



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

Member Eligibility (toll free)
☎ (877) 814-1861

Language Line
☎ (800) 877-8141 Ext. 861

Healthy Kids Eligibility Line
☎ (805) 685-9525 Ext. 1822

Member Publication Request Line
What to do when your child gets sick
☎ (877) 814-1861 Ext. 3015

Community Advisory Board
Voice Mail Message System
☎ (805) 685-9525 Ext. 3013

Provider Services

Main Line
☎ (805) 562-1676
☎ (805) 685-9828
✉ providerservices@cencalhealth.org

General Inquires
☎ (805) 562-1676 Select: 1
✉ providerservices@cencalhealth.org

Website Assistance
☎ (805) 562-1676 Select: 2
✉ webmaster@cencalhealth.org

Santa Barbara County Provider Services Representative
☎ (805) 562-1676 Select: 3

Santa Luis Obispo County Provider Services Representative
☎ (805) 562-1676 Select: 4

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
☎ (805) 685-9665

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
☎ (805) 685-6030

MSSP Care
☎ (805) 562-1082 Select: 2

Utilization Management
☎ (805) 562-1082 Select: 3
☎ (805) 685-5191

General Inquires
☎ (805) 562-1082 Select: 4

Health Education Message Line
☎ (805) 685-9525 Ext. 3126
✉ healthed@cencalhealth.org

Pharmacy Services

Main Line
☎ (805) 562-1080
☎ (805) 571-6037

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
☎ (805) 685-9795

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) 685-9525 Ext. 3012
✉ fraud@cencalhealth.org