

PROVIDER MEMO

To: Skilled Nursing Facilities
From: Sandra Carlson, RN
Director, Medical Management
Date: August 31, 2018
Subject: Physician Signatures Required on Care Plans and Physician Orders

Dear Provider:

Santa Clara Family Health Plan (SCFHP) would like to remind all Skilled Nursing Facilities that a **physician's signature is required** on all active Care Plans and Physician Orders. This is part of the clinical documentation required for all Prior Authorization Requests (PARs) and Long Term Care Authorization Requests, as well as for compliance with Code of Federal Regulations (CFR) Title 42; California Code of Regulations, Chapter 3 Skilled Nursing Facilities; and the SCFHP three-way contract with Centers for Medicare & Medicaid Services (CMS) and Department of Health Care Services (DHCS).

SCFHP will be conducting additional monitoring to ensure compliance with this requirement. If a request is received without a physician's signature, SCFHP will contact the facility for necessary documentation. Failure to provide necessary documentation will result in denial of the request. Please forward this information to all appropriate staff at your facility. If you have questions, call our Utilization Management department at **408-874-1821**.

Thank you for your continued partnership and the care you provide to our members.