

VERIFYING MEMBER ELIGIBILITY

Membership eligibility verification is necessary to assure accurate payments to providers of health care services. Always check the member's enrollment and primary care assignment with Partnership HealthPlan of California (Partnership) before services are provided for non-emergent services.

Providers can use our automated systems to check a Partnership member enrollment, assigned primary care provider (PCP), medical home (MH) or other ancillary provider assignments for lab, vision or behavioral health services, etc.

Our automated systems are available 24 hours a day, 7 days a week.

1. The Partnership Interactive Voice Response System (IVR) is available by calling **(707) 863-4140 or (800) 557-5471** 24-hours a day, 7 days a week.
2. Partnership's Provider Online Services is available at <https://provider.partnershiphp.org/UI/Login.aspx>, 24-hours a day, 7 days a week. Contact us at eSystemsSupport@partnershiphp.org for access to our secure portal.

If a member cannot be located in our automated systems, call our Member Services Department at **(800) 863-4155**. Available Monday through Friday from 8 a.m. to 5 p.m.

Wellness and Recovery (W&R) Program

Substance Use Treatment Services

Individual Medi-Cal eligibility is established monthly by the County Health and Social Services Department. Most, but not all Medi-Cal beneficiaries 12 years of age or older who receive their Medi-Cal through Humboldt, Lassen, Mendocino, Modoc, Shasta, Siskiyou and Solano counties are enrolled in Partnership's W & R program. This may include some Medi-Cal beneficiaries that are not yet enrolled in Partnership's Medi-Cal program.

All members under the age of 12, regardless of county are eligible for substance use treatment services under the early and periodic screening, diagnostic and treatment (EPSDT) program.

If there are any questions about the member's eligibility status for substance use treatment services, providers can:

1. Use the Partnership Interactive Voice Response System (IVR) by calling **(707) 863-4140** or **(800) 557-5471**.
2. Visit Partnership's Provider Online Services at <https://provider.partnershiphp.org/UI/Login.aspx>. Contact us at eSystemsSupport@partnershiphp.org for access to our secure portal. Or
3. Call Carelon Behavioral Health (formerly Beacon Health Options) at **(855) 765-9703** or our Member Services Department at **(800) 863-4155** for members **over** the age of 12.
4. Call Partnership's Care Coordination Department at **(800) 809-1350** for members **under** the age of 12.

Member Reported Changes

When a member reports an address change or deceased family member:

1. Refer the Partnership member or member’s family member to call

- Partnership’s Member Services at **(800) 863-4155**. We are available Monday through Friday 8 am to 5 pm.

2. Report the changes to Member Services:

- Call Member Services at **(800) 863-4155** or fax Member Services at **(707) 863-4415** to report member address changes or deceased status.
- Member Service’s needs: member’s name, id number, phone number and new address or date of death.
- If doing a call out/outreach project send us an excel sheet or word document with the members’ new information or deceased status:

Member’s Id #	Name	New Address	Phone Number	Reported deceased
99999999A0	Jane Doe	222 Anywhere Dr. Sacramento CA	560 123-1234	N/A
88388888A0	Jon Smith		560 123-1234	01/01/2023

3. Member Services will:

- Reach out to the member to confirm the changes (DHCS requirement).
- Notify the county Medi-Cal office.
- Update the member’s address information and if appropriate update the member’s PCP assignment.