

This quick reference guide is for skilled nursing facilities and providers serving long-term care (LTC) members. You will find many self-service options and resources on our website [www.scfhp.com](http://www.scfhp.com).

SCFHP resource	Services	Contact information
LTC Case Management	Case management for targeted LTC members, including coordination of care to support safe transitions.	Phone: <b>1-408-874-1885</b> Email: <a href="mailto:LTSSHelpDesk@scfhp.com">LTSSHelpDesk@scfhp.com</a>
Provider Link	SCFHP's online provider portal. Check: <ul style="list-style-type: none"> <li>• Claims status</li> <li>• Member eligibility</li> <li>• Member delegate affiliations</li> <li>• Prior authorization submission and status</li> </ul>	<a href="https://providerportal.scfhp.com/">https://providerportal.scfhp.com/</a>
Provider Services	<ul style="list-style-type: none"> <li>• Contract clarification</li> <li>• Credentialing</li> <li>• Fee schedule inquiries</li> </ul>	Email: <a href="mailto:ProviderServices@scfhp.com">ProviderServices@scfhp.com</a>
Utilization Management	<ul style="list-style-type: none"> <li>• Utilization management inquiries</li> <li>• Prior authorizations (<a href="https://www.scfhp.com/auths/">https://www.scfhp.com/auths/</a>)</li> </ul>	Phone: <b>1-408-874-1821</b> Hours: Monday-Friday 8:30 a.m. to 5 p.m. Email: <a href="mailto:UMHelpDesk@scfhp.com">UMHelpDesk@scfhp.com</a>
Claims Management	<ul style="list-style-type: none"> <li>• Submit a claim or dispute (<a href="https://www.scfhp.com/for-providers/submit-a-claim-or-dispute/">https://www.scfhp.com/for-providers/submit-a-claim-or-dispute/</a>)</li> <li>• Request reprocessing of share of cost (SOC) claims (overpayment) – send by secure email</li> </ul>	Phone: <b>1-408-874-1788</b> Hours: Monday-Friday 8:30 a.m. to 5 p.m. Email: <a href="mailto:ClaimsManagement@scfhp.com">ClaimsManagement@scfhp.com</a>
Customer Service	Available to further assist you.	Phone: <b>1-408-874-1788</b> Hours: Monday-Friday 8:30 a.m. to 5 p.m.