

## PROVIDER MEMO

**To:** Santa Clara Family Health Plan Providers  
**From:** Eric M. Tatum, Director, Provider Network Management  
**Date:** July 30, 2018  
**Subject:** Notification of Utilization Management Fax Disruption

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Dear SCFHP Provider:

Santa Clara Family Health Plan started relocating to its new office on Friday, July 27. Due to ongoing move related activities, our inbound UM fax numbers **408-874-1957** and **408-376-3548** were not operational between 5:00 p.m. Friday July 27, 2018 and 2:15 p.m. Monday, July 30, 2018.

If you attempted to fax any authorization requests, new inpatient admission notifications or any clinical documentation related to an existing admission during the above mentioned time frame, please re-fax this information to the UM Department.

We apologize for the inconvenience! If you have questions, please call Customer Service at (408) 874-1788 or the UM Department at (408) 874-1821.