

PROVIDER MEMO

To: SCFHP Enhanced Care Management (ECM) Providers
From: Lori Andersen, Director, Long Term Services and Supports
Date: October 20, 2022
Subject: Billing Update: Denied Claims for ECM Exceeding Benefit Limit

Dear Enhanced Care Management (ECM) Providers,

As you are aware, Santa Clara Family Health Plan (SCFHP) is denying claims due to the *Exceed Benefit Limit* denial reason. If your entity submitted a claim for ECM services that was denied due to the *Exceed Benefit Limit* denial reason, then your entity already submitted a claim that was paid that had a Date of Service (DOS) within 27 calendar days before and/or after the Date of Service (DOS) on the denied claim.

SCFHP's claims system requires 27 calendar days between the DOS on submitted claims for ECM. This timeframe was established to adhere to the Per Enrollee Per Member (PEPM) payment structure, which is specific to ECM.

Given the 27 calendar day timeframe limitation, ECM providers have expressed challenges with adhering to this timeframe due to (1) the administrative burden of tracking every member to ensure services are delivered once within the 27 calendar day timeframe, and (2) the need to provide ECM services at any point during the 27 calendar day timeframe in accordance with member request and needs. As a result, SCFHP is currently working to implement an application that will remove this 27 calendar day limitation and allow ECM providers to bill within a calendar month timeframe without any limitations. This solution is tentatively set to go live in mid-November 2022.

Do not resubmit any denied claims with the denial reason of *Exceed Benefit Limit* to SCFHP. Once the solution is implemented that removes the 27 calendar day limitation, SCFHP will reprocess the claims from the oldest to the newest. This may take a bit of time given that SCFHP must manually reprocess each claim. For new claims, please be sure to adhere to the 27 calendar day timeframe until mid-November. The ECM Team will send out formal notification to ECM providers letting them know when the 27 calendar day timeframe has been removed.

Should you want to discuss this memo or SCFHP's recommendation, please email the ECM Team at ECM@scfhp.com. We appreciate your cooperation and the care you provide our members.