

## PROVIDER MEMO

**To:** Skilled Nursing Facilities  
**From:** Health Services, Managed Long-Term Services and Supports  
**Date:** January 16, 2019  
**Subject:** *Updated Memo* SCFHP/Valley Health Plan Responsibility – Long-Term Care Member

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Dear Provider,

**This updated memorandum supersedes a related Provider Memo sent on January 2, 2019.** Santa Clara Family Health Plan (SCFHP) and Valley Health Plan (VHP) have recently updated their authorization and claims agreement for long-term/custodial care. The following changes are effective for dates of service beginning **January 1, 2019**. Please forward this communication to all appropriate staff at your facility. For admissions on or after January 1, 2019:

- VHP is responsible for Long-Term Care/Custodial authorizations and claims for the month of admission. VHP will conduct medical reviews to determine whether the member meets criteria for skilled care. In the absence of meeting this criteria, VHP will notify SCFHP.
- Responsibility for LTC/Custodial authorizations and claims transfers to SCFHP effective the first of the month following VHP's notification to SCFHP.
- From this point forward, SCFHP will manage the concurrent review, authorizations and claims for LTC/Custodial care.
- Nursing facilities should always check member eligibility prior to submission of a Prior Authorization Request (PAR) form for LTC/Custodial care.

Nursing facilities are required to submit a Long Term Care Authorization Request Form to SCFHP. Please be sure to include the SCFHP start date on your request. For example, if the LTC/Custodial month of admission is during the month of January 2019, and SCFHP receives notification during the month of January, the start date for the SCFHP LTC/Custodial Authorization Request is February 1, 2019.

**Please refer to the frequently asked questions sheet attached to this memo for further clarification.** If you have questions, please email us at [mltsshelphelpdesk@scfhp.com](mailto:mltsshelphelpdesk@scfhp.com). Thank you for your continued partnership and the care you provide to our members!

## **Long Term Care Authorization and Claim Contract Change - Frequently Asked Questions**

Effective January 1, 2019, Valley Health Plan (VHP) and Santa Clara Family Health Plan (SCFHP) revised their contract for Authorizations and Payment/Claims for Long Term Care (LTC) members. These changes are effective for dates of service beginning January 1, 2019.

### **Q1. What is VHP's responsibility for Long Term Care (LTC/Custodial) Member Authorizations and Claims?**

VHP is responsible for LTC/Custodial authorizations and claims for all months of a VHP member's LTC admission, until the first of the month following VHP's notification of member reassignment to SCFHP.

### **Q2. How will VHP notify SCFHP of an LTC/Custodial Admission and reassignment?**

VHP will send a secure email to [mltsshelphelpdesk@scfhp.com](mailto:mltsshelphelpdesk@scfhp.com) with the member name, admission date, and name of nursing facility.

### **Q3. How will nursing facilities know when a VHP LTC/Custodial member has been reassigned to SCFHP?**

SCFHP will update member eligibility within 5 days of VHP notification of reassignment effective the first of the month following such notification. Nursing facilities should always check member eligibility prior to submission of a Prior Authorization Request (PAR).

### **Q4. Who is responsible for Skilled Services under the VHP/SCFHP DOFR?**

VHP is responsible for the authorization and payment of professional and facility services meeting criteria for a skilled level of care, for SCFHP members delegated to VHP.

### **Q5. Once a LTC/Custodial member is reassigned to SCFHP, is VHP responsible for skilled services such as therapy for that member?**

No, SCFHP is responsible for therapy and skilled services provided to members authorized for LTC/Custodial care.