

## PROVIDER MEMO

**To:** Santa Clara Family Health Plan Providers  
**From:** Provider Network Operations  
**Date:** November 28, 2022  
**Subject:** NEW Claims Editing Software

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Dear Plan Partners,

As of November, 1 2022, Santa Clara Family Health Plan (SCFHP) has implemented a new claims editing software for all lines of business. The new software will be effective for claims processed on or after November 1, 2022. The software has been implemented to ensure that claims processed by SCFHP comply with Medi-Cal, Medicare, local coverage determination (LCD), national coverage determination (NCD), and the National Correct Coding Initiative (NCCI) guidelines (as applicable).

While we may have previously allowed some common billing errors to be paid, they will be denied moving forward.

Some examples of possible denials:

- Invalid modifiers
  - SL modifier for VFC vaccines
  - KX modifier for DME
  - LT/RT modifiers
  - 51 modifier for multiple procedures
  - Transportation pick-up/drop-off modifiers on non-transportation services
- Invalid diagnosis codes
  - Diagnosis codes must be to the highest specificity
  - They must be valid for patient age and gender

Any questions can be directed to [ProviderServices@scfhp.com](mailto:ProviderServices@scfhp.com).

Thank you for your ongoing partnership.