

Provider Link

To: RCHN/CPMG Providers

From: Rady Children's Health Network (RCHN)

Date: November 13, 2025

Re: **Important Reminder – Eligibility Verification**

Rady Children's Health Network (RCHN) contracted providers are responsible for verifying eligibility prior to services being rendered. Eligibility should be verified as close to the appointment date as possible, by contacting the health plan directly, either by phone or via the health plan website (CPMG/RCHN cannot provide eligibility verification).

Health plans may occasionally issue retroactive terminations of eligibility for CPMG/RCHN members, which are reported to CPMG/RCHN on a monthly basis only. Therefore, to ensure you receive proper reimbursement, CPMG/RCHN recommends that you retain the proof of eligibility verification in your patient records.

Should you have any questions regarding this notification, please contact RCHN Provider Relations at providerrelations@rchsd.org.