

PROVIDER MEMO

To: Santa Clara Family Health Plan Primary Care Providers
From: Provider Network Operations
Date: May 27, 2022
Subject: Updated Initial Health Assessment (IHA) Technical Specification

Dear providers,

In accordance with regulatory requirements from the Department of Health Care Services (DHCS), newly enrolled Santa Clara Family Health Plan (SCFHP) members **must receive a comprehensive Initial Health Assessment (IHA) and Individual Health Education Behavioral Assessment (IHEBA) within the first 120 days of enrollment** and within the stated periodicity requirements. Note: the Staying Healthy Assessment (SHA) satisfies the IHEBA requirement and is recommended by DHCS.

SCFHP has updated the IHA technical specifications to meet regulatory requirements. Visit http://bit.ly/iha_tech_spec for a list of codes used to identify when a provider has conducted an IHA visit.

Sign into Provider Link (providerportal.scfhp.com) to access your member roster. Download the member roster monthly to view your newly assigned members who require an IHA within 120 days and existing members with overdue IHAs.

DHCS requires SCFHP to monitor provider IHA compliance. SCFHP will conduct medical record reviews (MRR) for IHA compliance. Therefore, providers are responsible for scheduling and rescheduling missed IHA appointments, and medical record and outreach attempt documentation.

If you have any questions regarding IHA requirements, billing codes or would like IHA training, contact Provider Performance Program at ProviderPerformance@scfhp.com.

For more information on IHAs visits <https://www.scfhp.com/for-providers/initial-health-assessment/>.