

To: Contracted Providers

From: Jennifer Clements, Director of Provider Operations

Date: December 30, 2014

Subject: Cal MediConnect Effective January 1, 2015

Dear Provider:

Santa Clara Family Health Plan's (SCFHP) Cal MediConnect program begins on January 1, 2015.

SCFHP Cal MediConnect enrollees will have the following ID card:



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

Member Service: 1-877-723-4795
Member Service TTY: 1-800-735-2929
24-Hour Nurse Advice: 1-877-509-0294
Pharmacy Help Desk: 1-800-735-2929
Denti-Cal: 1-800-322-6384
Website: www.scftp.com

Send claims to:

Attn: Claims Department
Santa Clara Family Health Plan
P.O. Box 5550
San Jose, CA 95150-5550
Submit EDI Claims to Payer I.D. 24077

Claim Inquiry: 1-408-874-1788

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Contracted SCFHP providers can see a Cal MediConnect member without a referral.

There is a short list of services that require prior authorization. The list can be found on our website: http://www.scfhp.com/sites/default/files/mmppriorauthgrid.pdf.

If you have any questions about the Cal MediConnect program please contact SCFHP Provider Services Department at 1-408-874-1788.

Thank you.