



Santa Clara  
Family Health Plan  
*The Spirit of Care*

**To:** Providers  
**From:** Chris Turner, Chief Operating Officer  
**Date:** January 5, 2018  
**Subject:** **SCFHP Provider Portal**

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Dear Providers,

As was announced in July, SCFHP launched a new provider portal, Provider Link, to assist you and your staff to communicate electronically with SCFHP. As of January 1, 2018, our previous portal has been retired and is no longer available. This memo is sent to remind you of the functionality and registration process to use Provider Link.

### **Registration**

Provider Link allows each user to obtain their unique username and password at [providerportal.scfhp.com](http://providerportal.scfhp.com). Users may register on the portal by following the instructions available in the Provider Link training:

[https://www.scfhp.com/sites/default/files/Provider\\_Link\\_Training\\_07\\_28\\_17-FINAL.pdf](https://www.scfhp.com/sites/default/files/Provider_Link_Training_07_28_17-FINAL.pdf)

### **Eligibility Search**

The eligibility search function provides access to member demographic information, PCP information, and the contact for authorizations and claims. PCP offices are also able to access their monthly patient rosters.

### **Authorizations**

You may check the status of authorizations for Medi-Cal and Healthy Kids enrollees assigned to the SCFHP independent provider network only, as well as for all Cal MediConnect enrollees. These are authorizations processed by SCFHP's utilization management department. Authorizations for delegated UM decisions for enrollees assigned to a delegated partner are not available on Provider Link.

Pharmacy authorizations for Cal MediConnect will continue to be processed by MedImpact. Pharmacy authorizations for Medi-Cal and Healthy Kids can be submitted via fax at **408-874-1444** and checked by calling SCFHP's pharmacy help desk at **408-874-1796**.

In the future, you will also be able to submit medical authorization requests through Provider Link. We will update you when this functionality becomes available. Until then, continue faxing them to our UM department at **408-874-1957**.

### **Claims**

You can check the status of any claims processed by SCFHP for Cal MediConnect, Medi-Cal and Healthy Kids enrollees on Provider Link. The status of a claim paid by a delegated partner will not be available on Provider Link. For additional information about delegated claims, please visit <https://www.scfhp.com/claims>

If you have any questions regarding Provider Link, please contact our customer service department at **408-874-1788**. Thank you.