



Santa Clara
Family Health Plan
The Spirit of Care

To: Santa Clara Family Health Plan Providers
From: Jennifer Clements, Director of Provider Network Management
Date: February 13, 2017
Subject: SCFHP DHCS Audit

Dear SCFHP Provider:

Santa Clara Family Health Plan (SCFHP) received notification that the Department of Health Care Services (DHCS) will conduct its annual on-site audit of Santa Clara Family Health Plan from April 3 through April 14, 2017.

SCFHP expects to soon receive a request for documents and data notification from DHCS. Once we receive this notification, SCFHP will have a very short timeframe in which to collect and submit the data. We may reach out to you to request documents and/or data related to the SCFHP members for whom you provide care. We are asking that you respond to any request you receive from SCFHP by the requested timeframe. Your cooperation is immensely appreciated.

The DHCS auditors are expected to conduct site visits to several provider locations. However, they will not provide SCFHP with their site audit list until they arrive in April. As soon as we know which provider/locations they plan to audit, we will contact those offices. Like last year, we do not expect they will provide SCFHP with advanced information about their on-site audits. Please notify your staff that a site visit may occur during the audit period and they should be prepared to answer questions related to Medi-Cal regulations and SCFHP.

Sample questions they have asked in the past:

- Do you accept Medi-Cal patients?
- What do you do when a Medi-Cal member wants to file a grievance?
- Within what timeframe can a member expect to receive a scheduled appointment?
- Where do you access SCFHP's Provider Manual?

If you have any questions or concerns about this upcoming audit, please contact provideroperations@scfhp.com. We thank you for assistance in what we expect to be another successful audit.

Thank you!