

PROVIDER MEMO

To: Santa Clara Family Health Plan Providers
From: Provider Network Operations
Date: January 29, 2021
Subject: 2021 Provider Performance Program Guide now available online

Dear provider,

Santa Clara Family Health Plan published the 2021 Provider Performance Program (PPP) Program Guide at <https://www.scfhp.com/link/PPP-guide>, including an updated list of measures for the measurement year 2021.

Currently, the program guide does not include any thresholds or benchmarks for National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS) measures. We are waiting for these to be published by NCQA, and will update the program guide and send out a provider memo with this information when it is available.

If you have any questions about PPP, or want to know how to maintain or improve your score, please contact the PPP team at ProviderPerformance@scfhp.com.