PROVIDER MEMO

To:	Santa Clara Family Health Plan Providers' Administrative Staff
From:	Provider Network Operations
Date:	June 16, 2021
Subject:	Improving Medi-Cal Member-PCP Alignment – Changes to Auto-Assignment Timing

Dear Provider,

Effective July 1, 2021, the Santa Clara Family Health Plan (SCHP) new Medi-Cal member auto-assignment process will be changing. Providers have shared with us the challenge of new members being assigned to a PCP upon enrollment only to have the member change their PCP during that first month. The provider invests time in member outreach, but after the first month the member is no longer on the provider's roster.

In response to this concern, SCFHP is implementing the following changes to support improved alignment of members and PCPs:

- New members who do not choose a PCP or who do not have a connection to a PCP (e.g., family), will not be assigned to a specific PCP for the member's first month of eligibility.
- These members will be assigned to an administrative PCP named "No PCP Selected."
- New members assigned to "No PCP Selected" will have that month to choose a PCP. New Medi-Cal member welcome kits sent to these members will include information about how to choose a PCP.
- If a member has not chosen a PCP by the end of their first month of enrollment, SCFHP will assign the member to a PCP effective the first day of their second month of enrollment, in compliance with regulatory requirements. Auto-assignment will follow SCFHP's standard process.

What does the change in auto-assignment timing mean to you?
1. If your staff sees "No PCP Selected" on a member's ID card, staff can schedule the member for an appointment. Submit a claim to SCFHP for medically necessary covered services. SCFHP will pay you per your contract.
2. This is an opportunity for you to gain additional members. We encourage you to assist these patients in selecting you as their PCP by having them request a PCP change via SCFHP's member portal or by calling SCFHP Customer Service, or for clinics, by submitting a PCP change request following established workflows.

With the implementation of this change in timing of auto-assignment, you may see a lower number of new members assigned to you on July 1. For those members who did not choose a PCP during the month of July, auto-assignment will occur at the end of July, effective August 1, 2021.

See the attached FAQs for more information. Please contact SCFHP's Provider Services team at ProviderServices@scfhp.com, if you have additional questions or to schedule a training.

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Frequently Asked Questions (FAQs)

How will members know that they need to choose a PCP?

Members will receive a letter from SCFHP that:
- Welcomes them to SCFHP Medi-Cal Plan
- Tells them they are receiving a temporary ID card because they have not chosen a PCP yet and encourages them to select a PCP
- Provides a link to SCFHP's Find a Doctor tool and SCFHP Provider and Pharmacy Directory
- Tells them how to select a PCP using the mySCFHP member portal at www.member.scfhp.com or by calling Customer Service at 1-800-260-2055

How does a member choose a primary care provider (PCP)?

Members can choose their own personal doctor or clinic. They can find a PCP using the SCFHP Find a Doctor tool or the SCFHP Provider and Pharmacy Directory online at www.member.scfhp.com. Members can also call SCFHP Customer Service for help.

To select a new PCP, members can request a PCP change on the mySCFHP member portal at www.member.scfhp.com or by calling Customer Service at 1-800-260-2055. For clinics who currently facilitate member PCP change requests via an established workflow, clinics can use this same workflow to facilitate PCP requests for members assigned to "No PCP Selected." Their new PCP selection will be effective on the first day of the following month.

If the member does not select a PCP during their first month of eligibility with SCFHP, then SCFHP will choose one for them and send a new SCFHP Member ID card. We encourage our PCP offices to remind members to take action to choose a PCP during their first month of enrollment.

If a member requested to join the Kaiser or Palo Alto Medical Foundation (PAMF) provider networks, SCFHP checks to see if the member meets the criteria to choose a PCP in these networks. If the member does meet criteria, their Kaiser or PAMF coverage will start the first day of the following month. If their new SCFHP ID card arrives and it does not list Kaiser Permanente or PAMF as their network, and they believe they meet the criteria to choose one of those networks, the member should call SCFHP Customer Service.

What if the member requires a referral to a specialist?

If a member assigned to "No PCP Selected" needs specialty care, a PCP can refer the member to a specialist contracted with SCFHP. As with a PCP, the specialist would submit a claim to SCFHP and SCFHP would pay them for medically necessary covered services, per the specialist's contract with SCFHP.