



SANTÉ COMMUNITY
PHYSICIANS

MEMORANDUM

DATE: April 25, 2019
TO: Santé Community Physicians
FROM: Kelly Lilles, Director, Physician Services
RE: Utilization Management Electronic Fax

To better serve you, Utilization Management at Santé Community Physicians is switching from paper fax to electronic fax, effective May 1st, 2019. This HIPAA compliant program called **Sfax**, is capable of sending sensitive information securely over the internet, and eliminates problems associated with paper faxing. This program will help your prior authorization request to be received and processed quickly and efficiently.

This new process affects all lines of business including Santé HMO Commercial and Medicare Advantage, Santé Medi-Cal, and Advantek. Below you will find the corresponding new fax numbers and location of the new and improved fillable electronic prior authorization forms.

- For HMO Commercial & Medicare: (833) 853-8549
- For Medi-Cal: (833) 853-8550
- For Advantek: (833) 853-8551

Our fillable electronic prior authorization forms will be available online on the following websites:

- For HMO Commercial & Medicare: www.santehealth.net
- For Medi-Cal: <http://medi-cal.santehealth.net>
- For Advantek: www.advantekbenefit.com

Please remember when you are submitting your prior authorization form, be sure that all fields are filled out completely, fax one request at a time, and include all necessary medical notes and prescriptions.

For SCP contracted providers, an online portal is available that allows you to check eligibility, prior authorization and claim status. Please visit www.santehealth.net for more information or call our Customer Service at (559) 228-5410.