



September Member Eligibility Files Now Available

As a follow up to the August 31, 2017 notification (please see below) regarding Department of Health Care Services (DHCS) September member eligibility file delays, we are writing to inform you that the file has been received, and all updates completed. Therefore, member eligibility information is now available on the Alliance Provider Portal and the through the automated phone system (BigCat) and anticipated to be accurate.

Due to the these circumstances, the Alliance will honor all referrals and authorizations for members who may have displayed as “ineligible” status **for dates of service 9/1/17 through 9/4/17.**

Please remember, if ever unsure regarding eligibility and plan enrollment, verification is available through the Medi-Cal eligibility website at <https://www.medi-cal.ca.gov/Eligibility/Login.asp>

For other questions, please call Provider Services at (800) 700-3874 ext. 5504.

Notice sent August 31, 2017

September Member Eligibility Files Delayed

The Department of Health Care Services (DHCS) is experiencing technical difficulties and the Alliance has not received the September member eligibility file.

Please be advised that all Alliance members eligible as of 8/31/17 will show up as ‘ineligible’ when verifying a member’s eligibility for September via the online eligibility verification page on the Provider Portal or through the automated phone system (BigCat). This will be the same for any individuals newly eligible with the Alliance for September, as they will not be in the Alliance’s system.

Current eligibility and managed care plan enrollment should be verified through the Medi-Cal website (please see link below). If the patient is showing eligible and enrolled with the Alliance through the State point of service system, please consider the member eligible through September 7, 2017 in the absence of the Alliance being able to provide the eligibility verification.

- * We will honor all referrals and authorizations for members showing an ‘ineligible’ status through September 7, 2017.
- * Providers will be able to enter referrals and authorizations for members eligible as of 8/31/17 through the Alliance portal. However providers will need to send hard copy referrals and authorizations for those who are new to the Alliance for September until this issue is resolved.
- * Providers should not see erroneous claims denials as a result of the delay.
- * New Alliance members not previously eligible can also be verified through the Medi-Cal eligibility website at <https://www.medi-cal.ca.gov/Eligibility/Login.asp>

For other questions, please call Provider Services at (800) 700-3874 ext. 5504.