

SAN FRANCISCO HEALTH PLAN

CO-63: Health Plan Physician Availability for Access Assistance

APPROVAL/REVIEW/REVISION HISTORY

Signature	Title	Date	Action
<p>DocuSigned by: <i>Nina Maruyama</i> 9D4617B1400D431...</p>	CCO	12/27/2023	New Policy
<p>DocuSigned by: <i>Eddy Ong</i> 216F247FAA1E4AC...</p>	CMO	12/27/2023	



SFHP POLICY AND PROCEDURE

Health Plan Physician Availability for Access Assistance

Policy and Procedure Number:	CO-63
Department:	Clinical Operations
Accountable Lead:	Clinical Operations Administration
Lines of Business Affected:	<input checked="" type="checkbox"/> Medi-Cal <input type="checkbox"/> Healthy Workers HMO <input type="checkbox"/> Healthy SF <input type="checkbox"/> City Option <input type="checkbox"/> All lines of business and coverage programs as listed

POLICY STATEMENT

San Francisco Health Plan (SFHP) ensures a health plan medical director or licensed Physician acting on behalf of SFHP's medical director, is available 24 hours a day, seven days a week to assist with access issues.

PROCEDURE

- I. Access to SFHP Medical Director During Business Hours
 - A. SFHP staff may contact the SFHP Medical Director at anytime during business hours if staff require a physician's assistance with an SFHP member's access issues.
 - B. Designated SFHP staff are able to contact the SFHP Medical Director by phone, email, MS Teams chat, and text.
 1. Designated SFHP staff include clinical staff (i.e., Nurses, Care Managers, and Social Workers) in Health Services.
 2. Other non-clinical staff that are working with members contact the Director, Clinical Operations Director, Care Management, or Officer, Health Services for assistance with access issues. If determined to require a physician's assistance they will contact the SFHP Medical Director.

3. Contact with the Medical Director through text or MS Teams chat must not include protected health information.
- II. Access to SFHP Medical Director After Business Hours
 - A. SFHP Medical Director may be contacted after business hours by Designated SFHP staff in Health Services at anytime after business hours if staff require a physician's assistance with an SFHP member's access issues.
 - B. SFHP members have access to a contracted telemedicine physician 24 hours a day, seven days a week, for health care services within the licensed physician scope of practice.
 - a. SFHP contracts with Teladoc for these services.
 - b. Members are informed of Teladoc's phone number on SFHP's website, their ID card and member handbook (EOC).
 - c. If the member requires access beyond obtaining telehealth services from a licensed physician, the Teladoc physician directs the member to the nearest emergency room.
 - C. SFHP Providers and Non-Contracted providers may contact SFHP's Clinical Operations by calling 1(415) 615-4525 (8:30am - 9:00pm, 7 days a week)
 - a. Upon reaching SFHP Clinical Operations staff, they may contact the SFHP Medical Director, as needed, to assist with access issues and respond to hospital inquiries within 30 minutes and, if needed, to coordinate the transfer of a Member whose Emergency Medical Condition is stabilized to an appropriate Network Provider, if necessary.
 - b. After 9:00 pm and until 8:30 am, the call made to (415) 615-4525 is forwarded to the SFHP Medical Director or CMO that is on-call.
 - c. To ensure coordination all providers, including emergency departments in and outside SFHP's serve area, this phone number is posted at: <https://www.sfhp.org/providers/authorizations/inpatient-admissions/>
 - d. SFHP Provider Manual communicates the availability of this phone number with emergency departments in and out of its Service Area. The Provider Manual is distributed to contracted providers and is posted online.

Monitoring

SFHP's CO Department monitors phone statistics reports to identify trends and opportunities for process improvement, and to ensure policy objectives are achieved.

DEFINITIONS

AFFECTED DEPARTMENTS/PARTIES

Medical Directors
Clinical Operations
Care Management
Health Services

RELATED POLICIES AND PROCEDURES AND OTHER RELATED DOCUMENTS

CO-22 Authorization Requests
CO-12 Emergency Urgent Medical and Psychiatric Services

REVISION HISTORY

Original Date of Issue:
12/21/2023

Revision Date(s):

REFERENCES

DHCS Contract, Exhibit A, Attachment III, 5.2.5 A.5.