



Santa Clara
Family Health Plan
The Spirit of Care

To: Skilled Nursing Facilities
From: Jennifer Clements, Director, Provider Network Management
Date: May 24, 2017
Subject: **AB1629 Long-Term Care Claims - Retroactive Update for 2015-2016**

Dear Provider:

This is a status update for 2015-2016 retroactive adjustments for Long-Term Care (LTC) facility claims.

- LTC claims with rate *decreases* and *increases* were mostly processed between August 2016 and January 2017. The SCFHP Claims department manually re-processed claims to pay each facility's distinct final rate.
- Additionally, SCFHP is working to adjust more than 12,000 LTC claims where the final rate exceeded the initial billed dollar amount. Billers do not need to re-submit corrected claims or submit a provider appeal to receive this payment adjustment. **The bulk of these adjustments are expected to be processed within the next two weeks. Any remaining adjustments will be processed within the next two months.**
- Claims payments will be processed during the regular weekly check runs. Retroactive claims may be identified by the following dates of service on your Remittance Advice (RA): 08/01/2015-7/31/2016.

If you have questions, please call SCFHP's Customer Service department at 408-874-1788 or email providerservices@scfhp.com.

SCFHP's claims system is already configured to pay the 2016-2017 LTC rates approved by DHCS. Please submit all claims with your facility's **reasonable and customary rate** (or actual final rate) to ensure the final rate is paid.

Please forward this communication to all appropriate staff at your facility.

We thank you for your continued partnership, and the care you provide to our long-term care members!