

## PROVIDER MEMO

**To:** Santa Clara Family Health Plan Community-Based Adult Services (CBAS) Providers  
**From:** Health Services  
**Date:** December 30, 2022  
**Subject:** Health Risk Assessment Requirement for New Authorization Requests

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Dear Provider:

Effective 1/1/2023, contracted CBAS Centers are required to submit a completed **Health Risk Assessment (HRA)** for new authorization requests to Santa Clara Family Health Plan (SCFHP). The HRA can be completed by a family member, friend, caregiver, or facilitated by a CBAS center representative. The HRA is in addition to what is already required for submission and review. Because the HRA covers a wide range of topics such as physical and behavioral needs, personal and home safety, activities of daily living, and/or resources the member is using, it allows us to gain a greater insight on a specific area or need for our members.

### Frequently Asked Questions (FAQs)

**Q1: We already submit the Individual Plan of Care (IPC) for new authorization requests. Is this still required in addition to the HRA?** Answer: Yes, the IPC remains a requirement. Both tools combined provide essential information to the care teams at the center and managed care plan.

**Q2: Why did SCFHP transition to requesting a completed HRA in addition to the current documents for new CBAS authorization requests?** Answer: SCFHP was able to transition to using both the HRA and the IPC in lieu of a participant having face to face (in person) assessment with a nurse. An HRA is not required for re-authorization requests.

**Q3: What does the SCFHP Case Management do with the IPC and HRA?** Answer: HRAs are assigned to one of our Care Coordinators for review and follow-up. The coordinator will outreach to the member to identify member's needs, create care plan goals, and coordinate care, as needed. Care coordination will occur with people on the Interdisciplinary Care Team (ICT), which includes CBAS staff. For more information about our Case Management Program, contact our CM Help Desk at [CaseManagementHelpDesk@scfhp.com](mailto:CaseManagementHelpDesk@scfhp.com)

For additional questions about this notice, please email [LTSSHelpDesk@scfhp.com](mailto:LTSSHelpDesk@scfhp.com)