

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

VIII.A. First Level Provider Claims Appeal – PHC Medi-Cal Claims Inquiry Form Process

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 PHC 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. PHC 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 May 1, 2019, for a claim previously paid or denied, claim corrections for the addition of the UD modifier cannot be completed by e-CIF. For instructions on how to request the addition of the UD modifier, please refer to 340B Billing Information – <http://www.partnershiphp.org/Providers/Pharmacy/Pages/340B-Compliance-Program.aspx>

| Claims that can be re-billed | Claims that require an e-CIF |
|-------------------------------|---|
| Corrected Procedure Code | Corrected Diagnosis |
| No Response Received from PHC | Corrected Modifier * |
| | Long Term Care Rate Change |
| | Underpayment/Overpayment |
| | Restricted Member Records Attached |
| | Catalog Page/Pricing Information Attached |
| | Billing Limit Justification Attached |
| | By Report Information Attached |
| | Charpentier Rates |
| | 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, please contact the PHC Claims Department for assistance at (707) 863-4130.

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

The e-CIF system allows PHC 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 PHC Provider Relations Department for training and access codes at (707) 863-4100.