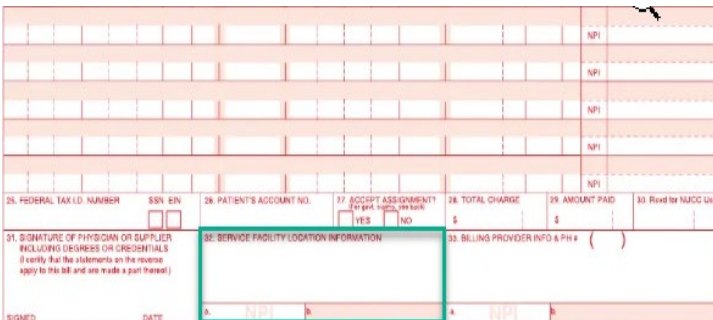


Important Reminder: Service Location Requirement

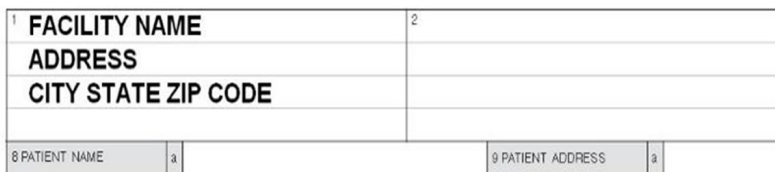
Partnership HealthPlan of California is preparing to transition to a new claims system, HealthRules Payer (HRP). In preparation for this transition, we want to remind our provider network that **all** claim submissions to Partnership require the service location, including the full address. Failure to include the entire service location address may result in denied or rejected claims, therefore delaying any payments.

For paper CMS-1500 claims:



- ✓ Service location should be placed in Box 32 and the service location NPI should be placed in Box 32a.
- ✓ Box 32 should be populated with the name and complete address of the location where services were rendered.
- ✓ **An address with a P.O. box is not a valid service location.**

For paper UB04 claims submissions:



- ✓ Facility name and location should be placed in Box 1.
- ✓ **An address with a P.O. box is not a valid service location.**

The address entered in Box 32 identifies where services were rendered and is not required to be enrolled with Medi-Cal or updated through PAVE. PAVE requirements apply to the Billing Provider address in Box 33.

Box 32	Box 33
Service Facility Location Information	Billing Provider information
Identifies where the service was rendered	Identifies who is billing for the service
Can be a member's home, clinic, office, or other service location	Must reflect the provider's enrolled billing address
Used to report the physical location of the service	Used to report the billing provider's address and information
Not required to be enrolled or updated through PAVE	Must be maintained and updated through PAVE
May vary from claim to claim based on where services are provided	Generally remains the same unless the billing provider's information changes

If you have any questions related to our new claims system, please reach out to the Provider Relations Department at PartnershipProviderEducation@partnershiphp.org.