

Provider Quick Reference Guide Contact List

CalOptima Departments		
Department	Phone	Fax
Provider Resource Line	(714)246-8600	
Care Coordination & Prior Authorization	(714) 246-8686 or (888) 587-7277	(714)246-8579
Claims Department	(714)246-8885	
Customer Service & Member Liaison	(714) 246-8500 or (888) 587-8088	(714)246-8580
OneCare Provider Inquiries	(714)246-8600	
Pharmacy: Performers Help Desk	(714) 246-8471	(855)452-9135
Vision Service Plan	(800)615-1883	(800)884-1021
Behavioral Health Customer Service	(855) 877-3885	

Other Agencies	
Medi-Cal Provider Support Line	(800) 541-5555
California Children's Services (CCS) Program	(714) 347-0300
Health Insurance Counseling & Advocacy Program (HICAP)	(714) 560-0424
Ombudsman Services	(888) 452-8609
Orange County Mental Health Inpatient Services (ETS)	(714) 834-6900
Orange Mental Health Plan	(800) 723-8641
Orange County Health Care Agency CHDP Program	(714) 567-6224
Regional Center of Orange County (RCOC)	(714) 796-5354
Social Services Agency	(714) 541-4895

Delegated Health Networks	
AltaMed Medical Group (SRG)	(866) 880-7805
AMVI Care Health Network (PHC)	(888) 747-2684
Arta Western Health Network (SRG)	(800) 780-8879
CHOC Health Alliance (PHC)	(800) 424-2462
Family Choice Health Network (PHC/SRG)	(800) 611-0111
HPN- Regal Medical Group (HMO)	(800) 747-2362
Kaiser Permanente (HMO)	(800) 464-4000
Monarch Family Healthcare	(888) 656-7523
Noble Mid-Orange County (SRG)	(888) 880-8811
Prospect Medical Group (HMO)	(800) 708-3230
Talbert Medical Group (SRG)	(800) 297-6249