



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 Health Services - AHN (HMO) / AltaMed Health Services (SRG)	855-848-5252
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