



201 THIRD STREET, 7TH FLOOR  
SAN FRANCISCO, CA 94103  
www.sfhp.org

<Date>

Dear Dr. <PCP>,

I am pleased to announce that San Francisco Health Plan (SFHP), in collaboration with the University of California San Francisco and Community Health Network (CHN) of San Francisco, is implementing the multilingual SFHP Automated Telephone Self-Management Support (ATSM) program for diabetes in English, Spanish and Cantonese.

During this 6 month program, SFHP patients will receive weekly, interactive telephone calls to help them manage their diabetes. Patients will be asked questions about their diabetes, and their responses will be forwarded to the Nurse Care Managers at SFHP.

Our SFHP Nurse Care Managers will follow-up with any patients who provide out-of-range responses. During the follow-up phone calls, the nurses will:

- Educate members about diabetes.
- Support self-management of diabetes by setting achievable goals.
- Provide motivation and support for patients to adhere to management guidelines and medication regimens that prevent diabetes complications.
- Directly addressing out of range responses from the most recent call.

The following patients assigned to you for primary care opted to enroll in the ATSM program starting in <Month, Year>.

Patient Name	Date of Birth	CHN MRN	SFHP ID#

The ATSM program is designed to complement the care you are providing to the patient. If the Nurse Care Manager identifies the need for medication adjustment or other pressing health care needs of the patient, s/he we will contact Rachel Abdel, RN, who has been identified as the GMC point person for ATSM. Rachel will work with you to ensure timely follow up of your patient's needs.

Thank you for your assistance and participation in our efforts to improve the quality of care for our members. If you have questions or need additional information, please call me at (415) 615-4421.

Sincerely



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QI Nurse Specialist  
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