



4665 Business Center Drive
Fairfield, California 94534

Date: 1/14/2021

Medi-Cal

Important Provider Notice: #407

Subject: Paper Claim Drop Off Due to Mail Delays – Updated 1/14/2021

Partnership HealthPlan of California (PHC) is aware of the increasing delays in mail delivery due to COVID-19. We understand the need for fast and efficient mail delivery and are working on solutions to these delays. The following are ways that providers can submit their claims to PHC for a faster turnaround time:

- Bill claims to PHC electronically! Contact the PHC EDI team at (707) 863-4527 for information on how to bill PHC electronically. This is the fastest option available.
- Continue to bill paper claims to PHC via the USPS. PHC will continue to process claims based on the date of receipt so as not to pass any delay on to the provider.
- Securely seal your paper claims in an envelope or box and drop them off at PHC's physical location, 4665 Business Center Drive, Fairfield, CA. There are several ways this can be done:
 1. Leave your secured claims with the receptionist at the West Building - 4665 Business Center Drive. With many of the PHC staff being deployed home during the pandemic, there is a small window in the morning and afternoon that someone will be available at the front desk for delivery.
 2. Leave your secured claims at the Receiving door at 4665 Business Center Drive. Ring the bell outside the door and someone will be with you momentarily.
 3. Leave your secured claims in the new lockboxes provided at the front entrance to the West building (4665 Business Center Drive). Claims placed in drop box before 4:00pm PST Monday-Friday will be considered received on the same day.

We thank you for your patience during this trying time and will continue to monitor mail turnaround times so that we can better provide excellent customer service to our providers.

For additional information regarding this, please contact the PHC Claims Department at (707) 863-4130.