

Access to Care

April 1, 2024

Partnership's contract with Dignity Health expired on April 1, 2024. This affects members who get health services from Dignity Health in five counties – Nevada, Shasta, Siskiyou, Tehama, and Yolo.

During the month of **April 2024**, you can get care from any Medi-Cal provider who will see you and bill Partnership for your services. You will be assigned to a new Primary Care Physician (PCP) on **May 1, 2024**. You will get a new Partnership ID card with the name and phone number of your new PCP.

You can pick a PCP from our provider directory on our website PartnershipHP.org and tell us by **March 31, 2024**. You can change your PCP on our Member Portal <https://member.partnershipHP.org> or call us at **(800) 863-4155** or complete the enclosed selection form and return it to us in the envelope we gave you. If you do not pick a PCP by **March 31, 2024**, we will pick one for you. **Please call us at (800) 863-4155 if you need help, have questions, or want a provider directory mailed to you for free.**

In some instances, Partnership may be able to arrange for you or your family to keep seeing your current doctor until your treatment is completed. However, your doctor must be willing to keep seeing you or your family, and must accept the Partnership rate of payment.

Please see below for more information about the transition:

- **Specialty Care** - If your **Dignity Health PCP** referred you for specialty care and your appointment is on or after **April 1, 2024**, you will need a new referral from your new PCP. Call Member Services if you need help getting a new referral.
- **Hospital Services** - You can still go to any hospital emergency room for emergency medical care. If you have a scheduled surgery, medical procedure, or diagnostic test, you should contact Partnership's Care Coordination Department at **(800) 809-1350**.
- **Continuity of Care** - We take this transition and your health seriously. If you are currently under the care of a doctor or are concerned about current treatment, call **(800) 863-4155**. TTY users should call the California Relay Service at **(800) 735-2929** or call **711**. We are available Monday – Friday from 8 a.m. to 5 p.m.

Visit our website at PartnershipHP.org, to use the Member Portal. You can look at the Member Handbook, Provider Directory, and your Rights and Responsibilities.

If you have any questions or concerns, call us at **(800) 863-4155**. We are here to help you. Call Monday through Friday, 8 a.m. to 5 p.m. TTY users can call the California Relay Service at **(800) 735-2929** or call **711**.

You can call the Department of Health Care Services Managed Care Ombudsman's office at **(888) 452-8609**, Monday – Friday from 8 a.m. to 5 p.m. if you have any questions or a complaint regarding your health care services.

Important: This notice does not change your Partnership benefits or ability to get care.