

PROVIDER MEMO

To: Santa Clara Family Health Plan Providers
From: Provider Network Operations
Date: August 9, 2022
Subject: SCFHP D-SNP Medicare Medi-Cal Plan Enrollment Begins October 15

Dear Valued Provider,

Enrollment in the new Santa Clara Family Health Plan D-SNP Medicare Medi-Cal Plan will kick off in just two months.

Our 10,300+ SCFHP Cal MediConnect plan members will transition to SCFHP'S D-SNP Medicare Medi-Cal Plan on January 1, 2023. There will be no gap in their Medi-Cal, Medicare and Medicare Part D prescription drug benefits. Additionally, we will begin enrolling new members on October 15, with a January 1, 2023, effective date.

Is your contracting agreement complete?

If you need assistance completing your contract - or have other questions - our Provider Network Operations representatives can help. Our team can:

- Explain any changes and updates to administrative policies and procedures relating to the D-SNP Medicare Medi-Cal Plan.
- Provide training modules and web resources to ensure all regulatory requirements are met.
- Resolve Provider Portal access problems

The D-SNP Medicare Medi-Cal Plan will coordinate both Medicare and Medi-Cal services - with one primary care doctor, one membership card and one phone number to call for help. Members will have a personal care manager to help make appointments, get care and develop a personal care plan to help the member reach his/her health goals.

For more information on the D-SNP Medicare Medi-Cal Plan and assistance with contracting, please contact our Provider Network Operations representatives at 1-408-874-1753. Or, email us at contracting@scfhp.com.