

PROVIDER RELATIONS DEPARTMENT

An Introduction

The provider Relations Department's purpose is centralizing recruitment, retention, contractual activities, and processing of complaints, concerns, and grievances.

It is the goal of this department to assist providers in addressing issues at the most appropriate level and to ensure that the provider and provider's office staff have easy access to PHC program information.

In order to keep providers informed of PHC program changes and to facilitate understanding of PHC, the Provider Relations staff is available for individual and group presentations. It is our hope that this approach to addressing provider concerns will create increased opportunities to further strengthen the advantages which the Partnership HealthPlan of California's program offers over the traditional Medi-Cal program.

The Provider Relations Department must be notified immediately when any one of the following occurs:

- Addition of a physician or non-physician medical practitioner to your staff.
- When a physician or non-physician medical practitioner leaves your staff.
- Any change in office hours.
- Any change in after hours, vacation, or on-call coverage.
- Changes to office address and/or phone and fax number.
- Provider complaints.
- Primary Care Physician sites with extended hours will receive an additional 10% premium on their capitation rates in return for staying open an additional eight hours per week, in any combination approved by the Plan, providing those hours are after 5:00 p.m. weekdays or any time on weekends. PCP offices are required to notify the Plan in writing of extended office hours in order to receive additional payment. Notification must be made prior to the effective date of the change in office hours.

For assistance, to arrange an office visit, or change the terms of your agreement, please call the Provider Relations Department (707) 863-4100.