The following describes basic information for initiating a change of ownership with Santa Clara Family Health Plan (SCFHP). It is each SNF's responsibility to submit the required documentation to support processing of authorization requests and claims under the new National Provider Identifier (NPI)/Taxpayer Identification Numbers (TIN). After SCFHP establishes the new provider record and authorizations for the new facility name, be sure to submit claims under the correct NPI/TIN record for the appropriate dates of service.

Frequently asked questions:

Q1: How is a provider change of ownership coordinated?
A1: First, please submit a W-9 along with a completed SCFHP Change Notification Form to our Provider Data Team at ProviderServices@scfhp.com. SCFHP must update their system before new claims are submitted under the new NPI/TIN.

Q2: Does a new authorization request need to be submitted to SCFHP?
A2: Yes. Follow the normal utilization management (UM) process for Skilled Services and Long-Term Care Authorization requests. Submit new request forms as appropriate for the start date of services. Indicate "change of ownership" on each member's re-authorization form package and include the end date of the current authorization. If you have any questions, please call the UM Department at **1-408-874-1821**. Please note, if the current authorization has already been used for payment, please direct your questions to the Claims Department at ClaimsManagement@scfhp.com.

Q3: What does our SNF staff need to do to view both authorizations and claims in Provider Link?
A3: Once the new facility name, NPI, and contract effective date is added into SCFHP's system, the user can login to Provider Link to add the new NPI/TIN to their account profile. Once your user account has been approved, you will be able to view claims and authorizations affiliated with both the former and new NPI/TINs. For questions on this process and to verify the entry of your new facility information, please call Provider Services at **1-408-874-1788**.

Q4: Any other transition tips you can share about the use of our former and new name?
A4: The new NPI approval can take up to one year. Even though your organization is ready to make the name change, it is best to refer to both the former and the new name in all written communications to SCFHP for at least one year. This includes, but is not limited to, the signature lines within e-mail, fax cover sheets, letterhead, and authorization requests. For example, Mount Edna Post-Acute (formerly Empire Post-Acute).