

PROVIDER MEMO

To: Santa Clara Family Health Plan Providers
From: Provider Network Management
Date: October 9, 2019
Subject: Prior Authorization Submission During PG&E Power Outage

Santa Clara Family Health Plan (SCFHP) is aware that PG&E's Public Safety Power Shutoff currently underway may be interfering with efforts to submit timely prior authorization requests. SCFHP asks that you provide the service(s) you were attempting to submit prior authorization requests for and to submit the request(s) in question as soon as possible. SCFHP will accept these authorization requests after the fact and process them accordingly.

Each prior authorization request received late due to the shutdown should include the detail that the shutdown is the reason for the delay.

Questions, comments or concerns may be directed to providerservices@scfhp.com. Thank you.