



**Santa Clara Family
Health Plan™**

New Provider Orientation

SCFHP Overview

- Santa Clara Family Health Plan (SCFHP) was established in 1996 by the Santa Clara County Board of Supervisors in response to the Department of Healthcare Services (DHCS) Two-Plan Model for Medi-Cal Managed Care
- SCFHP is a community-based, not-for-profit health plan fully licensed in the State of California under the Knox-Keene Act
- SCFHP is a public agency, separate from the County, designed by and for the people of Santa Clara County
- SCFHP has been serving members since 1997

Our Mission

- Santa Clara Family Health Plan is dedicated to improving the health and well-being of the residents of our region
- Our mission is to provide high-quality, comprehensive health care coverage for those who do not have access to, or are not able to purchase, good health care at an affordable price
- Working in partnership with select providers, we act as the bridge between the health care system and those who need coverage

Lines of Business

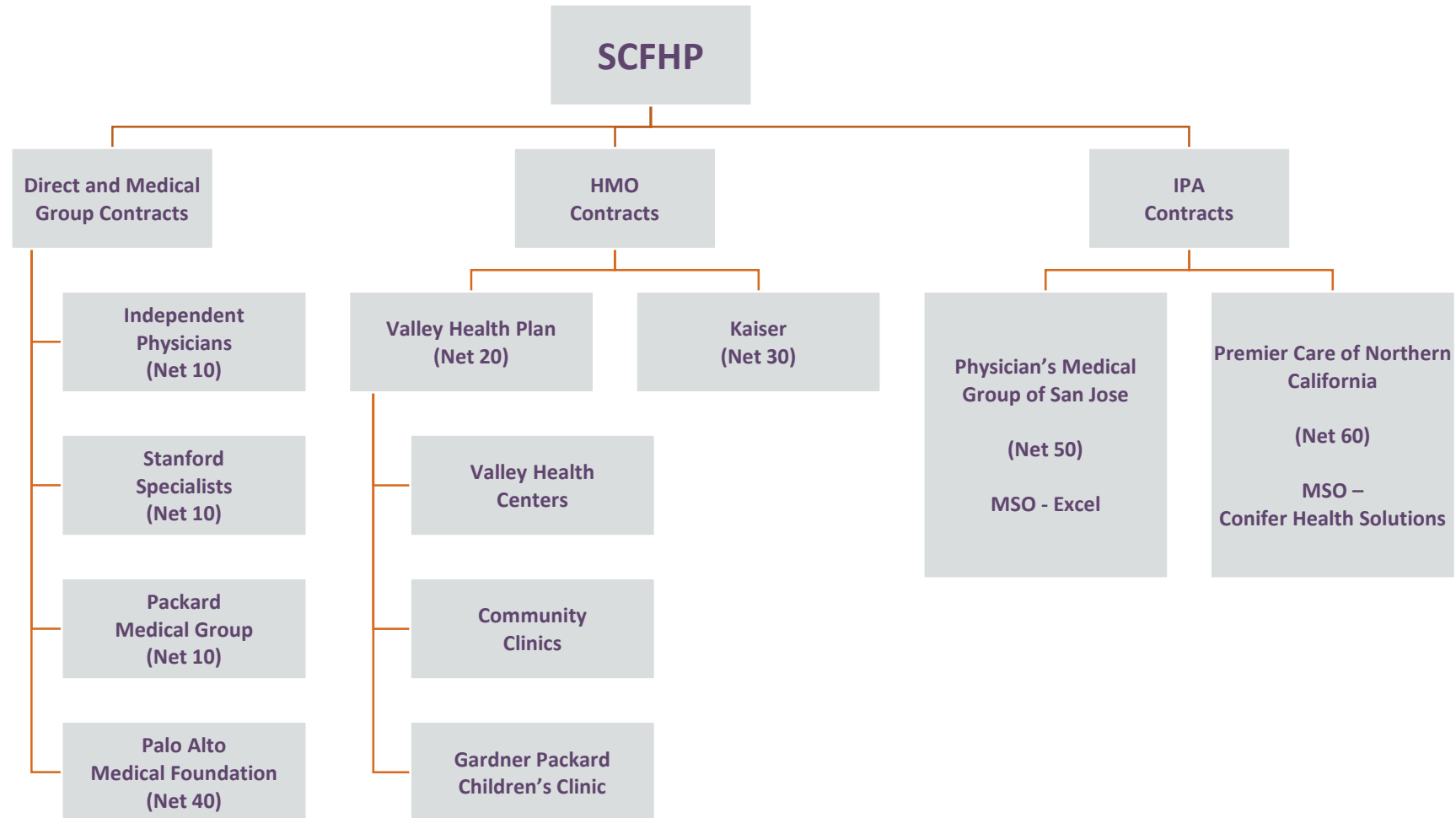
Medi-Cal

Managed care program pays for medical, behavioral health, and vision benefits as well as long-term care and other supportive services for children and adults with limited income and resources.

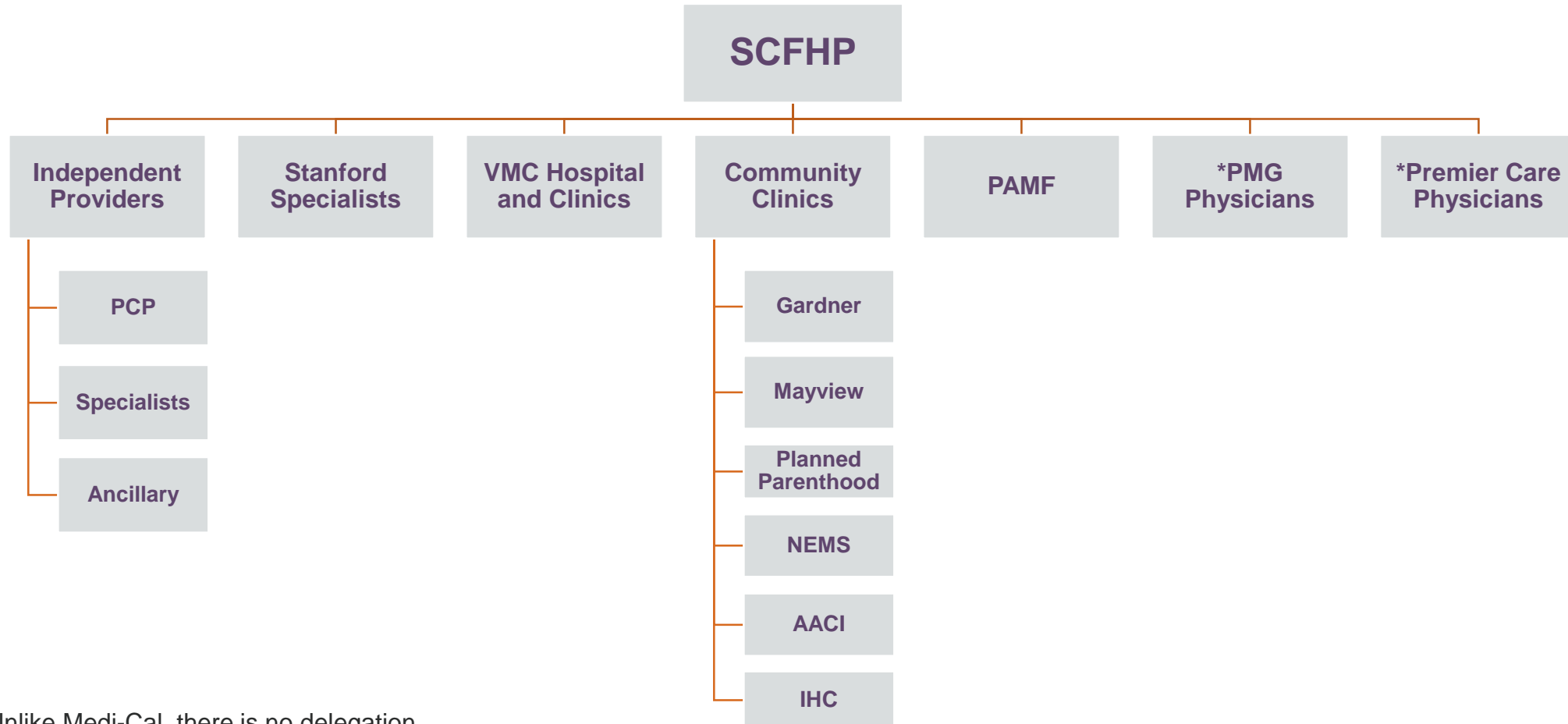
Cal MediConnect

Part of California's Coordinated Care Initiative (CCI). The goal of this program is to improve care for those members who are eligible for both Medi-Cal and Medicare.

Provider Network – Medi-Cal



Provider Network – Cal MediConnect



NOTE: Unlike Medi-Cal, there is no delegation under the Cal MediConnect program

SCFHP Operations Departments

- Customer Service
- Grievance and Appeals
- Claims
- Health Services
- Quality Management
- Pharmacy
- Compliance
- Marketing
- Provider Network Management (PNM)

Marketing

- Marketing of SCFHP plans is regulated by the California Department of Health Care Services (DHCS), the California Department of Managed Health Care (DMHC), and the Centers of Medicare and Medicaid Services (CMS). Providers must adhere to all applicable laws, regulations, and guidelines regarding plan marketing.
- Under program rules, network providers may not distribute any marketing materials or make such materials or forms available to individuals eligible to enroll in a Medi-Cal or Cal MediConnect plan unless the materials meet the marketing guidelines and are first submitted for review and approval.
- See the section on Marketing in the [SCFHP Provider Manual](#) for more information.

Membership & Eligibility

- Member Rights & Responsibilities – SCFHP members are entitled to certain rights and responsibilities, described in the member's Evidence of Coverage
- All SCFHP members are assigned an ID number, found on their ID card:
 - Medi-Cal ID numbers are the Medicaid CIN number begin with **9**
 - Cal MediConnect ID numbers begin with **3**
- Providers are required to verify member eligibility. Go to <https://providerportal.scfhp.com>

Medi-Cal Membership for SPDs

- A federal waiver granted under Section 1115(a) of the Social Security Act permits mandatory enrollment of Medi-Cal only Seniors and Persons with Disabilities (SPDs) into Medi-Cal managed care. The Waiver allows DHCS to achieve care coordination, better manage chronic conditions, and improve health outcomes. Mandatory enrollment began June 2011.
- People not included in this change to Medi-Cal:
 - Dual Eligible, or those with Medicare and Medi-Cal
 - Foster Children
 - Those with other health insurance
 - Share of Cost (SOC) Medi-Cal California Children's Services (CCS) - Only CCS members in Alameda, Los Angeles, and San Diego counties will be voluntary; all other CCS members are mandatory for managed care

Member Medi-Cal ID card



 **Santa Clara Family Health Plan™** **Medi-Cal**

Member Name: **JOHN SMITH**
 Member ID: **30000000**
 Date of Birth: **11-18-1950**
 Gender: **M**
 Health Plan (80840): **7366445576**
 Primary Care Provider: **MARIA M. MARTINEZ MD**
1-408-555-5555
DOCTOR'S MEDICAL GROUP
INDEPENDENT PHYSICIANS

Customer Service: **1-800-260-2055 TTY: 711 www.scfhp.com**
 24-Hour Nurse Advice: **1-877-509-0294**
 Santa Clara County
 Mental Health Services: **1-800-704-0900**

FRONT



For Providers
 Emergency services are payable without prior authorization.

Authorizations
 Medical: **1-408-874-1821**
 Emergency Admissions: **Notify SCFHP by next business day**
Fax: 1-408-874-1957

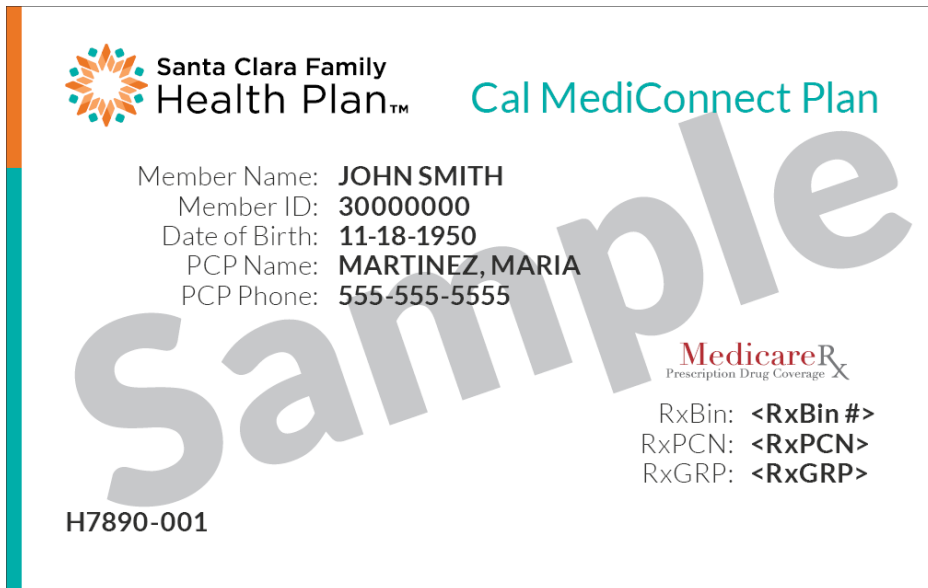
Pharmacy Help Desk: **MedImpact 1-888-807-8666**
RxBIN 003585 RxPCN 56270


Claims
 Santa Clara Family Health Plan
 EDI Payer ID 24077
www.scfhp.com/claims

BACK


Note: The information on the back of the Medi-Cal ID card will change for members with a PCP from a delegated medical group to include the authorization and claims information for that delegated entity

Member Cal MediConnect ID card



 **Santa Clara Family Health Plan™** **Cal MediConnect Plan**

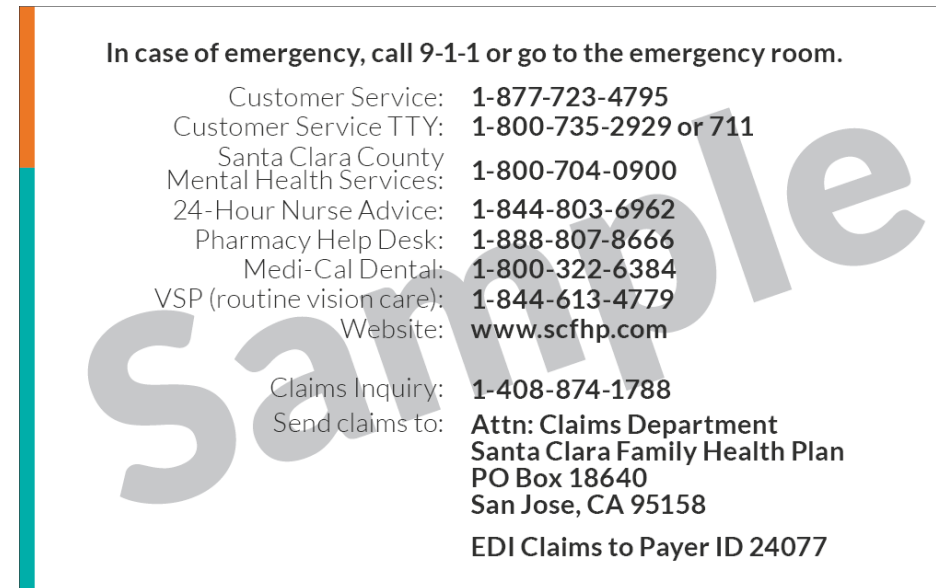
Member Name: **JOHN SMITH**
Member ID: **30000000**
Date of Birth: **11-18-1950**
PCP Name: **MARTINEZ, MARIA**
PCP Phone: **555-555-5555**

Medicare^R
Prescription Drug Coverage 

RxBin: **<RxBin #>**
RxPCN: **<RxPCN>**
RxGRP: **<RxGRP>**

H7890-001

FRONT



In case of emergency, call 9-1-1 or go to the emergency room.

Customer Service: **1-877-723-4795**
Customer Service TTY: **1-800-735-2929 or 711**
Santa Clara County Mental Health Services: **1-800-704-0900**
24-Hour Nurse Advice: **1-844-803-6962**
Pharmacy Help Desk: **1-888-807-8666**
Medi-Cal Dental: **1-800-322-6384**
VSP (routine vision care): **1-844-613-4779**
Website: **www.scfhp.com**

Claims Inquiry: **1-408-874-1788**
Send claims to: **Attn: Claims Department
Santa Clara Family Health Plan
PO Box 18640
San Jose, CA 95158
EDI Claims to Payer ID 24077**

BACK

Provider Link Portal – Online Eligibility



You are currently logged in as: Santa Clara Family Health Provider
[Messages \(0\)](#) [Profile](#) [Logout](#)

Home Eligibility Claims Authorizations Pharmacy Provider Directory Resources

Welcome to the SCFHP Provider Link

Welcome to the SCFHP Provider Link! This site provides quick access to member eligibility, claims payment details, prior authorization information, and more.

Quick Links

- [ECHO Provider Portal](#)
- [Ask a Question](#)
- [Find a Provider or Pharmacy](#)
- [How-to Submit Appeal for Member](#)
- [Validate Provider Information](#)
- [How-to Submit Claim or Dispute](#)
- [Refer Patient to Health Education](#)

Contact Us

Online: www.scfhp.com

Providers or provider office staff call:
Phone: [1-408-874-1788](tel:1-408-874-1788)
Hours: 8:30 a.m. to 5:00 p.m., Monday - Friday.
Email: ProviderServices@scfhp.com

SCFHP Mailing Address:
P.O.Box 18880
San Jose, CA 95158
Phone: [1-408-376-2000](tel:1-408-376-2000)
Hours: 8:30 a.m. to 5:00 p.m., Monday - Friday

Covered Benefits

To review covered and non-covered benefits, please visit our website for the Evidence of Coverage (EOC) by line of business.

- [Cal MediConnect](#) Member Handbook
- [Medi-Cal](#) Evidence of Coverage

Pharmacy Operations

Cal MediConnect

- RxBIN 015574
- RxPCNA ASPROD1
- RxGRPSAC06
- Mail Order available
- Coverage Determination for Benefits (CDFB) –MedImpact
- Provider support contact MedImpact at **1-800-788-2949**

Medi-Cal

- BIN 003585
- PCN 56270
- Specialty Pharmacy – Available through MedImpact and VMC
- O/P Pharmacies
- Prior Authorization through SCFHP Customer Service
- Provider support contact SCFHP Customer Service

Pharmacy Benefits

Materials available on our website:

- [Medi-Cal Formulary](#)
- [Cal MediConnect Formulary](#)
- [Medi-Cal Prescription Drug Prior Authorization Request](#)
- [Cal MediConnect Part D Coverage Determination Request](#)

Behavioral Health Benefits

- Medi-Cal benefits include:
 - Services for Mild to Moderate mental health disorders provided by PCP
 - Outpatient Mental Health services -No prior authorization required
 - Inpatient Mental Health services -Prior authorization required
 - Specialty Mental Health, also called SMI –Carved out to Santa Clara County Mental Health
 - Substance Use Disorders – Santa Clara County Department of Alcohol and Drug Services
- In addition, Cal MediConnect benefits include:
 - Medicare covered services provided by a Medicare certified provider, i.e. licensed psychiatrist, clinical psychologist, clinical social worker.
- Santa Clara County Department of Mental Health: **1-800-704-0900**

Long-Term Services and Supports (LTSS) Members

Characteristics

- Multiple chronic conditions & diagnoses (often 5 or more)
- Complex needs (bio-psycho-social) and functional limitations
- Most trying to stay at home
- More frequent care transitions
- High percentage with dementia
- Family caregivers & multiple providers involved

Corresponding Needs

- Care management & linkage to resources/services
- Preparing or receiving meals; grocery shopping
- Housecleaning/chores/laundry
- Transportation
- Caregiver respite and education

Managed Long-Term Services and Supports Benefits

- **In-Home Supportive Services (IHSS)** are personal care services for people who are disabled, blind or aged 65+ and unable to live at home safely without help. Consumers self-direct their care (hire, fire their caregivers). 70% of the IHSS providers are family or friends.
- **Multipurpose Senior Services Program (MSSP)** provides social and health care management for people aged 65+ with disabilities and eligible for nursing home placement.
- **Long-Term Care:** Custodial care provided in a licensed long term care facility.
- **Community-Based Adult Services (CBAS)** are daytime health care centers providing nursing care, social services, physical and occupational therapy, activities and meals.

Health Education Programs

- Chronic Disease Self-Management
- Exercise & Fitness
- Nutrition & Weight Management
- Parent Education
- Prenatal Education
- Safety Programs
- Smoking Cessation - Group classes and individual counseling
- Additional information and forms can be found under [Health Education](#) on our website

Transportation

Santa Clara Family Health Plan offers non-emergency transportation to medical appointments for our members.

- Call Customer Service to arrange transportation
- Ambulatory: Allow a minimum of 2 business days
- Non-Ambulatory: Allow a minimum of 5 business days
 - [Physician Certification Statement \(PCS\)](#) form is required for Non-Ambulatory transport and should be faxed to **1-408-874-1957**

SCFHP Customer Service:

- Medi-Cal **1-800-260-2055**
- Cal MediConnect **1-877-723-4795**

Additional Benefits & Services

Vision

- Vision benefits are provided through Vision Service Plan (VSP)

Dental

- Medi-Cal and Cal MediConnect members receive dental benefits through Denti-Cal

Additional Benefits & Services

Nurse Advice Line

- 24 hours a day, 365 days a year
- Phone: **1-877-509-0294**

Interpreter Services

- Language Line Solutions
- Phone: **1-888-898-1364**
- Provider ID #8033

Benefit Exclusions

There are certain benefits that are “carved-out” or excluded from managed care. For information on these benefits please refer to:

- [Medi-Cal EOC](#), Section 6 and 7
- [Cal MediConnect Member Handbook](#), Chapter 4: Section E

Member Appeals and Grievances

- Providers can file an appeal on behalf of a member
- Member rights and responsibilities regarding grievances and appeals can be found in the [Provider Manual](#) and the member's EOC
- Grievance forms and processes are available on our website:
 - [Medi-Cal](#)
 - [Cal MediConnect](#)
- Forms must be available at providers office, upon request by a member; can be printed from SCFHP's website.

Claims

- Timely Filing
 - Claims must be submitted within 365 days from the date of service
- Claims Disputes can be submitted [online](#) and by mail
- Be sure to use the correct:
 - Tax Identification Number (TIN)
 - NPI Number – Individual vs. organizational
- Complete instructions available in the [SCFHP Provider Manual](#)
- Medi-Cal and CMS prohibit providers from balance billing any SCFHP members for any covered service

Electronic Billing

Electronic billing is required. Information on the clearinghouses is noted below.

Office Ally	Change Healthcare (Formerly Emdeon)
Payor #24077	Payor #24077
1-866-575-4120	1-866-742-4355

What is balance billing?

- Balance billing is the practice in which a contracted provider seeks to bill an SCFHP enrollee for any portion of a bill for services rendered
- Balance billing is illegal under State and Federal law
- Can an enrollee waive this right? – NO!
- **California Balance Billing Statute:** Cal. Welf. & Inst. Code §14019.4
- **Federal Balance Billing Statute:** 42 U.S.C. 1396a (§1902(n)(3)(B) of SS Act)
- Where to learn more:
<http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/downloads/SE1128.pdf>

Quality Improvement (QI) and Health Services

- The goal of the [QI program](#) is to support, foster, and promote continuous quality improvement for the safety and satisfaction of care for all of our members
- The Health Services Department assists providers with their requests for authorization and provides case management
- Programs, forms, resources located on the website

Prior Authorization

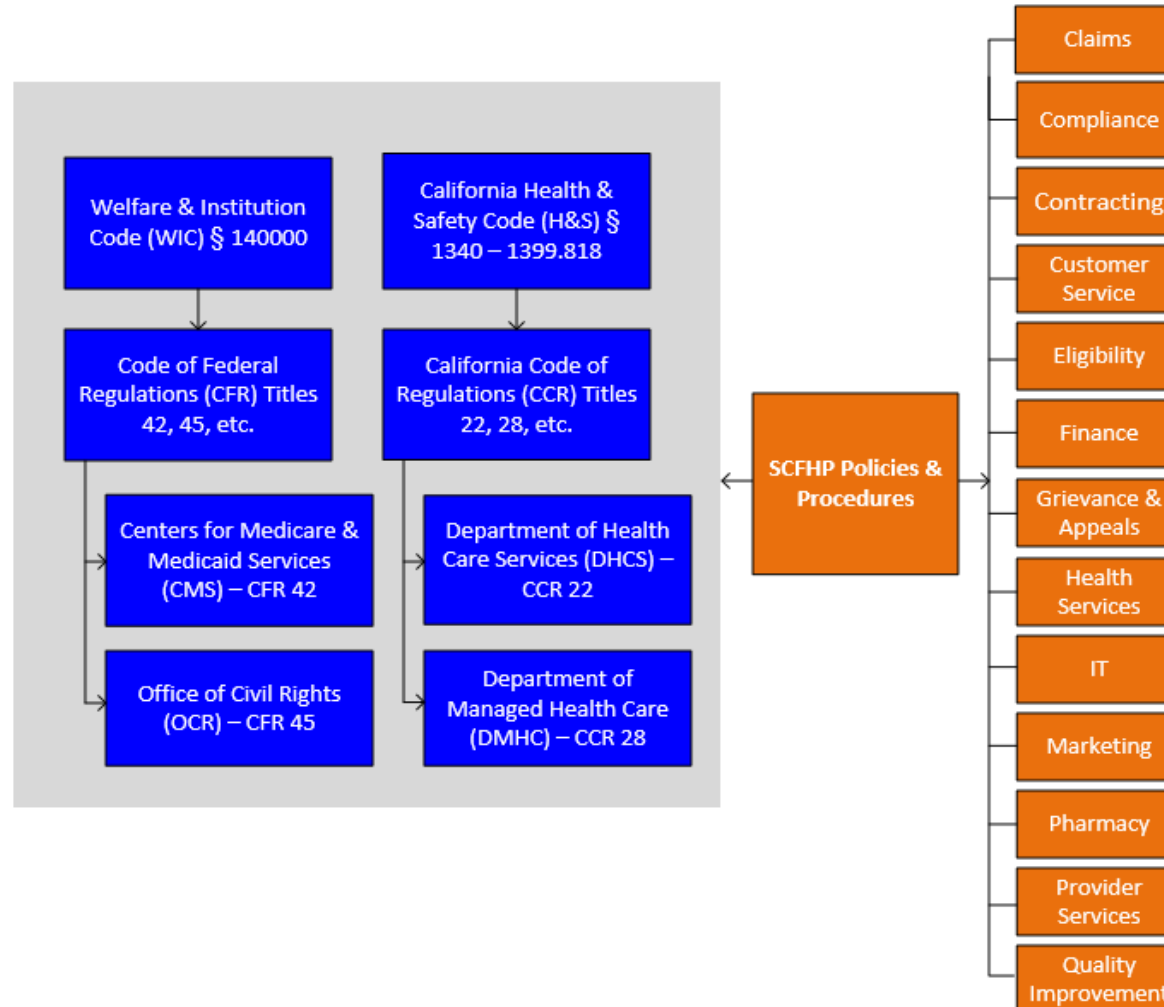
- Medical services, procedures, and prescriptions may require prior authorization
- The following authorization forms are available on our website, in the [Provider Forms and Documents](#) section:
 - Prior Authorization Request –Medical Services
 - Medi-Cal Rx Drug Prior Authorization Request
 - Cal MediConnect Part D Coverage Determination Request
- No authorization is required for emergency services, direct member to nearest emergency room

Assessments and Screening

- Medi-Cal Initial Health Assessment (IHA) should be completed within 120 days by Primary Care Physician (PCP)
 - Staying Healthy Assessment (SHA)
 - Screening, Brief Intervention and Referral to treatment (SBIRT)
 - Forms are available on our website in the [Provider Forms and Documents](#) section
- Cal MediConnect Health Risk Assessment (HRA) is completed within 90 days by SCFHP

Compliance with Laws & Regulations

SCFHP is heavily regulated by state and federal agencies.



Compliance

In order to maintain compliance with our regulators, SCFHP utilizes many tools to train and educate our providers including:

Orientation within 10 days of contract effective date	Provider alerts and announcements
On-going provider office visits	SCFHP Website
Provider Manuals	Policies and Procedures
Provider Committees	On-going provider training

Santa Clara Family Health Plan
Compliance Hotline: **1-408-874-1450**

Provider Training

Providers are required to complete certain training during orientation and then on an annual basis. [Modules are available on our website](#)

- Fraud, Waste and Abuse (FWA)
- Cultural Competency
- Americans with Disabilities Act (ADA)
- Protected Health Information (HIPAA / PHI / HITECH)
- Long-Term Services and Supports (LTSS)
- Timely Access Standards

Maintaining your Contract

Your contract requires:

- Prompt reporting of demographics changes using the [Change Notification Form](#)
- Credentialing and Re-Credentialing – upon initial contract and on a three year cycle
- Facility Site Reviews (FSRs) completed initially and every 3 years Part A, B and C
- Compliance with SCFHP Policies, Procedures, and Provider Manuals

Provider Committees

- Provider Advisory Counsel (PAC)
- Quality Improvement (QI)
- Utilization Management (UM)
- Pharmacy and Therapeutics (P&T)
- Credentialing

Please contact the Provider Network Management Department if you are interested in joining one or more of these committees.

Provider Disputes

Providers have the right to dispute a health plan decision.

Cal MediConnect	Medi-Cal
1. Organizational Determination	1. Medical Disputes
2. Coverage Determination	2. Claim Disputes
	3. Administrative Disputes

Provider Network Management

- The SCFHP Provider Network Management team is your liaison to help you navigate through the operations of SCFHP.
- It is our goal to help you locate the resources you need to have a positive experience.
- The best way to reach Provider Network Management is by sending an email to providerservices@scfhp.com

Online Resources

All of the information discussed during your orientation can be found at www.scfhp.com

- [Cal MediConnect Provider Manual](#)
- [Medi-Cal Provider Manual](#)
- [Forms and documents](#)
- [Policies and procedures](#)
- [Grievance and Appeal information](#)
- [Provider Dispute Form](#)
- [Training programs](#)
- [Community Resources for your patients](#)
- [Link to the Medicare Learning Network](#)

Questions?

providerservices@scfhp.com

Orientation Packet Revision History

Date	Version	Changes
7/27/2016	V2	Added footer and version numbers to packet
8/1/2016	V3	Added revision history / Compliance Hotline # added slide #34
3/8/2017	V4	Added page numbers / Correct Compliance Hotline # added to slide 34 / Changed 2017 to cover sheet / Updated ID Cards
3/22/17	V5	Edited slide 10 to remove "Identified as Long Term Care" bullet under "People Not Included in This Change" bullet/ changed Provider Services to Provider Network Management throughout the PPT.
1/21/2020	V6	Changed PowerPoint to new template. Edited links as appropriate for website. Removed Model of Care slide since it is no longer a required training element. Modified: lines of business, removed Healthy Kids reference, updated ID cards and provider portal added, transportation page added comment that physician certification form is needed for non-ambulatory transport