



PROVIDER Bulletin



October 5, 2026

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

☒ PHP (Medicare) ☒ Primary Care Physicians ☒ Specialists
☒ PHC California (Medi-Cal) ☒ Hospitals ☒ Ancillary ☐ AHF Grants

Purpose of This Bulletin

Claims Inquiry and Submission Update

Effective May 12, 2026, the Claims email mailbox is no longer being monitored for provider inquiries.

Please submit all claims-related inquiries through the **ServiceNow Claims Request Form**:

<https://www.ahfwebapplication.org/ServiceNowClaims/>

ServiceNow supports more efficient routing, tracking, documentation, and response management.

Important: Emails sent to the Claims mailbox after the effective date will not receive a response. Do not include protected health information (PHI) in unsecured communications.

Claims Submission and Provider Resources

Resource	Information
Clearinghouses	Optum iEDI and Office Ally. Office Ally offers an electronic/paper claim submission option.
No clearinghouse?	Office Ally provides a free portal for claim submission: https://cms.officeally.com/ Payer list: https://cms.officeally.com/payerlist/
Remittance / EPP	ECHO Provider Payments Portal: https://www.providerpayments.com/ Customer Service: (888) 834-3511, Mon–Fri, 8:00 a.m.–6:00 p.m. EST
Authorizations	Submission: https://ahf.eqhs.com/ Registration: https://ahf.eqhs.com/providerportal/providerregistration.aspx/provider Help: CAPR@ahf.org

Payer IDs

Line of Business	Payer ID
PHP – Medicare	95411
PHC California – Medi-Cal	95422
Ryan White Grants	95433
Dental	95411

Claims Department

Phone: (888) 662-0626

Fax: (888) 235-9274

Claims & Appeals: positivehealthcare.net