

PROVIDER MEMO

To: Directly-contracted Santa Clara Family Health Plan Providers
From: Utilization Management & Pharmacy Department
Date: March 19, 2020
Subject: Prior Authorization requests suspended until March 31, 2020

Dear Providers,

Following the national and Santa Clara County's state of emergency declarations, and the "shelter in place" order, all provider-requested medical (inpatient and outpatient), pharmaceutical, and durable medical equipment prior authorization requests will be suspended until March 31, 2020. No provider-requested prior authorization is required for medically necessary covered services, medications, or equipment provided during this period. This does not apply to requested services that are excluded from coverage.

Member-initiated organizational determinations (prior authorization requests initiated by a member) will continue to be reviewed.

Pharmacies may override refill-too-soon, prior authorization, or step therapy restrictions with Submission Clarification Code (420-DK) = 13.

Excluded benefits and non-covered plan benefits are not included and therefore will not be paid. Please refer to Member Handbook on our website at www.scfhp.com for additional information on excluded benefits.

These prior authorization suspension rules do not apply to delegated entities such as Valley Health Plan, Physician's Medical Group, Kaiser, and Premier Care. Please check directly with those entities for more information.

Thank you for your partnership in caring for our members. For any questions, please contact Provider Services on providerservices@scfhp.com.