

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
Inpatient Providers	Claims Representative.....	1051
Long Term Care Providers.....	Claims Representative.....	1051
Outpatient Providers.....	Claims Representative.....	1040, 1053
Physician Providers.....	Claims Representative.....	1039, 1040, 1051
Vision Providers.....	Claims Representative.....	1039, 1051
Allied Providers.....	Claims Representative.....	1039
CLAIM INQUIRIES – PHARMACY	Help Desk.....	1 (800) 788-2949
MedImpact 24 hours a day 7 days a week		
CONTRACT QUESTIONS	Provider Services.....	1676
ELIGIBILITY		
Status/Name of PCP.....	Member Services.....	1001
<i>*Note* Select Option #2 to speak to a Member Services Representative</i>		
FACILITY / CHART AUDIT INFORMATION	Health Service.....	1641
FORMS – REQUESTS FOR:		
Referral Authorization Forms (RAFs) (PCP only)		
Medical Request Forms (MRFs) Address Labels,		
HEALTH PROGRAMS		
Diabetes Program.....	Health Services.....	1637
Asthma SMART Program.....	Health Services.....	1637
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
<i>*Note* Select Option #2 to speak to a Member Services Representative</i>		
Provider Calls Regarding Renal Dialysis, Eligibility for Organ Transplant, AIDS, Notification of Member Death, Admission to Long Term Facility, or Outside of SB County.....	Member Services.....	Toll Free 1 (877) 814-1861
MEMBER SERVICE REPRESENTATIVES		Toll Free 1 (877) 814-1861
PCP INCENTIVE REPORTS	Provider Services	1676
PROVIDER COMPLAINTS / GREIVANCES	Provider Services	1676
PROVIDER TRAINING	Provider Services	1676
UTILIZATION MANAGEMENT NURSES	Health Services	1631, 1633, 1632, 1634
RECOVERIES UNIT		
Health Insurance Premium Payment Program (SBHI Only).....	Finance Department.....	1071, 1066
Third Party/Other Insurance Inquiries, Referrals, and Recoveries.....	Finance Department.....	1073, 1071, 1068
AUTHORIZATION REQUESTS		
How to Complete / Inquiries on Status.....	Health Services.....	1631, 1633, 1071, 1068
DME Authorization Requests.....	Health Services.....	1642
DEPARTMENT FAX NUMBERS		
Health Services.....685-5191	IT.....682-8292	
Administration.....685-8292	Health Services/Pharmacy.....685-7781	Member Services.....685-2767
Finance.....685-9795	Human Resources.....685-7875	Provider Services.....685-9828