

Dedicated Provider Telephone Number: (800) 468-9935

Provider Phone Guide:

If you are calling about:	Press:
Member eligibility verification	1
Member benefits	2
Claims status & appeals	3
Mailing address	4
Pharmacy Services	5
For Prior Authorization and Care Coordination the options are specific to service type:	
Utilization Management (UM) Home Health Services	6, then 0, then 1
UM Inpatient Care (Including Skilled Nursing Facility Services)	6, then 0, then 2
UM Durable Medical Equipment	6, then 0, then 3
UM California Children's Services (CCS)	6, then 0, then 4
None of These	6, then 0, then 5
To Coordinate Member Transportation & Gurney Services:	
Transportation	7
Contract and Network Provider Account Management:	
Account Changes (i.e. Office Address, Phone Number Updates, etc.)	8, then option 2
Encounter Assistance	8, then option 3
Network Contract Submission and Renewals	8, then option 4

For assistance with electronic claims submission and enrollment call: (800) 480-1221