



CONTACTING CENCAL HEALTH

We encourage you to contact CenCal Health whenever necessary.
Toll free at (800) 421-2560, (805) 685-9525 or TDHI# 711 (Access for Hearing Impaired).
You may also call the appropriate main phone line/e-mail address below for immediate attention.

Member Services

Main Line

Member Eligibility (toll free)

(877) 814-1861
 (805) 692-1684

Interpreter Services (Face to Face)

(877) 814-1861

Interpreter Services (Over the Phone)

(800) 225-5254
 certifiedlanguages.com

Community Advisory Board

Voice Mail Message System
 (805) 685-9525 ext. 3013

Provider Services

Main Line

(805) 562-1676 (SB Area)
 (805) 541-7095 (SLO Area)
 (800) 421-2560 ext.1676 (Toll free)
 (805) 683-9203
 providerservices@cencalhealth.org

General Inquires

(805) 562-1676 Select: 1
 providerservices@cencalhealth.org

Website Assistance

(805) 562-1676 Select: 2
 providerservices@cencalhealth.org

Santa Barbara County Provider Services Representative

(805) 562-1676 Select: 3
 psrgroup@cencalhealth.org

San Luis Obispo County Provider Services Representative

(805) 541-7095 Select: 4
 psrgroup@cencalhealth.org

Asthma SMART Program

(805) 562-1623

Diabetes SMART Program

(805) 562-1674

Provider Advisory Board

Voice Mail Message System
 (805) 685-9525 ext. 3014

Claims Operations

Main Line

(805) 562-1083
 (800) 421-2560 ext.1083 (Toll free)
 (805) 683-9309

Outpatient Facility and Allied Issues

(805) 562-1083 Select: 1

Inpatient Admission and LTC Issues

(805) 562-1083 Select: 2

Physician and Vision Issues

(805) 562-1083 Select: 3

DME Issues

(805) 562-1083 Select: 4

General Inquires or Claim Status

(805) 562-1083 Select: 5

Health Services

Main Line

(805) 562-1082
 (800) 421-2560 ext.1082 (Toll free)
 (805) 692-5140

MSSP Care

(805) 562-1082 Select: 2

Utilization Management

(805) 562-1082 Select: 3
 (805) 692-5140

General Inquires

(805) 562-1082 Select: 4

Authorization Status

(805) 562-1082

Health Education Message Line

(805) 685-9525 ext. 3126
 healthed@cencalhealth.org

Pharmacy Services

Main Line

(805) 562-1080
 (800) 421-2560 ext.1080 (Toll free)
 (805) 964-0367

General Pharmacy Inquiries

(805) 562-1080 Select: 1

Pharmacy Directory

(805) 562-1080 Select: 2

Pharmacy(MedImpact)

(800) 788-2949
 (805) 685-7781

Finance - Recoveries Unit

Main Line

(805) 562-1081
 (800) 421-2560 ext.1081 (Toll free)
 (805) 964-0540

HIP Program (English)

(805) 562-1081 Select: 1

HIP Program (Spanish)

(805) 562-1081 Select: 2

General Inquires

(805) 562-1081 Select: 3

Fraud Reporting

Fraud Abuse Reporting

(805) 562-1638
 (805) 562-1023
 (805) 685-8292
 Attn: Fraud Investigations -
Compliance Coord:
4050 Calle Real, Santa Barbara, CA
93110

4050 Calle Real, Santa Barbara, CA 93110

1288 Morro St., Suite 100, San Luis Obispo, CA 93401

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