



Telephone Support Numbers

Contact	Available Hours	Telephone
MedImpact Pharmacy Support/Help Desk (For pharmacy personnel use only)	24/7	800-819-5532
MedImpact Prior Authorization/Clinical Support (For pharmacy personnel use only)	24/7	800-819-5532
MedImpact Prior Authorization Fax Line (Standard and urgent)	24/7	858-357-2556
Medi-Cal Rx (For excluded Part D medications)	24/7	800-977-2273
OneCare (HMO D-SNP), a Medicare Medi-Cal plan, Customer Service	24/7	877-412-2734 (toll free) (TTY 711)
CalOptima Health Eligibility Verification System	24/7	714-246-8540 800-463-0935 (toll free)
CalOptima Health Direct Prior Authorization (Items outside the pharmacy benefit)	Monday–Friday 8 a.m.–4 p.m.	714-246-8686
CalOptima Health Direct Claims Inquiry Line	Monday–Friday 10 a.m.–2 p.m.	714-246-8885
CalOptima Health Customer Service	Monday–Friday 8 a.m.–5 p.m.	714-246-8500

Contracted Health Network Resource Numbers

Health Network	Telephone
AltaMed Health Services	866-880-7805
AMVI Care Medical Group	888-747-2684
Family Choice Medical Group	800-611-0111
HPN-Regal Medical Group	800-747-2362
Noble Mid-Orange County	888-880-8811
Optum	888-656-7523
Prospect Medical Group	800-708-3230
United Care Medical Group	877-225-6784