

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

**VII. PHC Medi-Cal Claims Inquiries**

A. Telephone Claim Inquiries:

Providers can telephone the PHC Claims department between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday at (707) 863-4130 or (855) 798-8757.

If you are calling for claims information for members in Solano, Napa, Yolo, Sonoma, Mendocino, Marin or Lake Counties, select option #1. For claims information for members in Del Norte, Humboldt, Lassen, Modoc, Shasta, Siskiyou, or Trinity counties select option #2.

B. e-Claim Inquiries:

Providers can obtain claim status information via the PHC website at [www.partnershiphp.org](http://www.partnershiphp.org) Online Services. In addition to the claim status, providers can view or print copies of their RAs and view check payment amounts and related claims. For further information on the e-Claim Inquiry system and/or to obtain access, contact your Provider Relations Representative at (707) 863-4100.