

Eligibility

Providers are responsible for checking a member's eligibility each month. There are several ways to check eligibility:

1. **Visit** www.scfhp.com.
2. **Call** 24/7 automated eligibility line at 1-800-720-3455.
3. **Call** Santa Clara Family Health Plan (SCFHP) at 1-877-723-4795, 8:30 a.m. to 5:00 p.m., Monday through Friday.

Claims Payment for Cal MediConnect Enrollees

For dual eligible beneficiaries enrolled in SCFHP's Cal MediConnect program, **SCFHP will process the claim for both Medicare and Medi-Cal payment.** SCFHP contracts with both Emdeon and Office Ally for clearinghouse services. Please use SCFHP Payer I.D. number [24077](#). The daily cutoff time for same day claims submission is 5:00 pm Pacific time. If you require clearinghouse submission assistance, please contact:

Emdeon Customer Services
Office Ally

1-866-742-4355
1-866-575-4120 Option 1

Crossover Claims for Non-Cal MediConnect Enrollees

For dual eligible beneficiaries who choose not to enroll in a Cal MediConnect program, the beneficiary's Medicare program should be billed first. The "crossover claim" must go to the beneficiary's Medi-Cal plan, which will pay any amount owed under state Medi-Cal law.

Provider Network

Providers may view SCFHP's Cal MediConnect provider network by accessing the provider directory located at www.scfhp.com/healthcareplans/calmediconnect.

Benefit Summary

Providers may access the member's benefit summary located at www.scfhp.com/healthcareplans/calmediconnect.

Authorization Grid

SCFHP has an authorization grid for the Cal MediConnect program showing the covered services that require prior authorization. The PDF is available at www.scfhp.com/for-providers/forms.

Provider Manual and Policies

Providers may view the Provider Manual and Policies and Procedures at www.scfhp.com/for-providers/provider-resources. These resources will be posted to our website soon.

Santa Clara Family Health Plan

Member Services	1-877-723-4795	8:00 a.m. to 8:00 p.m., 7 days a week, including holidays
TTY	1-800-735-2929	
Provider Services	1-408-874-1788	8:30 a.m. to 5:00 p.m., Monday through Friday
Fax	1-408-376-3537	
Utilization Management	1-408-874-1821	8:30 a.m. to 5:00 p.m., Monday through Friday
Fax	1-408-874-1957	
Claims	1-408-874-1788	8:30 a.m. to 5:00 p.m., Monday through Friday

Pharmacy

MedImpact 1-888-807-8666

Health Care Options

Enrollment	1-844-580-7272	8:00 a.m. to 6:00 p.m., Monday through Friday
TTY	1-800-430-7077	

In-Home Support Services (IHSS)

Santa Clara County Social Services Agency

1-408-792-1600
Website www.sccgov.org

Behavioral Health

Santa Clara County Mental Health Department

1-800-704-0900
Website www.sccgov.org/sites/mhd

Community-Based Adult Services (CBAS)

Contact SCFHP Member Services at the number above.

Multipurpose Senior Services Programs (MSSP)

Sourcewise (Formerly Council on Aging)

1-408-350-3200
Website www.mysourcewise.com/care-management
Email community@mysourcewise.com

24-Hour Nurse Advice Line

1-877-509-0294