

PROVIDER MEMO

To: SCFHP Providers
From: Eric M. Tatum
Director, Provider Network Management
Date: September 11, 2018
Subject: SCFHP Provider Dispute Process

Dear Provider:

Santa Clara Family Health Plan (SCFHP) would like to remind you that if you disagree with a claims payment made by SCFHP for the Medi-Cal, Healthy Kids, or Cal MediConnect products you may submit a dispute to SCFHP.

The dispute may be submitted via the SCFHP website at www.scfhp.com/submit-dispute-form or it can be mailed to: PO Box 18880, San Jose, CA 95158. SCFHP will no longer accept faxed provider disputes beginning September 24, 2018.

If you have questions regarding this information, please contact Rosa Perez, Provider Network Management Representative at (408) 874-1755 or at rperez@scfhp.com.