Eligibility Verification Matrix for PCPs

PATIENT PRESENTS TO PCP OFFICE

1. Verify PHC eligibility and PCP/Medical Home (MH) assignment via our Provider Online Services at https://provider.partnershiphp.org/UI/Login.aspx. You also can call our Automated Eligibility Number at (707) 863-4140 or (800) 557-5471. MH assignments are only available on PHC's e-Eligibility via our Provider Online Services site.
   If the patient is:

   a) Eligible and has a share of cost (SOC). Check the state's AEVS or POS systems to determine the SOC, collect up to the SOC amount and see the patient, when eligible for full scope Medi-Cal.
   b) Eligible and assigned to the inquiring PCP/MH or a *Direct Member with full scope Medi-Cal, log the verification # in the patients file and treat patient.
   c) Eligible and assigned to another PCP, refer patient to appropriate PCP.
   d) Eligible and assigned to another MH, log the verification # in the patients file and treat the patient.
   e) Eligible for only substance use services under PHC's Wellness and Recovery program. Member seeking substance use services – PHC W&R contracted providers may provide services. Residential treatment requires a prior authorization. Non-substance use services verify M/Cal eligibility and scope of coverage with the State Medi-Cal eligibility systems and treat accordingly. SOC members must meet their SOC to receive any Medi-Cal or substance use services.
   f) Not eligible or not found, skip to #2.

2. Use the Medi-Cal website at www.medi-cal.ca.gov/, POS device, CERTS software, or contact State Automated Eligibility System (AEVS) to determine eligibility status and who is responsible for payment of claim.

   If PHC is responsible:

   a) Verify PHC Eligibility and PCP assignment via our Provider Online Services at https://provider.partnershiphp.org/UI/Login.aspx. You can also call our Automated Eligibility Number at (707) 863-4140 or (800) 557-5471.
   b) If you have already checked our systems, call us at (800) 863-4155 to speak to a Member Services representative

NEED ACCESS TO OUR PROVIDER ONLINE SERVICES

Contact us at eSystemsSupport@PartnershipHP.org for help obtaining access.

STATE'S AEVS SYSTEMS

The links below provide general information as well as instructions to the states AEVS system.

Click here for general information.

Click here for instructions to complete transactions

*Direct Member formerly known as "special member" or "special case managed member"