

PROVIDER MEMO

To: Santa Clara Family Health Plan Providers
From: Provider Network Operations
Date: January 19, 2021
Subject: Member rights and responsibilities reminder

Dear provider,

We wish you a fulfilling year ahead, and are privileged to partner with you in the care of our members. As an annual reminder, we encourage you to review the member rights and responsibilities information provided on our website at <http://bit.ly/Member-RR>.

You may find these details helpful when providing care and services to our members. This information linked above is continuously updated based on Santa Clara Family Health Plan (SCFHP) policies and procedures including the latest information made available to us.

Questions?

Any questions related to member rights and responsibilities can be directed to ProviderServices@scfhp.com.

Thank you for your ongoing partnership.