

## PROVIDER MEMO

**To:** Directly-contracted Santa Clara Family Health Plan Providers  
**From:** Utilization Management & Pharmacy Department  
**Date:** March 31, 2020  
**Subject:** Suspension of prior authorization requests extended until April 30, 2020

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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 now be suspended until **April 30, 2020**. No provider-requested prior authorization is required for medically necessary covered services (including telehealth/virtual visits), 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 the Member Handbook on our website at [www.scfhp.com](http://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 at [providerservices@scfhp.com](mailto:providerservices@scfhp.com).