PROVIDER MEMO

To:	Santa Clara Family Health Plan (SCFHP) Providers
From:	Provider Network Management Department
Date:	March 9, 2020
Subject:	Updates and reminders regarding the Novel Coronavirus (COVID-19)

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Dear Providers,

We've all been hearing a lot about the Novel Coronavirus (COVID-19). As this situation continues to evolve, we are following the lead and guidance of the Santa Clara County Public Health Department (SCCPHD) and the Centers for Disease Control and Prevention (CDC).

We remain focused on the health and well-being of our members and staff, and are working to implement precautions to ensure appropriate communications to our staff, members, and you, our valued providers. Below are some immediate updates and reminders, and we will keep you updated as the situation changes.

SCFHP is anticipating an increase in call volume and/or decline of available workforce due to the Coronavirus, therefore, we want to remind you of our self-service tools which are available to you and are not dependent on speaking to a customer service representative:

Provider office self-service tools

- **Provider Link**: www.providerportal.scfhp.com
  - Check authorizations and claims status
  - Verify member eligibility
  - Download your member rosters

- **Interactive Voice Response** (IVR) at **1-408-874-1473**
  - Verify member eligibility
  - Check claims status based on your TIN
  - Request fax confirmation of eligibility verification or claim(s) processed

Nurse Advice Line
Our 24/7 Nurse Advice line is offered at no cost to SCFHP members and is an excellent resource for your patients who have questions about whether they should seek medical care.
- Medi-Cal members can call **1-877-509-0294**
- Cal MediConnect members can call **1-844-803-6962**

Mail-order prescriptions
SCFHP members can get a 90-day supply of most prescription maintenance medications mailed to them through MedImpact Direct. Cal MediConnect members pay the same co-pay as a 30-day supply to get a 90-day supply. To find out more about our mail order services, visit www.medimpactdirect.com.

Information about Coronavirus online
We are referring members to the latest information on Coronavirus by providing links to Santa Clara County Public Health Department and the CDC on our website www.scfhp.com.

Billing for the Coronavirus test
Healthcare providers who test patients for Coronavirus using the CDC 2019 Novel Coronavirus Real Time RT-PCR Diagnostic Test Panel, should bill using the newly created HCPCS code U0001.

As the situation evolves, we are communicating with our providers and vendors regarding your contingency plans for continuity of services you provide to us and our members. And, working with our internal departments to identify critical functions and develop contingency plans to ensure SCFHP can continue to provide essential services to our members and providers.

In times like this, we are especially grateful for the dedication and professionalism of our providers. Thank you for your continuing partnership in providing quality care to our members. For any questions, please contact Provider Services on providerservices@scfhp.com.