



Santa Clara  
Family Health Plan  
*The Spirit of Care*

**To:** SCFHP Providers  
**From:** Jennifer Clements, Director of Provider Operations  
**Date:** April 20, 2015  
**Subject:** **DME Provider Notification**

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Dear Provider:

As you know, California Home Medical Equipment (CHME) is Santa Clara Family Health Plan's primary vendor for many of our covered Durable Medical Equipment (DME) services. The products provided by CHME include all home medical and respiratory equipment, medical supplies, and tube feeding equipment, supplies, and enterals. CHME provides services for all of our lines of business including Medi-Cal, Healthy Kids, and Cal MediConnect.

**Effective immediately, we have also selected California Home Medical Equipment (CHME) as our primary vendor for Specialty Rehabilitation Equipment for all of our lines of business.**

All new and renewal authorization requests should be sent to CHME. Questions regarding authorizations should be directed to CHME Customer Service at **1-844-412-4559**, or faxed to **1-844-583-4049**.

Cal MediConnect members currently receiving service from other DME vendors will be transitioned to CHME over the next several months.

**Important Exceptions:**

- 1) Members participating in the Kaiser network are excluded from this agreement.
- 2) Members participating in the Valley Health Plan network are excluded from this agreement with the exception of enteral formula. SCFHP is responsible for providing enteral formula for eligible Valley Health Plan enrollees.
- 3) If a member has a primary payer before Medi-Cal (e.g. Medicare/Commercial) they may remain with their current DME provider, except for Agnews Members.

If you have any questions please email SCFHP Provider Services **providerservices@scfhp.com** or call us at **1-408-874-1788**.

Thank you for your continued support!

**YOU WILL GET THESE ITEMS FROM CALIFORNIA MEDICAL HOME EQUIPMENT:**

**Respiratory:**

Home Oxygen Systems/Oximetry  
C-PAP/Bi-PAP  
Ventilators/Vent Management  
Nebulizers and Related Supplies

**Enteral Nutrition:**

Tube Feeding Formula  
Tube Feeding Supplies/Pumps  
Evaluations by Registered Dietitians

**Durable Medical Equipment:**

Hospital Beds  
Wheelchairs  
Walkers, Seating, Crutches, Canes  
Breast Pumps  
Bath Equipment

**Medical Supplies:**

Incontinence Products / Supplies  
Ostomy Supplies  
Wound Care Supplies  
Urologicals /Catheters  
Support Stockings

**Custom Rehab Products:**

Manual lightweight wheelchairs  
Group 2 & Group 3 Power Wheelchairs  
All control devices  
Scooters (3 & 4 wheeled)

**CHME Contact Information:**

- Phone: **1-844-412-4559**
- Fax: **1-844-583-4049**
- Email: **info@chme.com**