



RETURN MAIL NOTICE

Dear Provider,

As of January 1, 2021, AIDS Healthcare Foundation (AHF) and its managed care lines of business, PHP (Medicare), PHC California (Medi-Cal), and Ryan White Grants, updated its claims submission policy. AHF will only accept claims via electronic submission to our clearinghouse Change Healthcare or provider web portal.

Because the documentation your practice or facility submitted is not related to a claim appeal or dispute, we are returning your paper claim and requesting resubmission electronically. We appreciate your cooperation and compliance with our claims submission policy.

TO SUBMIT A CLAIM

Option 1: Submit claims electronically via **Change Healthcare**
PHP Payer ID: 95411 & PHC California Payer ID: 95422
(Preferred method of submission)

OR

Option 2: PHP, PHC California's **Provider Web Portal**
<https://phpphcportal.org>
(Professional claims only)

Requires provider portal registration with AHF Provider Relations Department

Contracted providers are required to submit claims pursuant to the timeliness provision set forth in the service agreement between the provider and the plan. AHF notified contracted providers of this change in the December 2020 Provider Bulletin.

If you are having trouble submitting your claim electronically, please contact your organization's electronic submission clearinghouse to troubleshoot.

If you have any questions regarding this policy, please contact the Provider Relations Department for further assistance. Please email Provider Relations Department at:

California – capr@ahf.org

Florida – flpr@ahf.org

Georgia – gapr@ahf.org

We greatly appreciate your cooperation with this policy.