



## PROVIDER MEMO

**To:** Santa Clara Family Health Plan Providers  
**From:** Eric M. Tatum, Director, Provider Network Management  
**Date:** August 17, 2018  
**Subject:** New Santa Clara Family Health Plan Member ID Cards

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Dear Provider:

Santa Clara Family Health Plan (SCFHP) will be mailing new ID cards later this month to all its members enrolled in our three lines of business: Medi-Cal, Cal MediConnect, and Healthy Kids HMO.

Sample ID cards are attached to this memo for your reference. Please update your records when a member presents a new ID card as billing and contact information may have changed.

Remember, providers should always check the eligibility of any SCFHP member presenting for medical services. Eligibility can be verified by the following methods:

- Provider Link <https://providerportal.scfhp.com>
- Eligibility IVR 1-800-720-3455
- Customer Service 1-800-260-2055

If you have questions, please call **Rosa Perez, Provider Relations Representative** at (408) 874-1755.

Thank you!

## SCFHP Medi-Cal Member ID Card



Front



Back

## SCFHP Cal MediConnect Member ID Card



Front



Back

## SCFHP Healthy Kids HMO Member ID Card



Front



Back