



The following is important information for primary care physicians (PCPs), medical directors, and specialists serving Santa Clara Family Health Plan (SCFHP) members in a Long-Term Care/Skilled Nursing Facility (LTC/SNF).

You can help us provide seamless care to your patients, by ensuring you:

- **Sign written orders.** This includes:
  - **Required assessment or authorization documents** for Managed Long-Term Services and Supports (e.g. CBAS, IHSS). A signature is required.
  - **Required orders** for home health services, therapy, or durable medical equipment/services for discharge planning. A signature is required.
- **Establish ongoing orders** for medically necessary services and/or consultations (e.g. diabetic foot checks, cardiac services, psychiatry consult for medication management).
- **Refer to in-network specialists** as needed for member care, including but not limited to LTC/SNF podiatrists and psychiatrists.
- **Participate in member IDT Meetings** as needed, to communicate with SCFHP Case Management and Interdisciplinary Care Team (ICT) for optimal coordination and care transitions.
- **Submit requests for prior authorization (PA).** Note that a facility authorization request does not cover professional services provided by you during the member's stay. Please refer to [www.scfhp.com/for-providers/forms](http://www.scfhp.com/for-providers/forms) for PA requirements and forms.
- **Know the training requirements for contracted providers.** The SCFHP website has a Provider Resources section that includes communications and required training for providers. From time to time, you may be asked to complete a training program to meet a regulatory requirement.
  - See the full list of required training on the **Provider Training** page here, [www.scfhp.com/for-providers/provider-resources/provider-training](http://www.scfhp.com/for-providers/provider-resources/provider-training).

SCFHP thanks you for delivering high-quality health care to our members. If you have any questions, please call Provider Services at **1-408-874-1788** or email at [providerservices@scfhp.com](mailto:providerservices@scfhp.com). For further assistance, please call the Utilization Management department at **1-408-874-1821**.