

PROVIDER MEMO

To: Santa Clara Family Health Plan Long-Term Care Providers
From: Long-term services and supports (LTSS)
Date: August 14, 2020
Subject: Billing skilled nursing facility claims requirements and reminders

Dear valued provider,

Please review the following reminders on billing for skilled services and long-term care claims:

- Continue to bill with your facility's DHCS-approved rate.
- Refer to your remittance advice (RA) for adjustment details.
- Review claims status on Provider Link: <https://providerportal.scfhp.com>.
- Bill SCFHP for all services provided to SCFHP members, even if they are not separately reimbursable under the bundled per diem rate. This includes, but is not limited to, influenza (flu) vaccine and pneumococcal vaccine, as well as all therapies such as physical therapy (PT), occupational therapy (OT), and speech therapy (ST).

Thank you for your cooperation. For additional questions, please email Irene Walsh, Provider Network Associate at MLTSSHelpDesk@scfhp.com.

Thank you for caring for our members during this unprecedented time. Your partnership with SCFHP is appreciated.