

## PROVIDER MEMO

**To:** Santa Clara Family Health Plan Medi-Cal Providers  
**From:** Provider Network Operations  
**Date:** April 20, 2021  
**Subject:** New Santa Clara Family Health Plan Medi-Cal member ID card

Dear providers,

Santa Clara Family Health Plan (SCFHP) has updated our template for Medi-Cal member ID cards issued after April 6, 2021.

Below is a sample ID card with the changes highlighted for your reference.



### Front

- The new language field will display the member's spoken language.

### Back

- **VSP and Medi-Cal Dental** information has been added on the back of the card.
- The issue date on the back lower right of the card will populate with the month and year it was printed. This will help distinguish between current and outdated cards.

Please remember, providers should always check for other health coverage (OHC) and eligibility of any SCFHP member presenting for medical services. OHC and eligibility can be verified by the following methods:

- Provider Link [providerportal.scfhp.com](http://providerportal.scfhp.com)
- Eligibility IVR 1-800-720-3455
- Customer Service 1-408-874-1788

### Questions?

Any questions related to member ID cards can be directed to [ProviderServices@scfhp.com](mailto:ProviderServices@scfhp.com). Thank you for your ongoing partnership.