

PROVIDER MEMO

To: Santa Clara Family Health Plan Providers
From: Chris Turner
Chief Operating Officer
Date: August 05, 2019
Subject: Authorization Line - Fax Line Outage

Dear SCFHP Provider,

Santa Clara Family Health Plan (SCFHP) would like to notify you of an outage of our data lines that occurred from approximately 4 p.m., Friday, August 2, 2019 through 6 a.m., Saturday, August 3, 2019. This was a result of a cut in the AT&T fiber line, which impacted over 30 AT&T customers in the area where our office is located.

If your office attempted to fax a request for prior authorization during this time, the request was not received by SCFHP. Please resubmit requests made during the data outage to ensure that your authorization request is received. In the event your initial request did go through and we receive a duplicate request, we will process the request based on the earlier receipt date.

To check the status of a prior authorization, you may log in to the provider portal at <https://providerportal.scfhp.com> or contact the Utilization Management team at 1-408-874-1821.

Thank you for your attention to this matter and for the care you provide to SCFHP members.