



Santa Clara
Family Health Plan
The Spirit of Care

To: Providers
From: Jennifer Clements, Director, Provider Network Management
Date: July 31, 2017
Subject: **SCFHP Launches New Provider Portal – Provider Link**

Dear Providers:

SCFHP is pleased to announce the launch of **Provider Link**, a new provider portal to help you and your staff communicate with SCFHP electronically.

Registration

The new portal allows each user to obtain their unique username and password via the portal at **providerportal.scfhp.com**. You may register on the portal by following the instructions located on the Provider Resources page of SCFHP's website at bit.ly/ProviderLinkTraining.

Eligibility Search

The eligibility search function will provide the same information you currently have access to including the enrollee's demographic information, PCP information, and the contact for authorizations and claims. PCPs will also have access to their monthly patient rosters. The online eligibility verification system currently available on SCFHP's website will be available until August 18, 2017. Thereafter the only online eligibility verification system available to you will be the Provider Link.

Authorizations

You may check the status of authorizations for Medi-Cal and Healthy Kids enrollees assigned to the independent network only, and for all Cal MediConnect enrollees. These authorizations are processed by SCFHP's Utilization Management Department. Authorization for enrollees assigned to a delegated partner will not be available on Provider Link.

Pharmacy authorizations for Cal MediConnect will continue to be processed by MedImpact.

In the future, you will also be able to submit authorization requests through the Provider Link. We will update you when this function becomes available, until then continue faxing them to our Utilization Management Department.

Claims

You can check the status of any claim submitted to SCFHP for Cal MediConnect, Medi-Cal, and Healthy Kids enrollees. The status of a claim sent to a delegated partner will not be available on Provider Link.

We are excited to offer these new self-service options, and hope you find them useful.

If you have any questions regarding Provider Link, please contact our Customer Service Department at 408-874-1788. Thank you!