

## PROVIDER MEMO

**To:** Santa Clara Family Health Plan Long-Term Care Providers  
**From:** Long-Term Services and Supports (LTSS)  
**Date:** November 6, 2020  
**Subject:** Long-term care discharge, hospice notification, and admission date requirements

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Dear administrators, social services, and business office managers,

On an ongoing basis, timely long-term care (LTC) discharge, admission dates, and hospice notifications ensure that Santa Clara Family Health Plan (SCFHP) has an accurate census for reporting to the Department of Health Care Services (DHCS). Please review these existing procedures and requirements effective June 2017.

Provider requirements:

- Send the LTC Discharge Notification Form (<http://bit.ly/LTC-discharge-form>), discharge summary, and discharge medication list via fax to SCFHP **within 24 hours of each member discharge**.
- Use accurate facility admission and discharge dates. Please use the current stay admission date (not the original admission date) for all long-term care notifications.
- Submit faxes to **1-408-874-1985**. Timely receipt of the LTC Discharge Notification Form is a quality measure utilized by SCFHP in the quarterly skilled nursing facility (SNF) recognition program.
- Submit any late or missing documents as soon as they are identified.

Please ensure the requirements are consistently met by your staff, and identify backup or support staff when necessary. Refer to the LTC Discharge Notification Form Frequently Asked Questions (<http://bit.ly/LTC-discharge-form-FAQs>) for additional information. For further questions, please email [mltsshelppdesk@scfhp.com](mailto:mltsshelppdesk@scfhp.com).

Thank you for your ongoing partnership.