

PROVIDER MEMO

To: Santa Clara Family Health Plan Providers
From: Provider Network Management
Date: October 3, 2019
Subject: Santa Clara Family Health Plan (SCFHP) Is Rolling Out IVR System Enhancements

Dear Providers,

In an effort to provide a better call center experience, SCFHP will be introducing a new Interactive Voice Response (IVR) system on October 7, 2019. The new IVR can be reached by dialing 1-408-874-1473 and will offer options such as:

- Checking the status of claims processed by SCFHP based on your applicable Tax Identification Number (TIN)
- Verifying member eligibility
- Requesting confirmation via fax of claim(s) processed

SCFHP encourages our providers to utilize our provider portal, <https://providerportal.scfhp.com>, as a convenient alternative to calling the SCFHP call center. Once logged in, providers will have access to claim status, member rosters, authorization status, and more.

Questions, comments or concerns regarding the new IVR or the provider portal may be directed to providerservices@scfhp.com. Thank you for your continuing partnership in providing quality care to our members.