



<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 SMART Steps 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 Disease Managers at SFHP.

Depending on the patient needs, our SFHP Nurse Disease Managers will follow-up with any patients who provide out-of-range responses. During the follow-up phone calls, the nurses will:

- Support self-management of diabetes by helping the patient set achievable goals.
- Provide any needed diabetes education.
- Provide support for patients to adhere to management guidelines and medication regimens.
- Address out-of-range responses from the most recent call.

The following patient assigned to you for primary care opted to enroll in the SMART Steps Program starting in <Month, Year>.

Patient Name	Date of Birth	CHN MRN	SFHP ID#	INTERVENTION *

***SMART Steps-ONLY:** automated telephone self-management support without medication intensification (6 months).

***SMART Steps-PLUS:** automated telephone self-management support combined with medication intensification using pharmacy claims data (6 months).

***Delayed SMART Steps-ONLY/ SMART Steps-PLUS:** delayed for 6 months.

The SMART Steps Program is designed to complement the care you are providing to the patient. If the Nurse Disease Manager identifies the need for medication adjustment, intensification or other pressing health care needs of the patient, s/he will contact you.

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

Olin Lau, RN, FNP
Quality Improvement Nurse Specialist
San Francisco Health Plan