

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- 800-819-5480
Prior Authorization/ Clinical Support (For pharmacy personnel use only)	24 hours a day, 7 days a week	1- 800-819-5480
Prior Authorization Fax Line	24 hours a day, 7 days a week	1- 858-357-2556 (fax)
OneCare Connect Customer Services	24 hours a day, 7 days a week	1-855-705-8823
OneCare Connect 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

Contracted Health Network Resource Numbers

Health Network	Telephone
AltaMed Medical Group	1-866-880-7805
AMVI Care Health Network	1-888-747-2684
CalOptima Community Network	1-888-587-8088
Family Choice Medical Group	1-800-611-0111
Noble Mid-Orange County	1-888-880-8811
Optum Care Network - Arta	1-800-780-8879
Optum Care Network – Monarch	1-888-656-7523
Optum Care Network - Talbert	1-800-297-6249
Prospect Medical Group	1-800-708-3230
Regal Medical Group	1-844-292-5173
United Care Medical Group	1-877-225-6784