



# PROVIDER Bulletin



August 8, 2025

This Provider Bulletin applies to the lines of business and provider types checked below:

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|--|---|---|
| <input type="checkbox"/> PHP (Medicare)            | <input checked="" type="checkbox"/> Primary Care Physicians | <input checked="" type="checkbox"/> Specialists |
| <input checked="" type="checkbox"/> PHC (Medicaid) | <input checked="" type="checkbox"/> Hospitals               | <input checked="" type="checkbox"/> Ancillary   |
|  |   | <input type="checkbox"/> AHF Grants             |

## Updated PHC California Provider Manual

PHC California is excited to share the most recent update to our [PHC California Provider Manual](#) (effective August 1, 2025). This Provider Manual is intended as a guideline for the provision of covered services to PHC California enrollees. This manual contains policies, procedures, and general reference information, including the standards of care required by PHC California.

Here is a summary of the major changes to this update of the [Provider Manual](#):

- Updates to Claims section
- Updates to Medication Management section
- Updates to sections on Credentialing, Grievances, and Health Education to align with NCQA standards
- New information about coverage for emergency/follow-up care following a sexual assault, per new state regulations

As always, this manual and all other provider publications and forms can be found on our website at [www.phc-ca.org/providers/pubs](http://www.phc-ca.org/providers/pubs).

For any questions, please contact the PHC California Provider Relations Department at (888) 726-5411, Monday through Friday, 8:30 a.m. – 5:30 p.m.

This Provider Bulletin is not intended to replace or conflict with any requirements outlined in your signed Agreement with AHF, PHP, or PHC California. If you have any questions, contact the Provider Relations Department via email at [CAPR@aidshhealth.org](mailto:CAPR@aidshhealth.org)