

PROVIDER MEMO

To: Santa Clara Family Health Plan Long-Term Care Providers
From: Long-term services and supports (LTSS)
Date: August 3, 2020
Subject: Temporary rate increase for skilled nursing facility claims

Dear valued provider,

Due to the COVID-19 situation, the Department of Health Care Services (DHCS) temporarily increased the rate for skilled nursing facilities (SNF) by 10%. As a result, Santa Clara Family Health Plan (SCFHP) proactively adjusted facility claims for dates of service March 1, 2020 through July 2020. Please check your remittance advices (RAs) in August for adjustments.

What should you do?

- Continue to bill with your facility's DHCS-approved rate.
- Refer to your RAs for adjustment details.
- Review claims status on Provider Link at <https://providerportal.scfhp.com>.

Questions?

Please email Irene Walsh, Provider Network Associate, at MLTSSHelpDesk@scfhp.com.

Thank you for caring for our members during this unprecedented time. Your partnership with SCFHP is appreciated.