

## PROVIDER MEMO

**To:** Santa Clara Family Health Plan Skilled Nursing Facility Providers  
**From:** Long-term services and supports (LTSS)  
**Date:** July 30, 2021  
**Subject:** New SNF reference guide

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Dear valued providers,

Santa Clara Family Health Plan is proud to announce a new in-depth reference guide for skilled nursing facilities (SNF). The guide includes specific topics related to the SNF staff roles and responsibilities, and is intended to supplement existing SCFHP resources and provider manuals. Sections include utilization management, long term care authorizations, member eligibility, claims management and rate updates, case management, care transitions, quality management, and delegation rules.

### How can your facility use this guide?

- Access updated contact information for the LTSS team.
- Review new hire training and professional development opportunities.
- Use the quick reference guide for troubleshooting.
- Promote quality management and efficiency for SCFHP notifications, requests, and workflows while caring for SCFHP members.

We welcome your feedback on this new resource. To view and download the SNF Reference Guide PDF, visit [www.scfhp.com/for-providers/long-term-services-and-supports/](http://www.scfhp.com/for-providers/long-term-services-and-supports/).

### Questions or comments?

Please email Irene Walsh, Provider Network Associate, at [MLTSSHelpDesk@scfhp.com](mailto:MLTSSHelpDesk@scfhp.com).