

PROVIDER BULLETIN

NEW PROVIDER SUPPORT LINE

This bulletin applies to the following:

- ALTAMED
- ALTAOC
- ALTACHLA

- PCP
- SPECIALIST
- ANCILLARY
- HOSPITAL

- MEDI-CAL
- COMMERCIAL
- SENIOR

In the spirit of commitment and continuous improvement to support our contracted network of providers, a new Customer Service Center has been created effective 4/1/19. To aid in navigation efforts, the prompts are as follows:

(855) 848-5252

For Providers:

Option 1 (Provider)

- 1 Claims/Eligibility
- 2 Prior Auths
- 3 Inpatient Admissions
- 4 Care Management
- 5 Other Departments

- 1 Portal Technical Support
- 2 Credentialing
- 3 Contracting

Thank you for your continued participation in the AltaMed network. Should you have any questions please contact us. We look forward to serving you!