



CalOptima Health
 A Public Agency
 505 City Parkway West
 Orange, CA 92868
 ☎ 714-246-8400
 📞 TTY: 711
 ⓘ caloptima.org

Provider Quick Reference Guide Contact List

CalOptima Health — Departments

| Department | Phone |
|---|------------------------------|
| Provider Resource Line | 714-246-8600 |
| Behavioral Health Customer Service | 855-877-3885 |
| Care Coordination and Prior Authorization | 714-246-8686 or 888-587-7277 |
| Claims Department | 714-246-8600 |
| Customer Service | 714-246-8500 or 888-587-8088 |
| OneCare Provider Inquiries | 714-246-8600 |
| Pharmacy Management Help Desk | 714-246-8471 |

CalOptima Health — Other Agencies

| Department | Phone |
|--|--------------|
| California Children's Services (CCS) Program | 714-347-0300 |
| Health Insurance Counseling and Advocacy Program (HICAP) | 714-560-0424 |
| Medi-Cal Provider Support Line | 800-541-5555 |
| California Department of Health Care Services (DHCS) Ombudsman Services | 888-452-8609 |
| Orange County Health Care Agency Child Health and Disability Prevention Program (CHDP) | 800-564-8448 |
| Orange County Evaluation and Treatment Services | 714-834-6900 |
| Orange County Mental Health Plan | 800-723-8641 |
| Regional Center of Orange County (RCOC) | 714-796-5100 |
| County of Orange Social Services Agency (SSA) | 714-541-4895 |
| Vision Service Plan | 800-615-1883 |

CalOptima Health – Delegated Health Networks

| Department | Phone |
|-----------------------------|--------------|
| AltaMed Medical Group (SRG) | 855-848-5252 |

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| AMVI Care Health Network (PHC) | 888-747-2684 |
| CHOC Health Alliance (PHC) | 800-387-1103 |
| Family Choice Health Network (PHC/SRG) | 800-611-0111 |
| HPN–Regal Medical Group (HMO) | 800-747-2362 |
| Noble Mid-Orange County (SRG) | 888-880-8811 |
| Optum | 888-656-7523 |
| Prospect Medical Group (HMO) | 800-708-3230 |
| United Care Medical Group (SRG) | 877-225-6784 |