

VERIFYING MEMBER ELIGIBILITY

Membership eligibility verification is necessary to assure accurate payments to providers of health care services. This must be accomplished before services are provided.

1. On a monthly basis, each contracted Primary Care Provider (PCP)/Medical Home (MH) membership eligibility is updated to reflect all members assigned to the practice.
2. If there are any questions about the member's eligibility status or PCP/MH assignment, providers can use
 - a. The PHC Interactive Voice Response System (IVR) by calling **(707) 863-4140** or **(800) 557-5471**, or
 - b. PHC's Provider Online Services at <https://provider.partnershiphp.org/UI/Login.aspx>. Contact us at eSystemsSupport@partnershiphp.org for access to our secure portal. Please note MH assignments are only available on the Provider Online Services.
 - c. If the member cannot be located in our Automated Systems, call our Member Services Department at **(800) 863-4155**.
3. Individual Medi-Cal eligibility is established monthly by the County Health and Social Services Department. Eligible beneficiaries are classified into different aid codes, which represent different Medi-Cal eligibility programs. Most, but not all Medi-Cal beneficiaries who receive their Medi-Cal through Del Norte, Humboldt, Lake, Lassen, Marin, Mendocino, Modoc, Napa, Shasta, Siskiyou, Solano, Sonoma, Trinity, and Yolo counties are enrolled in our plan.
4. A provider may provide services to an individual with "pending" eligibility status. The provider may wait until eligibility has been established to submit the claim. If the individual is enrolled in PHC or state Medi-Cal submit the claim to the responsible payer once eligibility has been verified.

Wellness And Recovery (W&R) Program Substance Use Treatment Services

Individual Medi-Cal eligibility is established monthly by the County Health and Social Services Department. Most, but not all Medi-Cal beneficiaries 12 years of age or older who receive their Medi-Cal through Humboldt, Lassen, Mendocino, Modoc, Shasta, Siskiyou and Solano counties are enrolled in PHC's W & R program. This may include some Medi-Cal beneficiaries that are not yet enrolled in PHC's Medi-Cal program.

All members under the age of 12, regardless of county are eligible for substance use treatment services under the early and periodic screening, diagnostic and treatment (EPSDT) program.

If there are any questions about the member's eligibility status for substance use treatment services, providers can:

1. Use the PHC Interactive Voice Response System (IVR) by calling **(707) 863-4140** or **(800) 557-5471**.
2. PHC's Provider Online Services at <https://provider.partnershiphp.org/UI/Login.aspx>. Contact us at eSystemsSupport@partnershiphp.org for access to our secure portal. Or
3. Members over the age of 12 call Beacon Health Care Options at **(855) 765-9703** or our Member Services Department at **(800) 863-4155**.
4. Members under 12 years of age call PHC's Care Coordination Department at **(800) 809-1350**