various types of non-emergency care. Please inform your frontline staff who answer the phone that they may be receiving this call from SFHP 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](#).

3. Provider Event October 25th: Adolescent Health Working Group

The Adolescent Health Working Group of San Francisco is planning a [provider gathering for October 25th](#). This groups brings together San Francisco health professionals/organizations to collaborate on initiatives to improve youth health (ages 12-24). Some of their ongoing projects include a series of [provider toolkits](#) and yearly provider gatherings focused on different youth populations/adolescent health issues.

2. From our Medical Director: Research on Non-Opioid Alternatives for Chronic Pain

articles raise questions about the safety and effectiveness of gabapentoids, when used outside of approved indications.

- [Gabapentin and Pregabalin for Pain — Is Increased Prescribing a Cause for Concern?](#)
- [Benefits and safety of gabapentinoids in chronic low back pain: A systematic review and meta-analysis of randomized controlled trials](#)

5. SFHP Member Rights and Responsibilities

San Francisco Health Plan members have the right to:

- Be treated respectfully regardless of race, religion, age, gender, culture, language, appearance, sexual orientation, and disability and transportation ability.
- Get a clear explanation of how to obtain all health services available.
- Receive good and appropriate medical care including emergency services from any health care provider, preventive health services and health education.
- Receive enough information to help make a knowledgeable decision before receiving treatment.
- Know and understand medical conditions, treatment plans, expected outcomes, and the effects these have on daily living.
- Know about any transfer to another hospital, including information as to why the transfer is necessary and any alternatives available.
- Have the meaning and limits of confidentiality explained.
- Receive interpreter services at no charge on a 24 hour basis.
- Choose a personal doctor, nurse practitioner or physician assistant to provide or arrange for all the needed care.
- Obtain a referral for a second opinion.
- Have confidential health records, except when disclosure is required by law or permitted in writing. With adequate notice, the right to review medical records with personal doctor/nurse practitioner.
- Be fully informed about SFHP's appeal and grievance procedures; understand how to use them, and how to present my appeal in person without fear or interruption of health care.
- Make decisions regarding my care - including the decision to discontinue treatment.
- Have written instructions about care prepared in advance, called "Advance Directives".

- Participate in establishing public policy of SFHP.

Additionally, SFHP Medi-Cal members have the right to:

- Seek confidential and sensitive services for minors.
- Seek consultation and treatment of sexually transmitted diseases from a provider outside the SFHP network.
- Seek family planning services from any provider.
- Request a State Fair Hearing and to receive information on the circumstances under which an expedited fair hearing is possible.
- Receive written member informing materials in alternative formats including Braille, large type print and audio format upon request.
- Be free from any form of restraint or seclusion used as a form of coercion, discipline, convenience or retaliation.
- Choose a personal doctor/nurse practitioner at an Indian Health Clinic or a Federally Qualified Health Center.

San Francisco Health Plan members have the responsibility to:

- Read all San Francisco Health Plan materials immediately after they are enrolled so they understand how to use their San Francisco Health Plan benefits, and ask questions when necessary.
- Follow the provisions of their San Francisco Health Plan Membership as explained in their San Francisco Health Plan Evidence of Coverage.
- Maintain their good health and prevent illness by making positive health choices and seeking appropriate care when it is needed.
- Follow the treatment plans their personal doctors/nurse practitioners develop for them and consider and accept the potential consequences if they refuse to comply with treatment plans or recommendations.
- Make and keep medical appointments and inform their personal doctor/nurse practitioner ahead of time when they must cancel.
- Communicate openly with their personal doctor/nurse practitioner so they can develop a strong partnership based on trust and cooperation.
- Ask questions if they do not understand something or if they are unsure about the advice they are given.
- Treat all San Francisco Health Plan staff and health care providers respectfully and courteously.
- Present their Member ID card at every medical appointment or hospitalization.
- Report lost or stolen Member ID cards to the San Francisco Health Plan Customer Service Department.
- If applicable, pay any premiums, co-payments and charges on time.

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7800 (locally) or 1(800) 288-5555 (toll free) for any questions or problems regarding member rights and responsibilities.

Please do not hesitate to contact Provider Relations at **1(415) 547-7818 ext. 7084**, Provider.Relations@sfhp.org or Chief Medical Officer **Jim Glauber, MD, MPH**, at jglauber@sfhp.org.

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