

Contacting CenCal Health

We encourage you to contact CenCal Health whenever necessary at (805) 685-9525 or toll free at (800) 421-2560.

You may press the appropriate extension immediately upon hearing the recording.

<u>WHO TO CONTACT FOR:</u>	<u>DEPARTMENT</u>	<u>EXTENSIONS</u>
LANGUAGE LINE		1 (800) 774 -4344
CLAIM INQUIRIES		
DME Providers	Claims Representative.....	1053, 1061
Inpatient Providers	Claims Representative.....	1051
Long Term Care Providers.....	Claims Representative.....	1051
Outpatient Providers.....	Claims Representative.....	1053, 1040
Physician Providers.....	Claims Representative.....	1038, 1039
Vision Providers.....	Claims Representative.....	1038, 1039
Allied Providers.....	Claims Representative.....	1038, 1039, 1040
CLAIM INQUIRIES – PHARMACY	Help Desk.....	1 (800) 788-2949
<i>MedImpact 24 hours a day 7 days a week</i>		
CONTRACT QUESTIONS	Provider Services.....	1676
ELIGIBILITY		
Status/Name of PCP.....	Member Services.....	1 (877) 814-1861
FACILITY / CHART AUDIT INFORMATION	Health Services.....	1641
FORMS – REQUESTS FOR:		
Referral Authorization Forms (RAFs) (PCP’s only)	Provider Services.....	1672
Medical Request Forms (MRFs).....	Provider Services.....	1672
HEALTH PROGRAMS		
Diabetes Program.....	Health Services.....	1634
Asthma SMART Program.....	Health Services.....	1634
Better Beginnings – Enrollment for Expectant Mothers.....	Member Services.....	1662
Health Education.....	Member Services.....	1662
MEDICAL REQUEST FORMS (MRFs)		
Inquiries on Status of MRFs Submitted.....	MedImpact.....	1 (800) 788-2949
Forms Request.....	Provider Services.....	1676
MEMBER CHANGES		
Provider Requests for Member Reassignment (PCP only).....	Provider Services.....	1677
Provider Calls Regarding AIDS, Notification of Member Death, Admission to Long Term Facility, or member moving outside of SB County.....	Member Services.....	Toll Free 1 (877) 814-1861
<i>*Note* Select Option #3 to speak to a Member Services Representative</i>		
MEMBER SERVICE REPRESENTATIVES		Toll Free 1 (877) 814-1861
PROVIDER SERVICE REPRESENTATIVES		
Marina Gordon		1675
Faith Reeves		1673
Suzzi Tyler		1678
Jennifer Fraser		1674
Theresa Merkle		7083
Amy Abbott		7081
Webmaster		1671
San Luis Obispo Office		(805) 543-4099
PCP INCENTIVE REPORTS	Provider Services	1676
PROVIDER COMPLAINTS / GREIVANCES	Provider Services	1676
PROVIDER TRAINING	Provider Services	1676
UTILIZATION MANAGEMENT NURSES	Health Services	1631, 1632, 1633
RECOVERIES UNIT		
Health Insurance Premium Payment Program (SBHI Only).....	Finance Department.....	1071, 1066
Third Party/Other Insurance Inquiries, Referrals, and Recoveries.....	Finance Department.....	1073, 1068, 1071
AUTHORIZATION REQUESTS		
Treatment Authorization Requests (TARs).....	Health Services.....	1631, 1632, 1633
DME Authorization Requests.....	Health Services.....	1641
RadConsult (Authorizations for high tech imaging services).....		(888) 318-0276
DEPARTMENT FAX NUMBERS		
Health Services.....685-5191	Information Technology.....682-8292	Member Services.....685-2767
Administration.....685-8292	Health Services/Pharmacy.....685-7781	Provider Services (SLO).....595-1492
Finance.....685-9795	Human Resources.....685-7875	Provider Services (SB).....685-9828