

Telephone Support Numbers

Contact	Available Hours	Telephone
Pharmacy Support/Help Desk (For pharmacy personnel use only)	24 Hours a day, 7 days a week	1-800-819-5532
Prior Authorization/ Clinical Support (For pharmacy personnel use only)	24 Hours a day, 7 days a week	1-800-819-5532
Prior Authorization Fax Line (Standard and Urgent)	24 Hours a day, 7 days a week	1-858-357-2556 (fax)
OneCare-HMO Customer Services	24 Hours a day, 7 days a week	1-877-412-2734
OneCare-HMO Customer Services (TDD users)	24 Hours a day, 7 days a week	1-800-735-2929
CalOptima's Eligibility Verification System	24 Hours a day, 7 days a week	1-714-246-8540 or Toll Free 1-800-463-0935
CalOptima Direct Prior Authorization (Items outside the pharmacy benefit)	Monday through Friday 8:00AM-4:00PM	1-714-246-8686
CalOptima Direct Claims Inquiry Line	Monday through Friday 10:00AM-2:00PM	1-714-246-8885
CalOptima Customer Services	Monday through Friday 8:00AM-5:00PM	1-714-246-8500

Contracted Health Network Resource Numbers

Health Network	Telephone
AltaMed	1-866-880-7805
AMVI/Prospect Health Network	1-888-747-2684
Arta Western Health Network	1-800-780-8879
Family Choice Medical Group	1-800-611-0111
Monarch Healthcare	1-888-656-7523
Noble Mid-Orange County	1-888-880-8811
Talbert Medical Group	1-800-297-6249
United Care Medical Group	1-877-225-6784