



CLAIMS SYSTEM RESTORATION FOLLOWING NETWORK OUTAGE

As of April 7, 2022, Partnership HealthPlan of California (PHC) has successfully restored its claims system functionality. We apologize for the recent service disruption and appreciate the patience and understanding as we worked to safely restore systems.

We have taken all recommended measures offered by our cybersecurity partners to ensure the claims systems are safe and available to resume normal business operations.

Claim submission – All claims can now be received and processed. We will expedite the processing of these claims to minimize any payment delays.

To access the sFTP site for electronic claims submission, RAs/835, and other reports, users will be required to change their password. The link/host ID is the same, but you will be asked to provide your old password in order to create a new password. If you need assistance to reset your password, please contact our EDI team at EDI-Production-Support@partnershiphp.org.

NOTE: At this time the PHC website and Provider Online Services Portal is not available. PHC will send an updated notice when these systems become available.

If you need any assistance, please email esystemssupport@partnershiphp.org.

PHC email – During the system outage, PHC was unable to receive new emails between March 19 and April 3, 2022. Please consider resending any emails you sent us during that time. If we contacted you through a temporary email account, we have forwarded messages to our official emails as necessary, and we are no longer monitoring those temporary accounts. Please send all emails to an official PHC email – those ending in “@partnershiphp.org.”