

PROVIDER MEMO

To: Santa Clara Family Health Plan Providers
From: Provider Network Management
Date: April 29, 2020
Subject: Updates related to COVID-19 adjustments

Dear valued provider,

We are still in a period of time where details change on a daily basis. Here are some updates.

Providers who have contractual relationships with delegated entities (i.e., Valley Health Plan, Physician's Medical Group, and Premier Care) for Medi-Cal should look to those entities for specific guidance for Medi-Cal services, including the details summarized below:

- Medicare signed the Coronavirus Aid, Relief, and Economic Security (CARES) Act into law on March 27, 2020. This Act offers a number of managed care provisions intended to buffer the negative impacts related to the ongoing COVID-19 pandemic. You can find noteworthy healthcare-related details here: <https://bit.ly/COVID19-stimulusbill>.
- Temporary suspension of the Initial Health Assessment (IHA) expectation for primary care providers for any members newly enrolled in Santa Clara Family Health Plan (SCFHP) on December 1, 2019 through the end of the public health emergency. SCFHP will send a separate communication to announce when the requirement to complete IHAs within 120 days of enrollment will resume. See the All Plan Letter, APL 20-004, for more information: https://bit.ly/DHCS_APL_20-004.
- SCFHP will resume the prior authorization requirement on May 1, 2020. Claims submitted for dates of service on and after May 1, 2020 without applicable prior authorizations will be denied.

To ensure that you stay current with the latest, please visit SCFHP's COVID-19 page on our website at www.scfhp.com/coronavirus-providers.

If you have any questions regarding this memo, please email providerservices@scfhp.com.

Thank you for taking care of our members in this truly unprecedented time. We appreciate all you do.