



June 6, 2024

ATTENTION: CEO
HOSPITAL
ADDRESS
CITY, STATE, ZIP CODE

Notice to Non-Contracted General Acute and Psychiatric Hospitals

PHC California a Medi-Cal managed care plan operated by AIDS Healthcare Foundation that serves Los Angeles County. PHC California is required to provide all non-contracted general acute and psychiatric hospitals in the State of California with contact information to request authorization for post stabilization care when a PHC California enrollee receives emergency medical care as set forth in California Health and Safety Code, Section 1262.8(j).

Authorization is not required to provide necessary emergency services and care to a PHC California enrollee who has an emergency medical condition.

PHC California requires that non-contracted hospitals obtain prior authorization prior to providing post stabilization care to PHC California enrollees. PHC California requests the treating physician's and surgeon's diagnosis(es) and any other relevant information reasonably necessary to render a decision in authorizing post-stabilization care or to assume management of the enrollee's care by prompt transfer.

Non-contracted hospitals should contact PHC California to obtain timely authorization for post-stabilization care:

- Phone – Call the plan's Utilization Management Department at (800) 474-1434, Monday through Friday, 8:30 am to 5:30 pm.
- Phone – Call PHC California's Nurse Hotline at (800) 797-1717 after business hours, weekends and holidays.
- Fax – (888) 238-7463

When PHC California is contacted by a non-contracted hospital pursuant to Section 1262.8, the plan will, within thirty (30) minutes of the time the hospital makes the initial telephone call requesting information, either authorize post-stabilization care or inform the hospital that it will arrange for the prompt transfer of the enrollee to another hospital.

When PHC California is contacted by a non-contracted hospital pursuant to Section 1262.8, the plan will reimburse the hospital for post-stabilization care rendered to the enrollee if any of the following occur:

- PHC California authorizes the hospital to provide post-stabilization care.
- PHC California does not respond to the hospital's initial contact or does not render a decision regarding whether to authorize post-stabilization care or to promptly transfer the enrollee within the timeframe noted above.
- There is an unreasonable delay in the transfer of the enrollee, and the non-contracted physician and/or surgeon determine that the enrollee requires post-stabilization care.

PHC California will not require a non-contracted hospital representative or physician and/or surgeon to make more than one telephone call pursuant to Section 1317.4a (c)(2) to the number provided in advance by PHC California. The representative of the hospital who makes the telephone call may be, but is not required to be, a treating physician or surgeon.


An enrollee who is billed by a hospital in violation of Section 1262.8 may report receipt of the bill to PHC California and the Department of Managed Health Care. The Department shall forward that report to the State Department of Public Health.

For purposes of this notification, "post-stabilization care" means medically necessary care provided after an emergency medical condition has been stabilized.

Completed facility claims for authorized services should be sent electronically to payer ID 95422. In the event a claim cannot be submitted electronically, please send it to:

Claims
PHC California
PO Box 472377
Aurora, CO 80047

PHC California issues ID cards to its enrollees. Below is an image of a sample card for reference.

<p>Plan (80840) 7013911129</p> <p></p> <p>ID No 123456789 Name IMA SAMPLE Issue Date 01/01/2024</p> <p>Your PCP JOHN SMITH, MD Phone (213) 555-1111</p> <p><i>This is your medical services ID card. Show this card to get medical services. You must use your State of California Benefits Identification Card (BIC) at the pharmacy to fill prescription drugs.</i></p> <p>DHCS 100223 PHC FR Form 5.6</p>	<p>Important Member Numbers Member Services: 1-800-263-0067 Medi-Cal Rx (Prescription Drugs): 1-800-977-2273 Mental Health (Magellan Healthcare): 1-800-480-4464 Nurse Advice Line: 1-800-797-1717 Care Manager: 1-800-474-1434 TTY for the Above: 711 Web: www.phc-ca.org</p>	<p>Important Provider Numbers Provider Services/Benefits: 1-888-726-5411 Eligibility: 1-800-263-0067 Authorizations: 1-800-474-1434 Medi-Cal Rx: 1-800-977-2273 Claims: 1-888-662-0626</p> <p>Submit Medical Claims Electronically to Payer ID: 95422</p>
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Emergency Services are covered by Contractor without Prior Authorization and at no cost to the Member.
This card does not guarantee coverage.
Check eligibility by calling 1-800-263-0067.

For patient eligibility, please contact PHC California's Member Services Department at (800) 263-0067, Monday through Friday, 8:00 am to 8:00 pm.