

© 2015 Tina Panziera

Providing a Continuum of Health Care

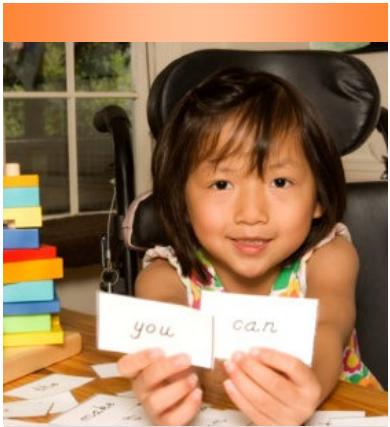
A big benefit of participation in the CHDP program is the case management services offered by the Public Health Nurses assigned to your clinic. In 2015 approximately 500 cases have been managed by the nurses. The majority of these cases (15%) were regarding patients with developmental delays that required referrals and assessments at different agencies. Our nurses were able to assist families in navigating the complicated process of referrals by helping to schedule appointments, giving reminders and coordinating with agencies such as Golden Gate Regional Center, SF Speech and Hearing, UCSF and SF Unified School District. The following case study is a representation of a typical case followed by a CHDP Public Health Nurse.

An 8 year old female patient was seen for a well child exam. A referral was indicated on the PM 160 form submitted to the San Francisco CHDP office. The father reported that the patient had a history of a speech delay. The family had a history of missed appointments, homelessness and had recently relocated to San Francisco. The parent was contacted by the CHDP nurse assigned to the case. The parent expressed confusion about the next step to connect to treatment services and requested assistance. The nurse

Inside this issue

Providing a Continuum	1
Health for All	3
CCS	3
Guide to Referring Dental ...	4
Oral Health Strategic Plan ..	5
WIC Peer Counseling.....	6
CHDP Trainings	6
Information Notices	7
CHDP Contacts.....	8

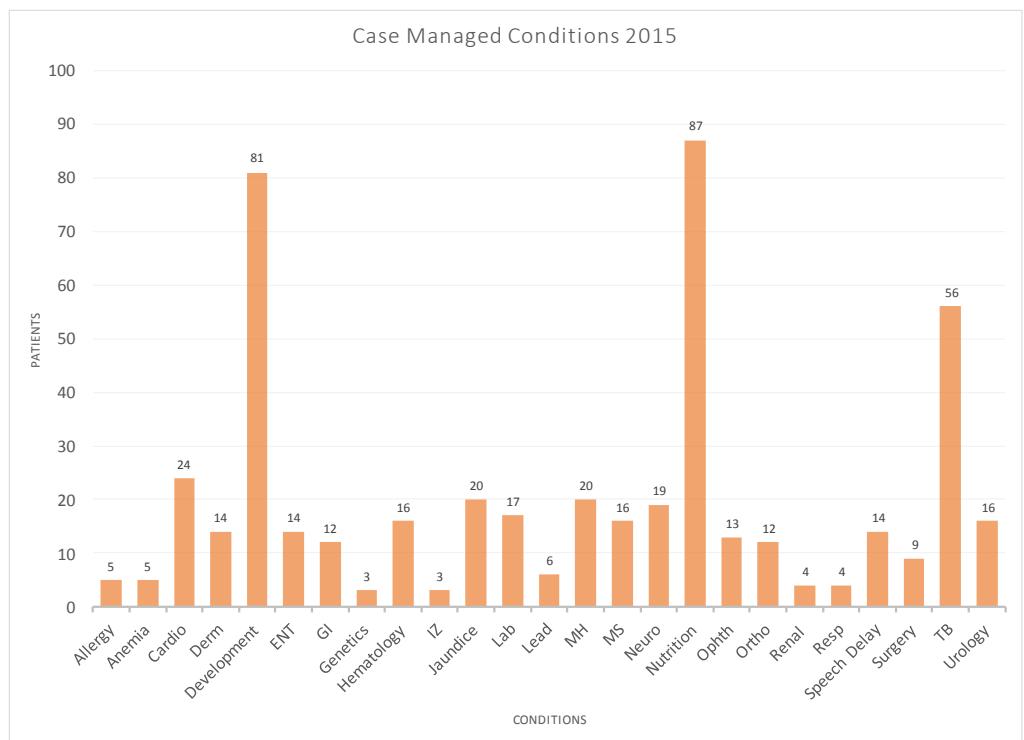
Continued on page 2



Providing a Continuum Continued

was able to schedule an appointment to have the parent visit the CHDP office to fill out a request for an Individualized Educational Plan (IEP). The nurse then contacted the provider to establish a referral to the UCSF Multi-disciplinary Assessment Center at San Francisco General Hospital for possible assessment and “bridge” services (short term intervention and case management) until an IEP could be scheduled. The nurse continued to check in with the school social worker and case manager at the SFUSD Special Education Department, and the parent to monitor the IEP process. In the interim the child received speech therapy at MDAC until school services could be arranged. The IEP was scheduled and attended and the child began receiving speech therapy at the school. Due to the care coordination services by the CHDP program this patient did not experience a long gap in services while waiting for an IEP to be scheduled. The parent was supported in creating an IEP request. The patient was connected to timely treatment for her delay.

This following chart represents all referrals that were case managed by a CHDP Public Health Nurse since January 2015. This data does not include 2623 dental, 271 optometrist and 59 audiometry referrals managed by CHDP Health Workers.



California Children's Services Program Spotlight

California Children's Services (CCS) is a state program that provides diagnostic and treatment services, medical case management, and physical and occupational therapy. Children must be younger than 21 years of age with a CCS eligible medical problem, and meet the California residency and family income requirement. CCS eligible conditions may include cancer, liver or kidney disease, hearing loss, cataracts, and other chronic diseases. Anyone can make a referral to the program. Contact your local CCS office for more information at 415-575-5700.

Information on how to apply to the CCS Program:

<http://www.dhcs.ca.gov/services/ccs/Pages/apply.aspx>

"Health for All" SB 4 Changes Access for Undocumented Californians

Many undocumented children have been excluded from comprehensive healthcare coverage. The CHDP program has historically served those children by enrolling them in our Gateway Program. Now Senate Bill 4 (SB 4) extends eligibility for full-scope Medi-Cal benefits to individuals under 19 years of age who do not have, or are unable to establish, satisfactory immigration status. Undocumented Californians will be able to purchase their own health insurance through Covered California Health Insurance Exchange. Implementation of the benefits will begin on May 1, 2016. It is estimated that out of 4 million uninsured Californians 1 million are undocumented. Our health care system is stronger and more effective when all have access to preventative health.

SB-4 Legislature: http://leginfo.legislature.ca.gov/faces/billCompareClient.xhtml?bill_id=201520160SB4

For Medi-Cal Notice and Updates subscription service:
<http://files.medi-cal.ca.gov/pubsdoco/mcss/mcss.asp>



*SF CCS Public Health Nurses—
Veronica Thorne-Dixson, Katie
Kim, Patricia Grandberry,
Victoria Young*



Young dental patient enjoying her dental benefits!

Guide to Referring Young Dental Patients

The key to timely dental treatment is knowing where to refer the patient initially. Routine preventive dental visits every six months should start at age one. A general dentist can provide crucial preventative care including an exam, a cleaning, home care instruction and fluoride. Early visits can detect emerging dental problems and prevent pain, infection and the need for more invasive dental treatment.

Often a general dentist is unable to provide restorative dental treatment for a pre-cooperative child. If the child has beginning to moderate or severe decay, the child will often be directly referred to UCSF, or UOP for treatment. A dental referral to a practice that is unable to accommodate a young child can cause delays in treatment and inconveniences for busy parents/guardians. We have provided the following table to assist providers in making dental referrals. A link to the new, updated dental directory is provided at the bottom of this page.

Child's Age	No Problem Noted	Mild to Moderate Dental Problems	Severe Dental Problems
0 to 4 years (or any pre-cooperative child)	General dentist that accepts babies age 0 and up	UCSF Pediatric Dental Clinic, NAHC Pediatric Dental Clinic, Children's Choice Pediatric Dental Clinic, UOP Pediatric Dental Clinic (up to age 13)	UCSF only
4+ years and up (who is cooperative)	General dentist that accepts babies age 0 and up	All of the above dental clinics, any general dentist who is listed that accepts 4+ years	4-8 years with severe decay: UCSF NAHC. Children's Choice Pediatric Dental Clinic, UOP Pediatric Dental Clinic (up to age 13)
CSHCN of any age who require special dental care	UCSF Pediatric Dental Clinic: 415-476-3276 NAHC Pediatric Dental Clinic: 415-621-8056 Children's Choice Pediatric Dental Clinic: 415-735-4374 UOP Pediatric Dental Clinic 415-929-6550 (up to age 13)		

Winter 2015-16 Dental Directory for Download

<https://www.sfdph.org/dph/comupg/oprograms/>

[MCH/CHDPOral.asp](#)

SF CHDP Medical Providers Guide Children's Oral Health Strategic Planning Efforts

SF DPH and UCSF co-hosted the 3rd SF Health Improvement Partnership (SF HIP) Children's Oral Health (COH) Strategic Plan Retreat on November 12, 2015. The purpose of the retreat was to gain community input to determine *Year Two* implementation priorities, to improve children's oral health and to eliminate the oral health disparities SF children of color face. They suffer two to three times more dental disease than White children. The SF HIP COH Strategic Plan focuses coordinated efforts on 5 targeted areas:

- *Increasing Access to Dental Care*
- *Integrating COH into overall health efforts*
- *Promoting COH to both the community and policy makers*
- *Evaluating COH efforts* and sharing the successes and challenges
- *Coordinating between each of these strategies*

Dr. Jay Kumar, the new California State Dental Director, attended to ensure that SF citywide efforts are in line with statewide COH goals. Several CHDP medical providers attended and shared their views on best next steps for Year Two.

For more information:

SF HIP— [http://www.sfhip.org/index.php?
module=Tiles&controller=index&action=display&alias=COH](http://www.sfhip.org/index.php?module=Tiles&controller=index&action=display&alias=COH)

SF Children's Oral Health Strategic Plan
[http://assets.thehcn.net/content/sites/sanfrancisco/
Final_document_Nov_2014_20141126111021.pdf](http://assets.thehcn.net/content/sites/sanfrancisco/Final_document_Nov_2014_20141126111021.pdf)



Abby Wolf, RN, PHN, Facility Site Review Nurse for San Francisco Health Plan

CHDP Welcomes New Denti-Cal Dentists to our SF CHDP Dental Referral Directory!

- Dr. Vanessa Franks—2299 Post St. Suite 101, SF, CA 94115
(415) 346-4488
- Dr. Myoung Lee—90 Woodacre Dr. #108, SF, CA 94132
(415) 239-0396



Breastfeeding Peer Counselors Liyun and Yenia

Referring Mothers of Infant Patients for Breast-feeding Support - WIC Breastfeeding Peer Counselor Program

The San Francisco WIC program offers the Breastfeeding Peer Counselor Program to WIC prenatal participants. Peer Counselors are WIC participants with personal experience and training on breastfeeding. The program offers prenatal breastfeeding education and postpartum support through phone counseling, classes and support group meetings. Peers Counselors prepare pregnant mothers to breastfeed, and provides support tailored to the breastfeeding mother's individual needs. For more information or to refer a mom, please call (415) 558-5942 and speak to Yenia Jimenez or Liyun Deng. Services are available in English, Spanish, Cantonese and Mandarin.

*Correction: The Fall 2015 Newsletter stated to refer all children under 6 years old to WIC. This should have read all children **under 5 years old.***

CHDP Trainings

CHDP Oral Health – Fluoride Varnish Training

Please join us for a training implementing fluoride varnish. This is a crucial Medi-Cal benefit for all of your young patients. The training includes:

- CHDP Oral Health Training - “in-office” Early Dental Assessment & Referral with Fluoride Varnish for the Medical Team
- A box of fluoride varnish (worth \$200) will be provided as part of the training at no charge.

Contact Margaret Fisher, RDHAP - (415) 575-5719
margaret.fisher@sfdph.org

Vision and Hearing Screening Refreshers

CHDP Public Health Nurses are available to meet with staff at your clinic to present a “refresher” regarding screening children for vision and hearing according to the CHDP guidelines. Contact your CHDP PHN assigned to your clinic to schedule this refresher presentation.

CHDP Provider Information Notices

<http://www.dhcs.ca.gov/services/chdp/Pages/CHDPLPIN.aspx>

PIN # 15-3 08-17-15. Effective July 31, 2015. For CHDP Program eligible individuals, ages 0 to under 19 years of age, the Medi-Cal PE (Presumptive Eligibility) Enrollment limitation is 2 PE enrollment periods in the past 12-months.

PIN # 15-5 10-07-15. CHDP modify gender eligibility for quadrivalent human papilloma virus vaccine (HPV4) to include male population. In addition to CHDP code 76 for the routine administrative fee for HPV4, CHDP has also changed the gender indicator to “both” for CHDP local codes 77 & 78 to permit reimbursement to providers who administer this Non- VFC vaccines to males aged 19 years to 20 years through 11 months.

CHDP Newsflash highlights only: <http://www.medi-cal.ca.gov/>

Go under the Newsflash tab and you will find the following:

- CA-MMIS Health Enterprise (HE): Provider Readiness Checklist Now Available – released 9/4/15. Providers can access via the Hot News area on the Medi-Cal website. The next phase is the HE implementation date targeted for 9/21/15.
- Important Notices about ACA Payments to CHDP Providers – released 11/9/15.

For more information on the above Newsflash, read online by using the link above OR the following one: http://files.medi-cal.ca.gov/pubsdoco/system_replacement/sys_replacement_landing_page.asp

CHDP Bulletin highlights – for details use the following link: <http://www.medi-cal.ca.gov/>, click on Provider Bulletins, scroll to bottom. Click on CHDP Gateway to Health Coverage under Specialty Programs

Bulletin # 131 – September 2015

1. Effective October 1, 2015, CHDP Provider Manual Section updated to comply with HIPAA ICD-10 transition.
2. On September 21, 2015, CHDP program and Hospital Presumptive Eligibility (PE) program will begin enrolling applicants through the CA-MMIS Health Enterprise (HE) Portal. For Provider Registration and Provider Training, see Bulletin 131 online for details.
3. The pneumococcal polysaccharide vaccine (CPT-4 code 90732) is available to CHDP recipients through the Vaccines For Children (VFC) program, using new CHDP procedure code 90. Reimbursement for this benefit applies to the administrative fee only. The vaccine is available for recipients between 2 and 18 years of age who are at increased risk for pneumococcal disease, for a maximum of 2 doses. The series interval between the first and second dose is five years.

Bulletin # 132 – October 2015

1. DHCS is providing the ICD-10 Implementation Billing Guide to assist providers in determining how to bill claims that cross over the ICD-10 implementation date on October 1, 2015.

San Francisco CHDP Staff

CHDP Deputy Director

Greg Cutcher, RN, PHN, MS
415-575-5712

greg.cutcher@sfdph.org

Medical Director

C. Jeanne Lee, MD, MPH
415-575-5712
jeanne.lee@sfdph.org

Nurse Manager

Dorothy Quan, RN, PHN, MPA
415-575-5712
dorothy.quan@sfdph.org

Billing Inquiry & PM160 ordering

Tina Panziera
415-575-5712
tina.panziera@sfdph.org

Public Health Nurses

Amy Au, RN, PHN
415-575-5705
amy.au@sfdph.org

Lisa Brennan, RN, PHN

415-575-5707
lisa.brennan@sfdph.org

Kathy Shumaker, RN, PHN

415-575-5736
kathy.shumaker@sfdph.org

Dental Hygienist

Margaret Fisher, RDHAP, BS
415-575-5719
margaret.fisher@sfdph.org

Nutritionist

Teresa Chan, RD, MPH
415-575-5731
teresa.chan@sfdph.org

Child Health & Disability Prevention Program

San Francisco Department of Public Health
30 Van Ness Avenue, Suite 210
San Francisco, CA 94102
415-575-5712
Fax—415-558-5905
Toll-Free Line—1-800-300-9950