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## **New Provider Education for Partnership HealthPlan of California Providers**

Revised 6/2025



This document highlights some of Partnership HealthPlan of California's programs and requirements and meets the new provider training requirements set forth by the Department of Healthcare Services (DHCS). **This document is for training purposes only, and does not replace or change contractual obligations between Providers and Partnership.** More details are available in the Partnership Provider Manual and on the Partnership web site at [www.partnershiphp.org/providers](http://www.partnershiphp.org/providers). Should you find any discrepancies between this document and the Provider Manual please follow the Manual's specifications. Partnership also has specific policies and procedures for each subject highlighted in this document. If you have any questions regarding the information following, please contact Partnership's Provider Relations Department at **(707) 863-4155**.

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## Welcome to the Partnership HealthPlan of California Provider Network

Partnership HealthPlan of California is a non-profit community based health care organization that contracts with the state to administer Medi-Cal benefits through local care providers to ensure Medi-Cal recipients have access to high-quality comprehensive cost-effective health care. Partnership provides quality health care to over 905,987 lives. Beginning in Solano County in 1994, Partnership now provides services to 24 Northern California counties – Butte, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Marin, Mendocino, Modoc, Napa, Nevada, Placer, Plumas, Shasta, Sierra, Siskiyou, Solano, Sonoma, Sutter, Tehama, Trinity, Yolo and Yuba. Our mission is to help our members, and the communities we serve be healthy.



## Contact Information

### **Provider Relations Department**

Provider Relations Department supports our network by providing education on our Online Services Portal and sharing updates mandated by DHCS. Our Provider Relations representatives act as a liaison between our providers and Partnership to assist with questions and concerns in a timely manner.

Hours of Operation: Monday - Friday, 8 a.m. to 5 p.m.

Telephone: **(800) 863-4155**

Email: [esystemssupport@partnershiphp.org](mailto:esystemssupport@partnershiphp.org)

### **Network Services Department**

Network Services Department supports providers with credentialing, uploading Providers in our systems, and making changes to provider set-ups and oversees Compliance to ensure we meet the regulatory standards set by DHCS, NCQA, and other relevant bodies.

Hours of Operation: Monday - Friday, 8 a.m. to 5 p.m.

Telephone: **(800) 863-4155**

Email: [Credentialing@partnershiphp.org](mailto:Credentialing@partnershiphp.org)

### **Claims Department**

Partnership's Claims Department supports providers with general claims information, denied claims, remittance advice (RAs), claims submission process, and provider dispute resolutions (formerly claims inquiry forms).

Hours of Operation: Monday - Friday, 8 a.m. to 5 p.m.

Partnership Claims Telephone: **(707) 863-4130**

Address for paper claims, PDR's (formerly CIFs) and appeals: PO Box 1368, Suisun City, CA 94585-1368

### **Health Services Department**

Health Services handles utilization management of referral authorization forms (RAFs) and treatment authorization requests (TARs). Other departments within Health Services are Care Coordination for complex case management; Population Health for member health education; and Quality Improvement that works with providers on HEDIS measures and quality incentive programs (QIP).

Hours of Operation: Monday - Friday, 8 a.m. to 5 p.m.

Utilization Management Telephone: **(707) 863-4133**

Care Coordination Telephone: **(800) 809-1350**

Population Health Telephone: **(800) 809-1350**

Quality Improvement Telephone: **(707) 863-4213**

## Member Services

Primary care providers (PCPs) and clinics are always the first point of contact for our members' medical care.

Member Services is responsible for PCP assignments, eligibility verification and member related issues.

Hours of Operation: Monday - Friday, 8 a.m. to 5 p.m.  
Member Services Telephone: **(800) 863-4155**

## Legal Department

Contact the legal department to speak with our contracting team if you have questions about your contract or want to become a contracted provider within Partnerships network.

Hours of Operation: Monday–Friday, 8 a.m. to 5 p.m.  
Contracting Telephone: **(707) 366-3885**  
Email: [contracting@partnershiphp.org](mailto:contracting@partnershiphp.org)

## Transportation Department

Partnership provides transportation for our members who need to get to medical appointments. To assist your Partnership patients with scheduling transportation for their medical appointments, reach out to our transportation department.

Hours of Operation: Monday–Friday, 7 a.m. to 5 p.m.  
Transportation Telephone: **(866) 828-2303**  
Email: [transportation@partnershiphp.org](mailto:transportation@partnershiphp.org)

## Enhanced Health Services Department

Partnership's Enhanced Health Services (EHS) Department supports Community Health Workers (CHW), Community Supports (CS), Enhanced Care Management (ECM), and street medicine providers with program management, reporting, referrals, and treatment authorization requests (TAR's).

Hours of Operation: Monday–Friday, 8 a.m. to 5 p.m.  
CalAIM Email: [CalAIM@partnershiphp.org](mailto:CalAIM@partnershiphp.org)  
CHW Email: [CHWS@partnershiphp.org](mailto:CHWS@partnershiphp.org)  
CS Email: [CommunitySupports@partnershiphp.org](mailto:CommunitySupports@partnershiphp.org)  
ECM Email: [ECM@partnershiphp.org](mailto:ECM@partnershiphp.org)

## Health Equity Department

Partnership's Health Equity Department supports addressing health disparities in respective regions, counties, and health systems. Also, they manage the networks diversity, equity, inclusion and gender affirming care training content.

Hours of Operation: Monday–Friday, 8 a.m. to 5 p.m.  
Email: [healthequity@partnershiphp.org](mailto:healthequity@partnershiphp.org)

## *Our Program*

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Welcome to Partnership. Partnership providers must promptly notify Partnership of any changes in their practice location, hours of operation, or if they plan to terminate their relationship with their medical group or Partnership. It is especially important for a primary care provider (PCP) to provide at least 90 calendar day's notice of termination to Partnership as Partnership is required by law to re-assign patients to another PCP and to provide a 30-day advance notification to members of this transition.

## *Eligibility*

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### **Eligibility and PCP Assignment**

Eligibility can change from month-to-month. Although Partnership members are issued ID cards, **providers are responsible for verifying member eligibility on the day of service and prior to providing care.**

Partnership providers have two options for verifying eligibility:

- ✓ Partnership Online Provider Portal found on our web site and at <https://provider.partnershiphp.org/UI/Login.aspx>
- ✓ Member Services Department at **(800) 863-4155**, Monday through Friday, 8 a.m. to 5 p.m.

Questions regarding members' PCP assignment status can also be directed to Member Services at **(800) 863-4155** between the hours of 8 a.m. to 5 p.m., Monday through Friday.

### **PCP Selection, Assignment, and Change**

At the time of enrollment, new members are encouraged to select a PCP. When this does not happen, Partnership will automatically assign a member to a PCP based on home zip code to a practice open to new members. Partnership members who are auto-assigned to a PCP may select another PCP at any time. All members may change their PCP to a PCP of their choosing if they are accepting new patients. In most cases, PCP changes will be effective on the first day of the following month. The PCP is responsible for the management of a patient's care, and it is the PCP's office that issues a referral authorization form (RAF) for specialty care. Changes to a PCP are made through Partnership's Member Services Department.

Some Medi-Cal members do not meet the PCP assignment criteria. These members are referred to as direct members and can see any Medi-Cal approved provider, willing to provide medical care without needing a RAF.

Examples of direct members are:

- ✓ Members residing in an LTC
- ✓ California Children's Services (CCS) member
- ✓ Foster children, if known by Partnership
- ✓ Medical diagnosis such as transplant recipients or end stage renal disease
- ✓ Members with a share of cost (SOC)

### **Newborn Coverage**

For the managed Medi-Cal program, newborns are covered for eligible services under their mother's membership during the month of birth and the month following. Newborns must then be enrolled via the county eligibility office to continue coverage as a Medi-Cal member.

## Access to Care

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### Appointment Availability

The California Department of Health Care Services (DHCS) set forth access requirements for Medi-Cal managed care plans and their contracted providers, which include maintaining availability standards for appointments.

APPOINTMENT TYPE	PROVIDER TYPE	STANDARD
Routine Care	PCP	10 business days
	Specialty	15 business days
	Mental Health	10 business days
Urgent Care	All Provider Types	48 hours
Prenatal Care	PCP	10 business days
Wait Time in Provider Office	All Provider Types	Not to exceed 30 min
Time to Answer Phone at Provider Office	All Provider Types	Not to exceed 10 min

### After-Hours Access to Care

All PCPs are required to have phone coverage 24 hours a day, 7 days a week. After-hours access must include triage for emergency care and direction to call 911 for an emergency medical condition. A physician or mid-level provider must be available for contact after hours, either in person or via telephone. All after-hours member calls must be documented in the member's permanent medical records. If a provider who is not the member's PCP treats the member, the treating provider must forward documentation of services received to the member's PCP.

Telephone Availability	All Provider Types	<ul style="list-style-type: none"><li>• Voice message must provide instructions to call 911 or the emergency room.</li><li>• Voice message call back not to exceed 30 minutes.</li><li>• Voice message must provide a call back number.</li></ul>
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### Emergency Services

An authorization is not required for emergencies as defined by the examining physician. The examining physician determines the required treatment to stabilize the patient.

## Referrals, Prior Authorizations, and Appeals to UM Decisions

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### Referrals

PCPs are responsible for referring a Partnership member to a Partnership network specialist. In some instances, a specific specialty may not be available within the Partnership network and the PCP may issue an out of network referral. Your medical group may issue a referral within that group.

### Prior Authorization

All requests for prior authorization must be sent to Partnership.



## Prior Authorization Exceptions

Prior authorization exceptions are identified under the Partnership provider manual in the Health Services section on our website at [www.PartnershipHP.org](http://www.PartnershipHP.org).

## Appeal of UM Decisions

Providers appealing utilization management decisions on behalf of members must follow MCUP3037 in the provider manual. Partnership will send a notice of appeal resolution to the provider within 30 calendar days. If the appeal involves an imminent and serious threat to the health of the member, including, but not limited to, severe pain, potential loss of life, limb, or major bodily function, a resolution will be provided within 72 hours.

## Medi-Cal State Fair Hearing Process

Medi-Cal members or their authorized representatives have the option of filing a State hearing with the Department of Social Services if they disagree with a Medi-Cal managed care plan's decision regarding denial of a requested service. A State hearing is an appeal with an administrative law judge from the Department of Social Services. An expedited State hearing may also be requested. Requests for state hearings can be submitted by telephone at **(800) 952-5253** or in writing to:

California Department of Social Services State Hearing  
Division PO Box 944243, Mail Station 9-17-37  
Sacramento, CA 94244-2430  
Fax: **(916) 651-5210** or **(833) 281-0905**

Online: <https://www.cdss.ca.gov/hearing-requests>

## Members Rights

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*Members have the following rights per DHCS:*

- To be treated with respect, giving due consideration to the member's right to privacy and the need to maintain confidentiality of the Member's medical information.
- To be provided with information about the plan and its services, including covered services.
- To be able to choose a primary care provider within the plan's network.
- To participate in decision making regarding their own health care including the right to refuse treatment.
- To voice grievances, either verbally or in writing, about the organization or the care received.

*Members have the following rights per DHCS:*

- To receive oral interpretation services for their language. This includes communication access to SPD beneficiaries in alternative formats or through other methods that ensure communication, including assistive listening systems, sign language interpreters captioning, written communication, plain language or written translations and oral interpreters, including for those who are limited English proficient, or non-English speaking.
- To formulate advance directives.
- To have access to family planning services, federally qualified health centers, Indian Health Service Facilities, sexually transmitted disease services, and emergency services outside the plan's network pursuant to the Federal law.
- To request a State Medi-Cal state hearing, including information on the circumstances under which an expedited state hearing is possible.

*Members have the following rights per DHCS:*

- To have access, and where legally appropriate, receive copies of, amend, or correct their medical record.
- To access minor consent services.
- To receive written member informing materials in an alternative format (including braille, large size print, or audio format) upon request and in a timely fashion appropriate for the format being requested.
- To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- To receive information on available treatment options and alternatives, presented in a manner appropriate to the Member's condition and ability to understand.
- Freedom to exercise these rights without adversely affecting how the plan, providers, or the State treats them.

- To receive a copy of his or her medical records, and request that they be amended or corrected, as specified in 45 CFR§164.524 and 164.526.

## Member Complaints and Grievances

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Time frames for filing & resolving complaints	
Time frame for filing (from date of denial, service, incident or bill)	
Type of complaint	Timeframe
Grievance	No time limit
Time frame for processing	
Type	Grievance and appeals process
Standard	30 calendar days
Expedited	72 hours

A Medi-Cal member must first exhaust a Medi-Cal managed care plan's appeals process prior to proceeding with a state hearing. Requests for State hearings must be submitted within 120 calendar days of an action with which the member is dissatisfied. For standard state hearings, the State will make a decision within 90 days of the request.

## Benefits

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### Behavioral Health Services

Partnership covers outpatient mental health services for Medi-Cal members with mild to moderate conditions. Carelon Behavioral Health (formerly Beacon Health Options) manages behavioral health services for all Partnership Medi-Cal members, including non-specialty (mild to moderate) mental health services. To refer a member for mental health services, call Carelon's toll-free access line at **(855) 765-9703**.

Mild to moderate mental health benefits include:

- ✓ Individual and group mental health evaluation and treatment (psychotherapy)
- ✓ Psychological testing, when clinically indicated to evaluate a mental health condition (prior authorization required)
- ✓ Outpatient services for the purpose of monitoring drug therapy
- ✓ Psychiatric consultation
- ✓ Outpatient laboratory, drugs, supplies, and supplements (continuation of current benefit)

### Wellness and Recovery

Partnership also has a Wellness and Recovery benefit for substance use disorders for Medi-Cal beneficiaries in Humboldt, Lassen, Mendocino, Modoc, Shasta, Siskiyou, and Solano counties. Members can be screened and connected to a treatment provider by calling Carelon Behavioral Health at **(855) 765-9703**. In the seven Wellness and Recovery counties, services are available to all Medi-Cal recipients who meet the medical necessity criteria as determined by the American Society of Addiction Management (ASAM) scale. The range of services includes:

- ✓ Outpatient treatment
- ✓ Intensive outpatient treatment for individuals with greater treatment needs
- ✓ Detoxification services (withdrawal management)
- ✓ Residential treatment
- ✓ Medically assisted treatment (methadone, buprenorphine, disulfiram, naloxone)
- ✓ Case management
- ✓ Recovery services (aftercare)

\*Expanded SUD services are available in Napa, Nevada, Marin, Placer and Yolo counties, and are administered by the counties. A more limited benefit is administered by the remaining twelve counties.

For more information on the Wellness and Recovery benefit, please visit the Partnership website at <https://www.partnershiphp.org/Providers/BehavioralHealth/Pages/Substance-Use-Disorder-Services.aspx>

## **Behavioral Health Treatment (BHT) for Autism Spectrum Disorder (ASD)**

Treatment includes applied behavior analysis and other evidence-based services. Partnership members must be under 21 years of age and have behaviors that interfere with home or community life. The services should develop or restore, as much as possible, the daily functioning of a member with ASD. BHT services must be:

- ✓ Medically necessary
- ✓ Prescribed by a licensed doctor or a licensed psychologist
- ✓ Approved by the Plan

## **Vision Benefits**

Vision Service Plan (VSP) administers vision benefits for Partnership Medi-Cal members. Optometry services are a vision benefit and are available every 24 months. Ophthalmology services are a medical benefit through Partnership and there is no age restriction for these services.

Providers can refer a member to a participating VSP provider. For questions regarding vision benefits or to find a VSP provider, please contact VSP at **1 (800) 877-7195** or visit [www.vsp.com](http://www.vsp.com).

## **Pharmacy Benefits**

For information about program-specific pharmacy benefits, exclusions or the pharmacy network visit [www.PartnershipHP.org](http://www.PartnershipHP.org) or contact the Partnership's Pharmacy Services Department at **1 (800) 863-4155**.

## ***Health Assessments***

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### **Initial Health Appointment (IHA)**

An IHA is an initial comprehensive preventive clinical visit with a primary care practitioner. DHCS requires that PCPs complete the initial health appointment within 120 days of enrollment in the health plan or within 120 days of assignment to a primary care provider (whichever is most recent). The visit must be conducted in the primary care setting and be provided in a way that is culturally and linguistically appropriate for the member. The IHA, at a minimum, includes a history of the member's physical and mental health, an identification of risks, an assessment of need for preventive screens or services and health education, the diagnosis and plan for treatment of any diseases, and a member risk assessment. This enables the member's PCP to assess and manage the acute, chronic, and preventative health needs of the member.

Partnership collaborates with network practitioners and providers to improve IHA compliance by:

- Identifying areas where training is needed
- Identifying and sharing best practices
- Seeking input from network practitioners about systems Partnership can put in place to improve IHA compliance
- Providing technical assistance, resource materials, and training in areas where indicated
- Reminding providers on a monthly basis to review their list of newly assigned members and track outreach attempts to the members
- Publishing provider and member facing newsletter articles
- The site review team offers 1:1 educational training with sites about IHA requirements at every site review exit interview. The Partnership Billing Guide and information on IHA are provided during the site review exit interview process.
- Sending monthly mailers along with address labels for newly enrolled members so providers can reach out to members and schedule an IHA appointment

For further information, please contact our Inspections team at [FSR@partnershiphp.org](mailto:FSR@partnershiphp.org).

## ***Coordination of Care for Medi-Cal Members***

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### **California Children's Services (CCS)**

CCS provides diagnostic and treatment services, medical case management, and physical and occupational therapy services for children age 21 years and younger who have CCS-eligible physical disabilities and complex medical conditions. Partnership's Whole Child Model (WCM) program provides diagnostic, treatment, and case

management services for children under age 21 who have been diagnosed with a condition eligible for CCS. While Partnership is responsible for coordinating services for children in our service area, the county CCS staff where the member lives is responsible for determining the child's eligibility and entrance to the CCS WCM program.

If the child is eligible for the CCS WCM program, Partnership will provide case/care management, provider referrals, and treatment authorizations. A list of CCS-eligible conditions can be found on the DHCS website at <https://www.dhcs.ca.gov/services/ccs/Pages/medicaleligibility.aspx>.

All providers and hospitals should refer possible CCS-eligible members directly to their county CCS office for determination of program eligibility. The following information must be included in the referral:

**Child's Name, Date of Birth, CIN#, CCS Diagnosis, Date of Onset, Medical Records, and Parent/Guardian contact number and address**

For more information on CCS and Partnership, please visit the Partnership website at <http://www.partnershiphp.org/Providers/Medi-Cal/Pages/Whole-Child-Model.aspx>.

## ***Health Education***

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Partnership members must be provided with health education services at no cost. Health education services include but are not limited to primary and obstetrical care, clinical preventive services, education and counseling, and patient education and clinical counseling.

Visit Partnership's website at [www.partnershiphp.org](http://www.partnershiphp.org) to access Partnership's Health Education Library. Health Education resources are available in Partnership's threshold languages. If you would like more information about Health Education, please contact Partnership at [CLHE@partnershiphp.org](mailto:CLHE@partnershiphp.org).

## ***Partnership C.A.R.E.S Training***

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The DHCS Managed Care Plan DEI training program is a core part of this effort and will support Partnership in creating a better relationship and connectivity with diverse Plan Members across populations disadvantaged by the system. Partnership will refer to this specific training as Partnership C.A.R.E.S (Partnership C.A.R.E.S Training: Community, Access, Respect, Engagement and Service). Additionally, trainings can create an inclusive environment within the Partnership organization and externally with Network Providers, and other community-based contractors and staff with lived experience improving Members' outcomes by enhancing access to care, reduction of health disparities, and overall better quality of care.

The goal is to increase awareness and understanding of issues affecting patients from different walks of life. This includes the LGBT community; immigrants to the US; and seniors and persons with disabilities. Cultural competence in health care describes the ability of systems and health care professionals to provide high quality care to patients with diverse values, beliefs and behaviors, including tailoring delivery to meet each individual's social, cultural, and linguistic needs.

Starting July 2025, in accordance with APL 24-016, Partnership will deliver Partnership C.A.R.E.S training program that includes sensitivity, diversity, cultural competency, cultural humility, and health equity training components. Per requirements, Partnership is to offer training to individual practitioners who directly are contracted and credentialed within the Partnership service area, within 90 days of hire or during their corresponding re-credentialing cycle.

- Instructions to access and complete training: [Click Here](#)

Practitioners may already belong to a contracted network provider, whose DEI training already meets Partnership C.A.R.E.S training requirements and will not have to take duplicative training. If you belong to any of the following health systems, you will solely have to submit attestation that you have or plan to complete their training

## ***Interpreter Services***

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Partnership has coordinated a toolkit to educate providers about documenting patient language needs in medical charts, accessing interpreter services and referring patients to culturally and linguistically appropriate community service programs. Providers can access Partnership's webinar and training attestation at <http://www.partnershiphp.org/Providers/HealthServices/Pages/Providers-Language-Assistance.aspx>.

**Partnership providers are required to provide Interpreter Services to Partnership Medi-Cal members and must:**

- ✓ **Document a member's preferred language (if other than English) in the medical record.**
- ✓ **Document the request and refusal of language/interpretation services in the member's medical record. Providers should discourage members from using friends, family and minors as interpreters.**

Partnership provides telephone interpretive services for Partnership members with limited English proficiency. Providers may access Interpretive Services for Partnership members by calling AMN at (844) 333-3095.

#### **Member/Provider Face-To-Face Interpretive Services**

Partnership will only pay for face-to-face interpreters for special situations:

- ✓ Services for hearing impaired members
- ✓ Complex courses of therapy or procedures

Prior authorization via phone is required. To request a face-to-face interpreter, contact the Partnership's Member Services Department at **(707) 863-4120** or **(800) 863-4155**. Requests must be made at least three (3) days, preferably five (5) days prior to scheduled appointment.

#### **Services for the Hearing Impaired**

- ✓ **Members** who are hearing impaired may contact the free **California Relay Service** at (800) 735-2922.
- ✓ **Providers** may use the free **California Relay Service** at **(800) 735-2922** to communicate with a hearing impaired member via phone. For office visits, follow the instructions above to request a sign language interpreter.

#### **Please Avoid Using Family Members or Friends as Interpreters**

Partnership strongly discourages the use of family members or friends, especially minors, as interpreters for Partnership members. If a member declines interpreter services, the State requires providers to document such in the medical record.

## ***HIPAA***

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Partnership and its' contracted providers share a responsibility to protect member/patient information, in oral, written and electronic formats. Any time a Partnership member's information is lost in a breach, a provider must notify Partnership so that a report can be filed with the proper regulatory agency regarding the details of the lost information. The following are some questions and answers to help you understand HIPAA and your responsibilities as a Partnership provider.

The Health Insurance Portability and Accountability Act (HIPAA) is a Federal law that protects Protected Health Information (PHI). PHI includes any information that can be used to identify a member or patient. A HIPAA Breach occurs whenever member or patient information is lost. This can happen by accident or theft. PHI includes any personal information that can identify a member/patient.

If you already notified another agency, do you still have to notify Partnership? Yes and report it immediately; as soon as the breach is identified. Providers must contact the Partnership privacy officer as soon as they are aware that a breach occurred. Contact the Partnership Privacy Officer by phone at **(707) 420-7625**, or by mail at 4665 Business Center Dr., Fairfield CA 94534.

## ***Fraud, Waste, and Abuse (FWA)***

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- **Fraud:** An intentional act of deception, misrepresentation, or concealment in order to gain something of value.
- **Waste:** Over-utilization of services (not caused by criminally negligent actions) and the misuse of resources.
- **Abuse:** Excessive or improper use of services or actions that is inconsistent with acceptable business or medical practices. This refers to incidents that, although not fraudulent, they may directly or indirectly cause financial loss.

### **The Partnership Anonymous Fraud Hotline - Call (800) 601-2146**

Members, providers and employees can call the fraud hotline 24 hours a day, 7 days a week to report suspicious and fraudulent activity anonymously. Reports are forwarded to Partnership for review.

### **Medi-Cal Fraud Issues - Call (800) 822-6222**

Providers and members should call the Bureau of Medi-Cal Fraud and Elder Abuse. Providers and members can also call Partnership to report suspicious and fraudulent activity, however, members and providers will also be referred to the State for complete reporting.

**Additional Options for Reporting FWA: For Providers: (707) 863-4100; For Members: (800) 863-4155**

## ***Online Services Provider Portal***

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Providers should use the web-based platform, the Online Services Provider Portal, to access the following:

- ✓ Check Eligibility
- ✓ Capitation Reports
- ✓ Submit RAFs and TARs
- ✓ View status of authorizations
- ✓ View status of claims
- ✓ Submit PDR's
- ✓ Monthly eligibility downloads – must be downloaded monthly as information is not stored

To access the Provider Portal visit <https://provider.partnershiphp.org/UI/Login.aspx>. The Partnership website has training modules on how to create a user account or reach out to [esystemssupport@partnershiphp.org](mailto:esystemssupport@partnershiphp.org) for help.

## ***Authorizations: eRAF and eTAR***

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Partnership is a Managed Care Health Plan. Most members are assigned to a unique Primary Care Provider (PCP). To refer a patient for specialty care, the PCP submits an electronic Referral Authorization Form (eRAF) to Partnership for the member. Partnership processes the eRAF and forwards it to the Specialist.

Other services may require an electronic Treatment Authorization Request (eTAR). Services requiring an eTAR include, but are not limited to:

- ✓ All inpatient admissions
- ✓ Outpatient CT scans, MRIs, and PET scans
- ✓ Certain chemotherapies and medications
- ✓ Specific outpatient procedures

Partnership TAR Guidelines are different from those required by Medi-Cal. Details, including timeline requirements and documentation are located on the Partnership website:

<http://www.partnershiphp.org/Providers/HealthServices/Documents/MCTARRequirements.pdf>

## ***Billing Guidelines***

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Partnership strongly encourages electronic claims submission. Claims must be billed with the five (5) digit CPT codes, HCPCS codes and modifiers following Medi-Cal requirements. Partnership is the "payor of last resort" and will coordinate benefits following adjudication by the primary payor.

The Partnership claims reimbursement information is located on the Partnership website at:

<http://www.partnershiphp.org/Providers/Claims/Pages/default.aspx>

### **Balance Billing is Prohibited**

Providers who offer services or supplies to Medi-Cal members are prohibited from balance billing the member for any cost-sharing not related to the member's share of cost for Medi-Cal services. This includes deductibles, co-insurance and co-payments.

## ***Provider Directory and Provider Manual***

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### **Provider Directory**

Partnership providers can find a searchable Online Provider Directory on the Partnership website at <http://www.partnershiphp.org/Members/Medi-Cal/Pages/Find-a-Primary-Care-Provider.aspx>.

The Online Directory is updated daily to reflect changes made the previous business day. To report an error, please email [PHCDirectory@partnershiphp.org](mailto:PHCDirectory@partnershiphp.org).

**As a reminder, Partnership must be notified 90 days prior to closing or moving a site location.**

### **Provider Manual and Partnership Policies**

The Partnership Provider Manual is designed as a reference guide and communications tool for Partnership providers and their staff related to providing comprehensive, effective, and quality medical services to Partnership members. Please visit the Partnership website at <https://www.partnershiphp.org/Providers/Policies/Pages/default.aspx> for updated policies and procedures as they relate to Partnership providers and members.



## ***Provider Emergency Notification (PEN)***

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The Provider Emergency Notification (PEN) is designed for the PCP network to notify Partnership the status of the site during a State of Emergency, Public Safety Power Shutoff (PSPS), office closure due to COVID-19 or devastation such as fire, earthquake, or flood.

**It is important to send your notification e-mail the night before possible closure or before 9 a.m. the following morning.**

In an emergency, we encourage you to notify Partnership of your clinic's status with the following information:

- Daily clinic status (open or closed)
- Alternative phone numbers (if applicable)

[PEN-NR@partnershiphp.org](mailto:PEN-NR@partnershiphp.org) - **Northern Region** counties (Del Norte, Siskiyou, Modoc, Humboldt, Trinity, Shasta, Lassen)

[PEN-SR@partnershiphp.org](mailto:PEN-SR@partnershiphp.org) - **Southern Region** counties (Mendocino, Lake, Sonoma, Napa, Yolo, Solano, Marin)

[Pen-ER@partnershiphp.org](mailto:Pen-ER@partnershiphp.org) - **Eastern Region** counties (Butte, Colusa, Glenn, Nevada, Placer, Plumas, Sierra, Sutter, Tehama and Yuba)



## New Provider Training Attestation Form

**This attestation must be completed and returned to Partnership in order for your credentialing packet to be processed.**

By signing below, I \_\_\_\_\_ attest that I have received materials and access to training on the following subjects:

- About the Partnership Provider Network
- Key Contacts
- Partnership Programs
- Eligibility
- Access to Care
- Referrals, Prior Authorization, and Appeal to UM Decisions
- Member Rights, including the right to full disclosure of healthcare information and the right to actively participate in healthcare decisions
- Member Complaints and Grievances
- Partnership Benefits
- Initial Health Appointment (IHA)
- Coordination of Care for Partnership Members
- Access to Partnership C.A.R.E.S Training Materials
- Interpreter Services
- Fraud, Waste and Abuse
- Partnership Provider Information (Provider Portal, Authorizations, Billing, Provider Manual and Directory)

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Signature

Date

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Print Name

Address, City, State, Zip

**Sign, scan, and email attestation OR electronic verified signatures accepted.**

**Return to [credentialing@partnershiphp.org](mailto:credentialing@partnershiphp.org).**

## Voluntary Disclosure of Language, Race, and Ethnicity

At Partnership HealthPlan of California we are committed to providing culturally sensitive health care that meets the diverse needs of our members. As we work with DHCS on Diversity Equity, and Inclusion initiatives along with NCQA Health Equity Accreditation, we are looking to our provider network to support these goals.

- Partnership encourages practitioners to disclose language, race, and ethnicity information voluntarily.
- Collecting race/ethnicity data helps address health care disparities and ensure equitable care for all patients.

Language, race, and ethnicity information will be included in Partnership's provider directory. Partnership HealthPlan of California respects the autonomy and diversity of its practitioners and values their unique contributions. Partnership assures you that, based on our nondiscriminatory policies, the organization does not use practitioner language, race, or ethnicity information to discriminate against any individual or group. This information will never be used for contracting or credentialing decisions.

Thank you for your commitment to culturally sensitive healthcare provisions and for considering the voluntary disclosure of race/ethnicity and language data. Together, we can make a significant difference in improving healthcare outcomes and reducing disparities in our communities.

**Practitioner Name:** \_\_\_\_\_ **NPI:** \_\_\_\_\_

**Languages other than English in which I am fluent when communicating medical care:**

### **Ethnicity**

- Hispanic or Latino
- Not Hispanic or Latino
- Declined

### **Race**

- Black or African American
- Native Hawaiian or Other Pacific Islander
- White
- Asian
- American Indian or Alaskan Native
- Other (Please specify): \_\_\_\_\_
- Declined

# Directory Designation Gender-Affirming Care Provider Attestation

As part of our ongoing efforts to support inclusive health care, we are identifying providers who offer gender-affirming care. Per Department of Health Care Services guidelines, we invite you to voluntarily participate in this initiative by confirming that your practice offers services and care aligned with the needs of transgender, non-binary, and gender-diverse individuals.

**By signing this attestation, you acknowledge the following:**

**Voluntary Participation:** Your participation in this designation process is entirely voluntary. You are under no obligation to provide gender-affirming care or sign this attestation.

**Provision of Gender-Affirming Care:** By signing, you confirm that your practice provides gender-affirming care in the capacity indicated below.

**Completion of Gender-Affirming Care Training:** By signing, you confirm that have completed gender affirming care training. If you would like further training, please reach out to the Health Equity team to provide access to training material.

**Directory Designation:** Upon receipt of this signed attestation, a designation will be included in the provider directory indicating that your practice provides gender-affirming care. This designation will be visible to members and may assist individuals in identifying providers who specialize in or offer gender-affirming care.

Please note that this designation is not a requirement and will not impact your status as a provider in our network.

If you wish to participate, kindly sign and return this attestation. Thank you for your dedication to inclusive health care.

Provider Name:

Provider NPI#:

Provider Signature:

Location Address:

Type of Gender-Affirming Care Provided: