



PROVIDER MEMO

To: Santa Clara Family Health Plan Providers
From: Provider Network Operations
Date: October 29, 2020
Subject: Phone system transition Friday night

Dear providers,

Santa Clara Family Health Plan's (SCFHP) phone system will undergo a carrier change on **Friday, October 30, 2020 from 8:00 p.m. to 11:00 p.m.** Please try your call again after the service is restored or visit <https://providerportal.scfhp.com/> to download your member roster, check authorizations and claims status, and check member eligibility.

If you have any questions, please contact Provider Services at ProviderServices@scfhp.com.