



# Information for Non-Contracted Hospitals

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## **Non-Contracted Hospitals are Required to Obtain Prior Authorization for Post-Stabilization Care of PHC California Members**

PHC California is a Medi-Cal Managed Care Plan, which operates in Los Angeles County. PHC California is required to provide all non-contracting hospitals in the State of California with contact information needed to request authorization for post stabilization care when a PHC California member receives emergency medical care from a non-contracting hospital as set forth in the Health and Safety Code, Section 1262.8(j).

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

PHC California requires non-contracted hospitals to obtain prior authorization prior to providing post stabilization care to PHC California enrolled members. PHC California requests the treating Physician and Surgeon's diagnosis and any other relevant information reasonably necessary to make a decision in authorizing post stabilization care or to assume management of the patient's care by prompt transfer.

Non-contracted hospital shall make contact with PHC California by either following the instructions on the patient's health care service plan member card:

- Call the Utilization Management Department at (800) 474-1434, Monday through Friday from 8:30 a.m. to 5:30 p.m., Pacific Standard Time (PST) to obtain timely authorization for post stabilization care;
- Fax the request for timely authorization for post stabilization care to (888) 238-7463;
- Call the After-hours Nurse Advice Line at (800) 797-1717.

When PHC California is contacted by a non-contracted hospital, pursuant to Section 1262.8, 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. If PHC California does not notify the hospital of its decision within the thirty (30) minutes, the



post stabilization care is deemed as authorized.

When PHC California is contacted by a non-contracted hospital pursuant to Section 1262.8, PHC California shall 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 notify the noncontracted hospital within thirty (30) minutes of the hospital's initial contact of its decision.
- There is an unreasonable delay in the transfer of the enrollee, and the non-contracting Physician and Surgeon determines that the enrollee requires post-stabilization care.

PHC California does not require a non-contracted hospital representative or a non-contracting Physician and Surgeon to make more than one (1) telephone call pursuant to Section 1317.4a (c)(2) to the number provided in advance by PHC California. The representative of the hospital that makes the telephone call may be, but is not required to be, a Physician and/or Surgeon.

An enrollee who is billed by a hospital in violation of Section 1262.8 may report receipt of the bill to the health care service plan and the Department. 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 Health Care Services must be sent to:

**Claims**  
**PHC California**  
**P.O. Box 46160**  
**Los Angeles, CA 90046 or**  
**Fax: (888) 235-9274**

For any questions, please contact the PHC California Member Services Department at **(800) 263-0067** Monday through Friday from 8 a.m. to 8 p.m.