



BSC/SFHSS Infertility Update

San Francisco Health Services Board Meeting
Thursday June 11, 2020



Benefit Overview

Standard Rider

- The inability to conceive a pregnancy or to carry a pregnancy to a live birth **after a year of regular sexual relations without contraception.**
- Natural artificial inseminations 6/lifetime
Without ovum [oocyte or ovarian tissue (egg)] stimulation
- Stimulated artificial inseminations 3/lifetime
With ovum [oocyte or ovarian tissue] stimulation
- Gamete intrafallopian transfer (GIFT) 1/lifetime
- Cryopreservation of embryos, oocytes, ovarian tissue, sperm 1/lifetime Retrieved from a Member. Includes one retrieval and a year of storage per person

Benefit Enhanced 1/1/2018

Custom Benefits

- Removal of the requirement of **1 year of regular sexual relations without contraception.**

Gamete intrafallopian transfer (GIFT), Zygote intrafallopian transfer (ZIFT), or In-vitro fertilization (IVF) 2 procedures per lifetime.

Intracytoplasmic sperm injection (ICSI). No benefit maximum.

Assisted embryo hatching. No benefit maximum.

Elective single embryo transfer, including preparation of embryo for transfer. No benefit maximum.

Preimplantation genetic screening for embryo biopsy preimplantation genetic diagnosis (PGD). No benefit maximum.



Issues

Through our research we discovered operational gaps in the following areas:



- Benefit interpretation/Authorization process
- Medical policy
- Provider education
- Medication access

Member Impact

- Our clinical team, comprised of Medical Doctors and Registered Nurses, reviewed all denials for 2018 & 2019 and made new determinations. Below is an overview of the number of cases that were identified by ACO.
- Members have been notified of the new determination and denied claims reprocessed.
- **Total cases for 2018 & 2019: 215**



2018 & 2019	Denial Overturned	Not A Covered Benefit	Requested Additional Information
Brown & Toland	32 Cases	6 Cases	4 Cases
Hill Physicians	22 Cases	1 Case	0 Cases
Total	54	7	4

How We Fixed It

- Designated clinical subject matter experts within BSC and our ACO partners that will review all requests for infertility services and assist in the navigation of this very complicated process.
- Engaged our ACO partners to ensure accurate benefit interpretation, provider compliance, and training.
- Reviewed and updated our referral and authorization protocols and timing to be more specific to infertility treatment timelines.
- Pulled all past denials for infertility services for 2018 & 2019 and sent for re-review; reprocessed all overturned cases.
- Ensure the benefits and services related to fertility are culturally compassionate, provide access to relevant medical treatment and are in alignment with Health Service System's strategic goals.
- Created access for members to a dedicated internal subject matter expert to assist in navigating and advocating for patients.



Access to Meds



- We reviewed the process for referring and obtaining the necessary medications related to infertility services.
- BSC's current contract directs members to utilize Curascript (Freedom) pharmacy to obtain infertility medications. We are currently exploring options with our pharmacy partners that would provide broader access to medications for members.

- Implemented a workflow with our ACO providers that refers all members requiring medications to our designated liaison to ensure that members are able to utilize their insurance and navigate the process.
- Currently members receive the full 50% coverage benefit for necessary medications when using Freedom Pharmacy or CVS Caremark Specialty Pharmacy.





Thank you



An independent member of the Blue Shield Association