

QUICK REFERENCE GUIDE

Reference to use Valley Express (VE) for eligibility, submission of authorizations, and authorization status checks.

CONTACTS	
Department	Phone
Main Line	408.885.5780
Administration	408.885.5780
Authorization Status/Inquiry	408.885.4647
Case Management	408.885.4647
Claims Inquiries (9am - 4pm)	408.885.4563
Compliance	408.885.5924
Contract Questions	408.885.2221, Opt 2
Health Education	408.885.3490
Language Line (Access code req'd)	408.278.9927
Pharmacy Navitus (PBM)	1.866.333.2757
Provider Relations	408.885.2221, Opt 2
Provider Disputes	408.885.7380
Member Grievances	408.885.4760
Member Services	1.888.421.8444 (toll-free)
– Employer Group Plan	Opt 1
– Covered California and Individual & Family Plans	Opt 3
Medical Director	408.793.6461
Quality Management	408.885.5780
Utilization Management	408.885.4647

OTHER RESOURCES	
Department	Phone
1099 Questions	408.299.5200
Covered California Service Center	1.800.300.1506
Denti-Cal Provider Services	1.800.423.0507
DMHC	1.888.466.2249
I.S. Help Desk (VE Questions)	408.885.5300
Liberty Dental	1.888.703.6999
NCAMG	408.278.3180
PAMF	1.888.398.5677
Post Stabilization	1.855.254.8264
SJMG	408.278.3180
SCFHP Member Services & Eligibility Questions (Medi-Cal/Healthy Kids)	1.800.720.3455
SCCIPA	1.800.977.7332
SCC California Children's Svs. (CCS)	408.793.6200
Medi-Cal Information Line	1.877.962.3633
SCC Mental Health	408.885.5673
SCVMC Appointment Line	1.888.334.1000
Vision Service Plan (VSP)	1.855.868.4561

FAX NUMBERS			
Department	Fax	Department	Fax
Administration	408.954.1043	Member Services	408.885.4425
Claims	408.885.5926	Pharmacy	408.793.6765
Compliance	408.885.5921	Provider Relations	408.793.6648
Contracts	408.954.1027	Quality Management	408.885.3590
Health Education	408.954.1023	Utilization Management	408.885.4875
Medical Director	408.885.4875		

Not sure who to call? Call Provider Relations at 408.885.2221, Option 2