

PROVIDER MEMO

To: Santa Clara Family Health Plan Providers
From: Provider Dispute Resolution, Claims Department
Date: December 6, 2023
Subject: Important Update to the Provider Dispute Resolution, Claims Department

Dear providers,

Santa Clara Family Health Plan (SCFHP) allows providers to submit disputes through our provider process relating to claims, medical, and administrative disputes. Disputes can be submitted online at <https://bit.ly/47gdezB> or mailed using the Provider Dispute form available on SCFHP's website <https://bit.ly/49BtTyI>.

Effective January 1, 2024, SCFHP will implement a change in the provider dispute process - specifically for the failure to obtain prior authorizations. This change is to streamline the process and ensure that all claims are processed efficiently. SCFHP will no longer investigate disputes for claims that require prior authorization. Prior authorization is intended to ensure that health care services are medically necessary by requiring approval for coverage prior to a service or before another benefit is delivered. You will be required to follow the prior authorization process as outlined in the Provider Manual for Medi-Cal and Dual Connect, available at <https://bit.ly/49BtTyI>. Providers may refer to the Medical Covered services Prior Authorization Grid at <https://bit.ly/46kp3mH> and the appropriate Medi-Cal or DualConnect Member Handbook/Evidence of Coverage (EOC) for a complete list of covered services at <https://bit.ly/3GmJu85>, <https://bit.ly/3sG4JhJ>.

You may submit a retro prior authorization request with supporting clinical documentation to the SCFHP or Delegates' Utilization Management Department for review up to 365 days from the date of service. The decision shall be provided within 30 calendar days. This process also allows the right to appeal the decision. You can find more information on our appeals process at <https://bit.ly/49BtTyI> and on the Notice of Action if a decision is denied.

You may still continue to dispute a claim's outcome within 365 calendar days from a SCFHP Medi-Cal remittance advice and 120 calendar days from a DualConnect remittance advice. You can find more details on our Provider Resource page for claims here <https://bit.ly/46nbQtc>.

If you have any questions or need assistance with the new process, please do not hesitate to contact our Provider Network Operations team at providerservices@scfhp.com or 1-408-874-1788. We believe this update will help ensure efficient claims processing and reduce the administrative burden associated with dispute resolutions. It is important for us to resolve provider disputes promptly, and these changes will help in achieving that goal.