

PROVIDER MEMO

To: Santa Clara Family Health Plan Long-Term Care Providers
From: Long-term services and supports (LTSS) and Compliance
Date: February 10, 2021
Subject: Weekly COVID-19 positive case outreach to skilled nursing facilities

Dear valued provider,

Under direction of our compliance department and COVID-19 response team, Santa Clara Family Health Plan (SCFHP) continues to require all skilled nursing facilities (SNF) to track and report on COVID-19 positive cases. Weekly outreach will continue to all skilled nursing facilities until the official end of the public health emergency. Tracking and reporting COVID-19 cases is an ongoing requirement for SCFHP SNFs.

What to expect

- SCFHP LTSS nurse representative will contact each facility weekly to collect data on any new COVID-19 positive cases for SCFHP members for that week. A reply is required, even if there are no positive cases for that week.
- The report must include a list of COVID-19 positive members who are currently in the SNF, transferred to the acute setting, elected hospice, discharged to the community, or expired.
- Failure to reply to the weekly request for more than two weeks, will result in escalation to our Compliance Officer.

How to report

Provide the following information for all COVID-19 positive SCFHP members:

1. Member name, member ID #, and SCFHP authorization number
2. Member location status (i.e., SNF, acute, community, expired)
3. Name and contact information of the individual responsible for delivering the report to SCFHP on a weekly basis

Please be proactive in reporting COVID-19 positive cases. To report as soon as positive cases are identified, send reports via **SECURE** email to MLTSSHelpDesk@scfhp.com or by secure fax **1-408-874-1985**.

Questions?

Please contact Donna Garrison, Registered Nurse (RN) at MLTSSHelpDesk@scfhp.com.

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