

PROVIDER MEMO

To: SCFHP Providers and Patient Office Managers
From: Claudia Graciano, Provider Network Program Manager
Date: November 15, 2022
Subject: After Hours Accessibility Survey

Dear Providers and Office Managers,

You are receiving this communication as your location may be contacted as a part of the annual After Hours Accessibility Survey (AHS) underway that is mandated by the Department of Managed Health Care (DMHC). Conducted this year by Santa Clara Family Health Plan team members, the AHS assesses whether or not the locations contacted have after-hours messaging that meets DMHC requirements. Participation in this survey is required of every location contacted.

Locations selected at random will be contacted by phone before 8:00am or after 6:00pm Monday through Friday and at any time on Saturday and Sunday.

The following elements are required in your after-hours phone messaging:

| Service | Standard access requirement |
|---|---|
| Automated systems, office, or exchange/answering services | Must inform the patient that the provider will call back within 30 minutes |
| Life-threatening situation | Automated systems must provide emergency 911 instructions such as: <ul style="list-style-type: none"> - “Hang up and dial 911 or go to the nearest emergency room.” Behavioral health providers should include the number to the Santa Clara County Behavioral Health phone line: <ul style="list-style-type: none"> - “Hang up and dial 911 or go to the nearest emergency room or call Santa Clara County Behavioral Health at 1-800-704-0900.” |
| Urgent need to speak with a provider | Automated systems, office, or exchange/answering services must connect the patient with an on-call provider or should direct the patient on how to contact a provider after hours. |

If you have any questions, please contact SCFHP’s Provider Network Program Manager, Claudia Graciano at 1-408-963-3502 or CGraciano@scfhp.com.

Thank you for the continued care of our valuable members.