

**PARTNERSHIP HEALTHPLAN OF CALIFORNIA
MEDI-CAL PROVIDER MANUAL
CLAIMS DEPARTMENT**

VIII.A. First Level Provider Claims Appeal – Partnership Medi-Cal Claims Inquiry Form Process – End Dated 1/1/24

****Please note the CIF process is being end dated as of 12/31/23. This process will be converting to the Provider Claims Dispute Resolution Mechanism process effective 1/1/24 and information regarding this process can be found under Section X.X and X.X.A.**

Electronic Claims Inquiry Form (e-CIF) is used to reconcile claims which have over or underpayments, to resubmit corrected claims or to inquire on claims issues identified on the Partnership Remittance Advice Report (RA).

Do not submit an e-CIF for claims in a pended status. These are claims which appear on your Pended Claims Report. Partnership processing has not been completed on claims in a pended status. The Pended Claims Report is an acknowledgement of receipt of the claim only and does not reflect the final status of the claim.

See the chart below to identify when a claim may be re-billed or when a CIF is required.

*** Note:** Effective July 1, 2022, for a claim previously paid or denied, claim corrections for the addition of the UD modifier may also be completed by e-CIF.

Claims that can be re-billed	Claims that require an e-CIF
Corrected Procedure Code	Corrected Diagnosis
No Response Received from Partnership	Corrected Modifier *
	Corrected Location/Place of Service
	Underpayment/Overpayment
	Restricted Member Records Attached
	Catalog Page/Pricing Information Attached
	Billing Limit Justification Attached
	By Report Information Attached
	Corrected Count/Units of Service
	Retroactive Eligibility
	Retroactive Authorization
	Other Coverage EOB Attached

If you are unsure as to whether your claim should be re-billed or sent on an e-CIF,

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please contact the Partnership Claims Department for assistance at (707) 863-4130.

1. Electronic Claims Inquiry Form System (e-CIF)

The e-CIF system allows Partnership providers to submit electronic claims inquiries when viewing the claims online. To access the e-CIF system, go to www.partnershiphp.org and click Online Services. To access the system, you must provide your username (4-10 characters in length) and Password (also 4-10 characters in length). If you are using Internet Explorer for your browser, you may use the Tab/Shift+Tab keys on your keyboard to move from field to field or you may click the appropriate field/button.

- a. For registered users, click on the link below for on-line e-CIF instructions.

www.partnershiphp.org

- b. New users should contact the Partnership Provider Relations Department for training and access codes at (707) 863-4100.