

Dedicated Provider Telephone Number: (800) 468-9935

Please note: Using the interactive voice recognition (IVR) system requires a Provider Tax ID Number (TIN) or National Provider Identifier (NPI), plus the Blue Shield of California Promise Health Plan member ID number and date of birth.

Provider Phone Guide

If you are calling about:	Press:
Member eligibility verification	1
Member benefits	2
Claims status & appeals	3
Mailing address	4
Pharmacy Services	5
Authorization Status	6, then 1
For Prior Authorization and Care Coordination the options are specific to service type:	
UM California Children's Services (CCS)	6, then 0, then 1
Complex Case Management	6, then 0, then 2
None of These	6, then 0, then 3
Outpatient Prior Authorization Form	6, then 2, then 1
Skilled Nursing Facility Prior Authorization Form	6, then 2, then 2
Long Term Care Prior Authorization Form	6, then 2, then 3
Durable Medical Equipment Prior Authorization Form	6, then 2, then 4
Community Based Adult Services Prior Authorization Form	6, then 2, then 5
Home Health Prior Authorization Form	6, then 2, then 6
None of These	6, then 2, then 7
To Coordinate Member Transportation & Gurney Services:	
Transportation	7
Contract and Network Provider Account Management:	
Account Changes (i.e. Office Address, Phone Number Updates, etc.)	8, then option 2
Encounter Assistance	8, then option 3
Network Contract Submission and Renewals	8, then option 4

For assistance with electronic claims submission and enrollment call: (800) 480-1221