

The following is important information for primary care physicians (PCPs), medical directors, and specialists serving Santa Clara Family Health Plan (SCFHP) members in a Long-Term Care/Skilled Nursing Facility (LTC/SNF).

You can help us provide seamless care to your patients, by ensuring you:

- **Submit requests for prior authorization (PA).** Please refer to [www.scfhp.com/for-providers/forms](http://www.scfhp.com/for-providers/forms) for PA requirements and forms.
- **Sign written orders.** This includes:
  - **Required assessment or authorization documents** for Managed Long-Term Services and Supports (e.g. CBAS). A signature is required.
  - **Required orders** for home health services, hospice, therapy, or durable medical equipment/services for discharge planning. A signature is required.
- **Establish ongoing orders** for medically necessary services and/or consultations (e.g. diabetic foot checks, cardiac services, psychiatry consult for medication management).
- **Refer to in-network specialists** as needed for member care, including but not limited to LTC/SNF podiatrists and psychiatrists.
- **Participate in member care meetings** as needed, to communicate with SCFHP Case Management and Interdisciplinary Care Team (ICT) for optimal coordination and care transitions.
- **Communicate discharge plans with the LTC/SNF.** This includes orders, medication reconciliation, referrals to specialty doctors, or any other components that are vital to the member's successful transition.
- **Know the training requirements.** The SCFHP website has a Provider Resources section that includes communications, resources, and required training for providers. You may be asked to complete a training program to meet a regulatory requirement.
  - See the full list of required training on the **Provider Training** page here,
  - [www.scfhp.com/for-providers/provider-resources/provider-training](http://www.scfhp.com/for-providers/provider-resources/provider-training).
- **Complete Physician Orders for Life-Sustaining Treatment (POLST) as well as an Advance Directive** for all SCFHP members in a SNF. Include these documents in the member's chart. Additionally, "Do Not Transfer" orders should be clearly stated and visible in the member's chart along with any additional information regarding hospital transfers for life-sustaining or resuscitative services.

SCFHP thanks you for delivering high-quality health care to our members. If you have any questions, please call Provider Services at **1-408-874-1788** or email at [providerservices@scfhp.com](mailto:providerservices@scfhp.com).