



Health Rules Payor

New Claims System Implementation - Postponed

January 2025

Attention Network Providers:

Partnership HealthPlan of California will be postponing the go-live of Health Rules Payor (HRP), our new claims system. We appreciate your patience and we will continue to share updates with the network as soon as we have new information.

HRP will streamline the claims life cycle from submission to payment, increasing the claims payment accuracy and reducing provider rework and re-billing. This will increase the ability for Partnership to process and pay claims faster. We appreciate your patience and understanding and apologize for the inconvenience created by this situation.

For questions or concerns, please reach out to your Provider Relations representative or email Partnership at esystemssupport@partnershiphp.org.