



PARTNERSHIP



HEALTHPLAN
of CALIFORNIA
A Public Agency

ePrompts Online Provider Services

About Us



Mission:

To help our members, and the communities we serve, be healthy.

Vision:

To be the most highly regarded managed care plan in California.

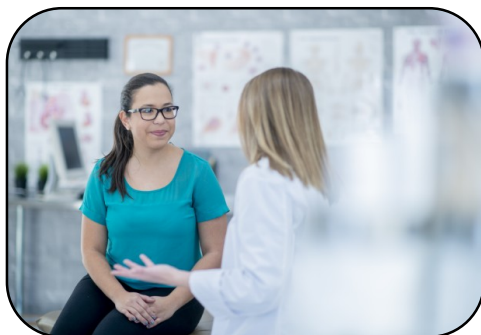
What are ePrompts?

- ePrompts will allow providers to access members' clinical preventive screenings and remind them when the screenings are due while supporting HEDIS Improvement goals.

- The source of data for ePrompts on the Online Provider Portal comes from the eReports module of the PCP-QIP program.

- ePrompts is an opportunity for the provider to have optimal member engagement to guide, educate, and promote preventive health while the member is on a call or at an appointment.

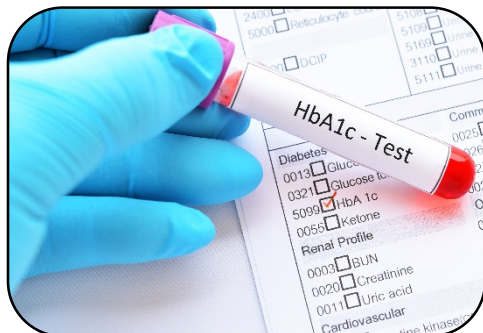
Measures



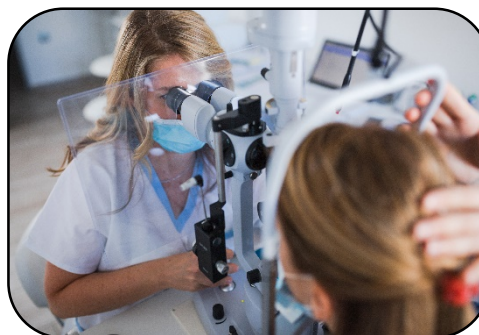
Cervical Cancer Screening



Breast Cancer Screening



Diabetes – HbA1c



Diabetes –
Retinal Eye Exam



How to Log into Esystems

PARTNERSHIP HEALTHPLAN OF CALIFORNIA ONLINE SERVICES



Welcome to our redesigned Provider Online Services

[eAdmin Sign up](#)

Click above to register as a new eAdmin. If you are not the designated eAdmin check with your practice manager for instructions.

Username:



Password:



[Login](#)


[Forgot Username](#) [Change Password](#)


<https://provider.partnershiphp.org/UI/Login.aspx>

PHCONLINE SERVICES

Home

 Claim Modules

 **Eligibility Modules**

 Clinical Modules

 User Management

 Authorizations(RAFs and TARs)



PHC - eEligibility



Member Search

Date of Service: 

Social Security Number:

CIN #:

Last Name:

First Name:

Date of Birth: 

Search Member

Clear

Search Help!

Below is the search Criteria with the Date of Service

- 1.SSN (for e.g.: 999999999)
- 2.CIN (for e.g.: 999999999)
- 3.Last Name AND First Name
- 4.Last Name AND DOB (for e.g. DOB: 01/01/2015)

ePrompts

PHCONLINE SERVICES

PHC - eEligibility Add ER Notification New Member Search

Member Demographics - **ePrompts**

Member Name: [Redacted] Member ID: [Redacted]
 Gender: [Redacted] Phone: [Redacted]
 Date of Birth: [Redacted] Address: [Redacted]

Eligibility Details:

Member Eligible: **Yes** Date of Eligibility Notification: 1/01/2021
 Program: Medi-Cal SOC: No
 AID Code: M1 [CITZAD138% (EFF 1/1/2014)] Other Insurance: NO MEDICARE/ NO OTHER REPORTED COVERAGE
 COUNTY: HUMBOLDT Other Health Insurance (OHI) information displayed here is reported to PHC by the state Medi-Cal system. Member's actual OHI status may change.
 CCS Eligible: **No** Primary Language: ENGLISH
 American Indian: **No**

Primary Care Physician Details/ Medical Home/ Additional Services

PCP Name: [Redacted] PCP Phone: [Redacted]
 PCP Address: [Redacted] PCP Fax: [Redacted]

Additional Services

Service Type	Service Provider	Phone #
VISN	VISION SERVICE PLAN /Medi-Cal	(800) 615-1883
VISN	VISION SERVICE PLAN /Medi-Cal	(800) 615-1883
Mental Health	Beacon/College Health IPA	(855) 765-9703
Substance Use Services	PHC Beacon	(855) 765-9703

Is Eligible: **Yes**
Reference No.: [Redacted]
Program: Medi-Cal
Date of Service: 1/14/2021
PCP Messages: None
Special Messages:
 Substance Use Services administered by PHC. See State System for additional benefit information.
Other Health Insurance
Case Management: None

Enter a new eTAR - Outpatient
Enter a new eTAR - Inpatient



Member Details

Member Details

Member Name:

Gender:

PCP Details

CIN:

Member Address:

PCP Address:

Date of Birth:

ePrompts

Measure Name	Current Status	Response
Breast Cancer Screening 2021	Due Now	Complete Report
Diabetes - Retinal Eye exam 2021	Due Now	Complete Report
Cervical Cancer Screening 2021	Completed	
Diabetes - HbA1C Good Control 2021	Due Now	Complete Report

Screen Status

ePrompts

Measure Name	Current Status	Response
Breast Cancer Screening 2021	Due Now	Complete Report
Diabetes - Retinal Eye exam 2021	Due Now	Complete Report
Cervical Cancer Screening 2021	Completed	
Diabetes - HbA1C Good Control 2021	Due Now	Complete Report

Status Terms:

- Due now
- Complete Report – Provider clicks tab to complete
- Report Completed – Provider has completed report
- Completed – Administrative data captured by PHC has reported the service as completed

Date on Report Completed will display for 5 days, then show as Completed

ePrompts


Measure Name	Current Status	Response
Cervical Cancer Screening 2020	Report Completed on 3/3/2021	

ePrompts Help

Click on Measure to get help and explanation

Member Details


Member Name: [Redacted] CIN: [Redacted] Date of Birth: [Redacted]
 Gender: Female Member Address: [Redacted]

ePrompts Help 

Breast cancer is the most common cancer among women in California, regardless of race and ethnicity. A mammogram can detect any cancer sign even before any lump can be felt in the breast.

Has your doctor talked to you about a mammogram?
 Yes - do you need help scheduling an appointment?
 No - would you like me to connect you to your PCP?

If member:
 - Expresses fear or bad experience: refer to PCP.


ePrompts Help 

Diabetes or high blood sugar can lead to many serious health problems like heart disease, stroke, blindness, kidney disease, and other health problems. If you have diabetes, it is important to control your blood sugar. Getting your HbA1c test is an important test that helps you know if your blood sugar is in control.

Has your doctor talked to you about diabetes or high blood sugar?
 Yes - do you need help scheduling an appointment?
 No - would you like me to connect you to your PCP?

← Diabetes ePrompt Help

Cervical Cancer ePrompt Help →

ePrompts Help 

Cervical cancer screen, also known as a PAP test, is the best way to detect cervical cancer early. Finding cervical cancer early can be treated and prevent death.

Has your doctor talked to you about a PAP?
 Yes - do you need help scheduling an appointment?
 No - would you like me to connect you to your PCP?

If member:
 - Expresses fear or bad experience: refer to PCP.

If an eRAF is needed it will notify provider at bottom of the screen

ePrompts

Measure Name	Current Status	Response
<i>Cervical Cancer Screening 2021</i>	Completed	
<i>Diabetes - HbA1C Good Control 2021</i>	Due Now	Complete Report
<i>Breast Cancer Screening 2021</i>	Due Now	Complete Report
<i>Diabetes - Retinal Eye exam 2021</i>	Due Now	Complete Report

ePrompts Help



If you have diabetes, one of the common health problems you may get is problems with your eyes. This is called retinopathy. If you have diabetes, make sure you get a regular eye exam, also called a retinal eye exam. Some doctors can do that in their office but some may refer you to an eye doctor. Retinal Eye exams can be done at the PCP office, but results are forwarded to an Ophthalmologist/Optomtrist for reading/analysis.

Has your doctor talked to you about a diabetic retinal eye test?

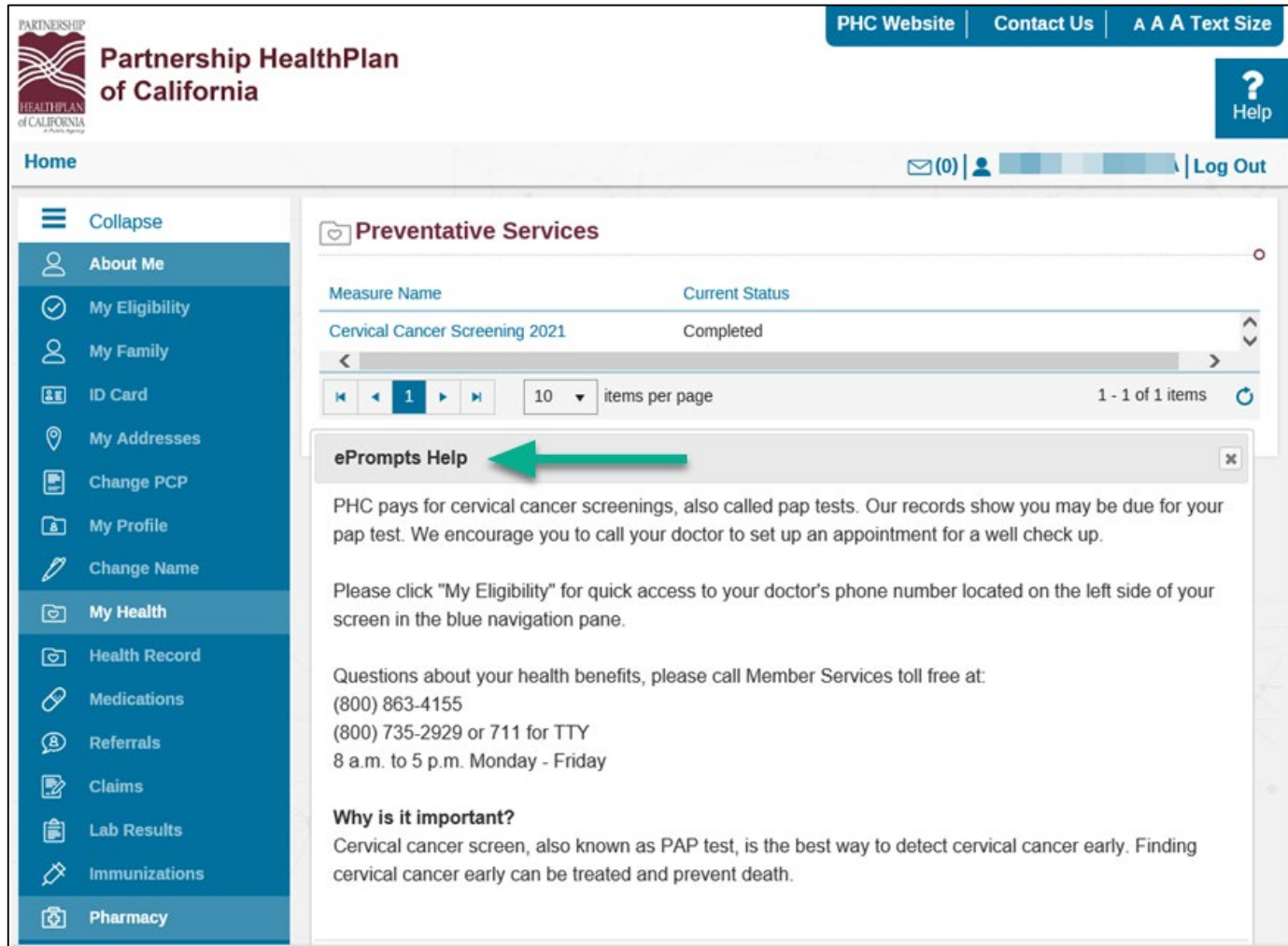
Yes - do you need help scheduling an appointment?

No - would you like me to connect you to your PCP?

A RAF is required prior to scheduling an Ophthalmologist.

Member Portal

Members can access the ePrompts on the Member Portal



The screenshot displays the Partnership HealthPlan of California Member Portal. At the top, there are navigation links for "PHC Website", "Contact Us", and "Text Size". The main header includes the logo and name of the health plan, a "Help" button, and a "Log Out" button. A left-hand navigation menu lists various services such as "About Me", "My Eligibility", "My Family", "ID Card", "My Addresses", "Change PCP", "My Profile", "Change Name", "My Health", "Health Record", "Medications", "Referrals", "Claims", "Lab Results", "Immunizations", and "Pharmacy". The main content area is titled "Preventative Services" and shows a table with one entry: "Cervical Cancer Screening 2021" with a status of "Completed". Below the table is a pagination control showing "1" of 1 items per page. A green arrow points to the "ePrompts Help" section, which contains the following text:

ePrompts Help

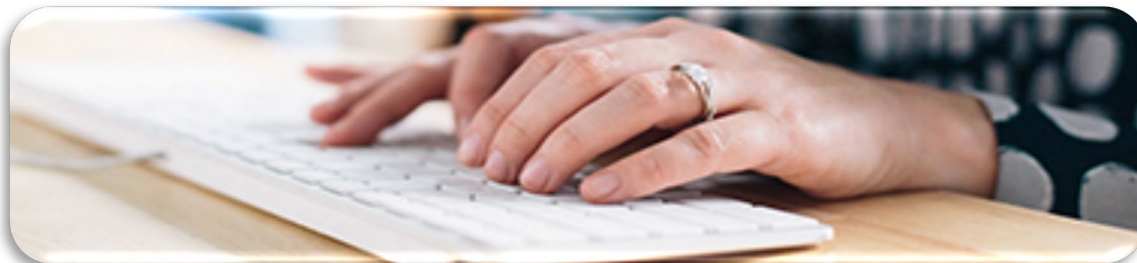
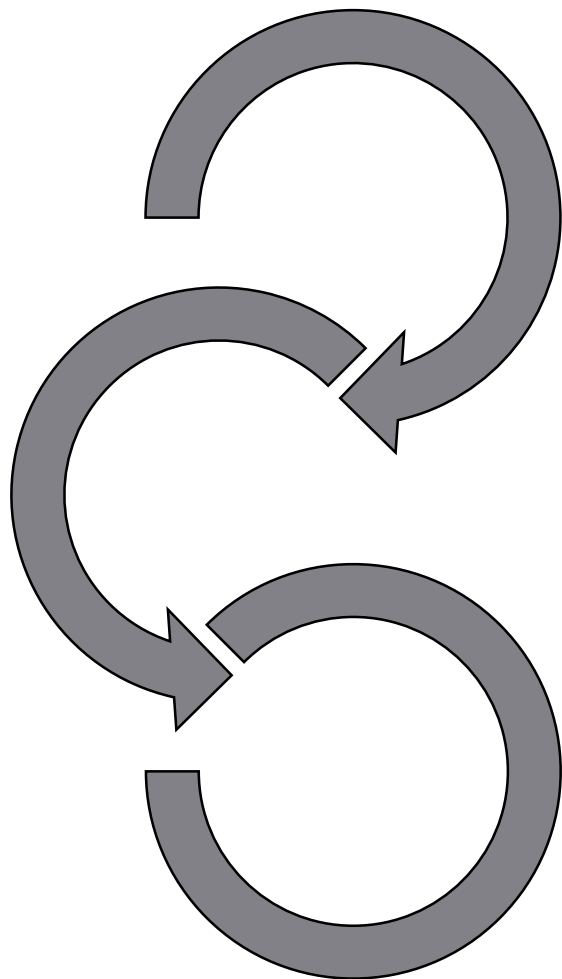
PHC pays for cervical cancer screenings, also called pap tests. Our records show you may be due for your pap test. We encourage you to call your doctor to set up an appointment for a well check up.

Please click "My Eligibility" for quick access to your doctor's phone number located on the left side of your screen in the blue navigation pane.

Questions about your health benefits, please call Member Services toll free at:
(800) 863-4155
(800) 735-2929 or 711 for TTY
8 a.m. to 5 p.m. Monday - Friday

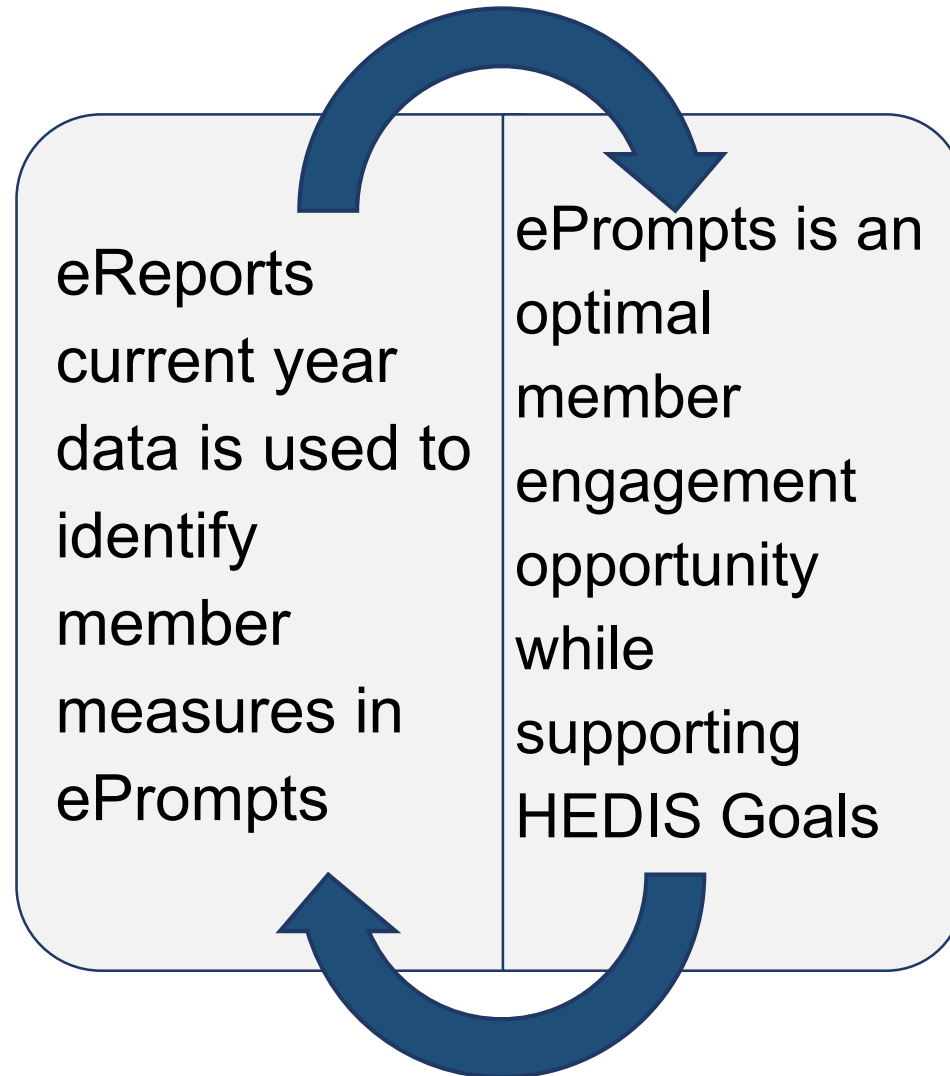
Why is it important?
Cervical cancer screen, also known as PAP test, is the best way to detect cervical cancer early. Finding cervical cancer early can be treated and prevent death.

Best practices



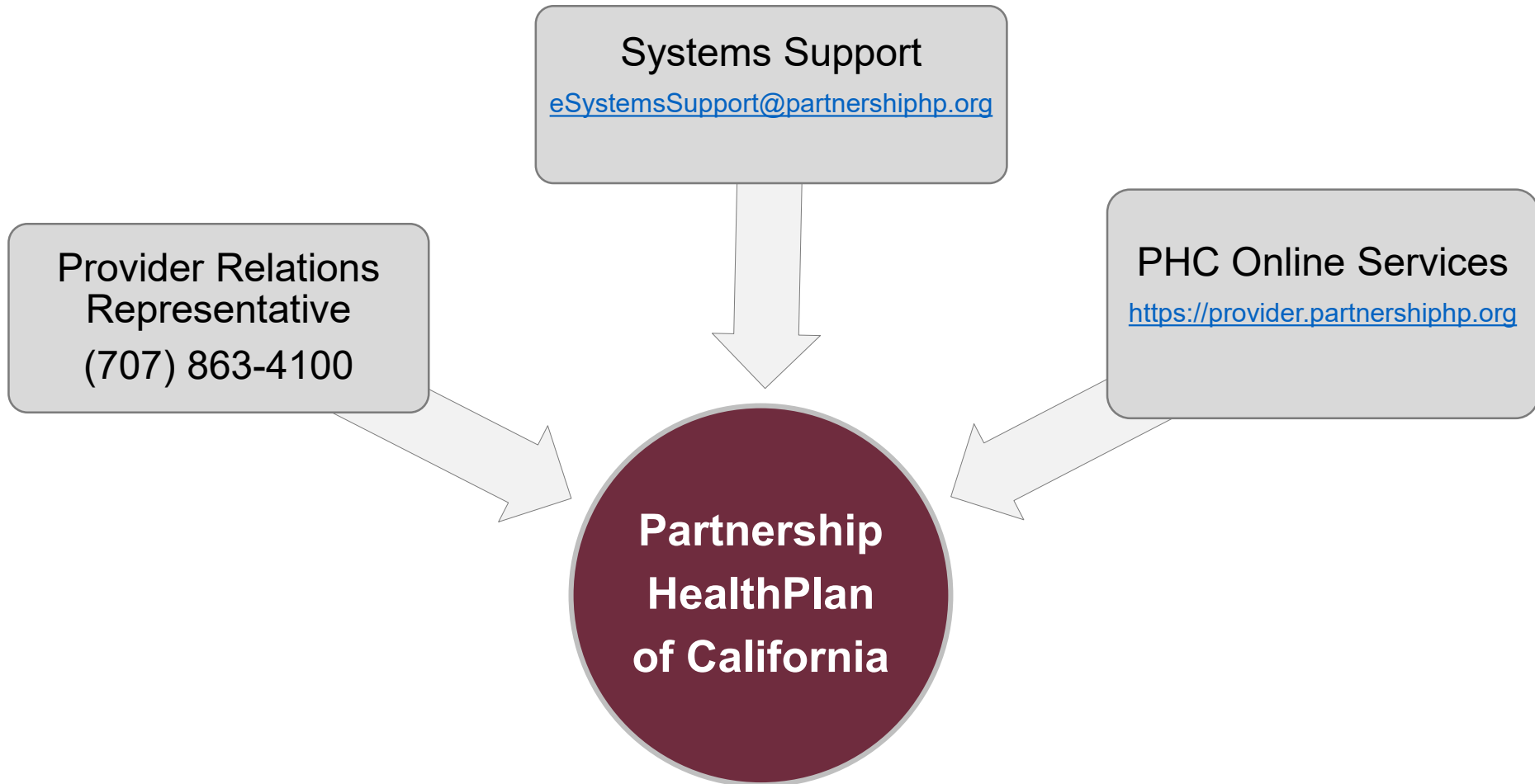
- ✓ Check ePrompts when making or confirming an appointment with a member.
- ✓ Remind member of preventative screenings and review with them if necessary.
- ✓ When member is in the office or on the phone ePrompts can be used to remind them of preventative screenings.

eReports





Contact Information





Questions



Eureka | Fairfield | Redding | Santa Rosa