VERIFYING MEMBER ELIGIBILITY

Membership eligibility verification is necessary to assure accurate payments to providers of health care services. We strongly recommend providers always check the member's eligibility and primary care provider assignment, prior to rendering non-emergent services.

Partnership HealthPlan of California's online services is available 24 hours a day, 7 days a week. To access it, [click here](#).

Contact us at eSystemsSupport@partnershiphp.org for access to our secure portal.

If a member cannot be located in our automated system, please check the state eligibility systems for state Medi-Cal eligibility and/or call our Member Services Department at **(800) 863-4155**. We are available Monday – Friday, 8 a.m. to 5 p.m.

Primary Care Provider's (PCP) Eligibility and PCP assignment Verification

Need access to our online services: Contact us at eSystemsSupport@PartnershipHP.org for help.

Patient presents to PCP office:

Provider Online Services

Verify Partnership eligibility and PCP/Medical Home (MH) assignment via our Provider Online Services at https://provider.partnershiphp.org/UI/Login.aspx.

If the patient is 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.
- Another PCP, refer patient to appropriate PCP or call our Member Services at (800) 863-4155 with the member to select your office as their PCP.
- Another MH, log the verification # in the patients file and treat the patient.

If the patient is eligible and is:
- A Partnership Wellness and Recovery (W&R) member, the member is only eligible with Partnership for substance use services and may have state Medi-Cal or enrolled in another manage care plan for all other services. Only Partnership W&R contracted providers may provide substance use 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.
- Not eligible or not found, skip to State Medi-Cal Eligibility Systems.

State Medi-Cal Eligibility Systems

- Use the Medi-Cal website at https://mcweb.apps.prd.cammis.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. 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

If Partnership is responsible:

- You have already checked our systems, call us at (800) 863-4155 to speak to Partnership's Member Services.
- Verify PHC Eligibility and PCP assignment via our Provider Online Services at https://provider.partnershiphp.org/UI/Login.aspx.