

Quick Reference Guide

MEMBER RESOURCES

Central Health Medicare Plan offers various resources for our members to manage their health and understand their benefits.

MEMBER SERVICES CONTACT INFORMATION

Phone: (866) 314-2427, (TTY/TDD: 711)

Our automated phone system may answer calls on weekends and holidays.

October 15 to March 31, 7 days/week, from 8 a.m. to 8 p.m. local time

April 1 to October 14 Monday – Friday, from 8 a.m. to 8 p.m. local time

Mail to:

Central Health Medicare Plan Attn: Member Services
200 Oceangate Suite 100 Long Beach, CA 90802

memberservices@centralhealthplan.com

24/7 Nurse Advice Line: (888) 920-8809 (TTY: 711)

Member Enrollment Toll-free Number: (800) 885-9188

National Suicide & Crisis Lifeline: 988

MEMBER PORTAL

The Member Portal is a one-stop shop available to members 24/7. Within the Member Portal, members can obtain copies of their ID card, change their PCP and find other health-related information. [**CHP Member Portal**](#)

My Central Health Plan App

We recommend that members register in the **CHP Member Portal** (effective 1/1/25) before they begin using the mobile app, but they can start their registration on the app if they prefer. Members must opt in to receive important health-related messages from us.

MEMBER MATERIALS

[Annual Notice of Change](#)

[Evidence of Coverage](#)

[Summary of Benefits](#)

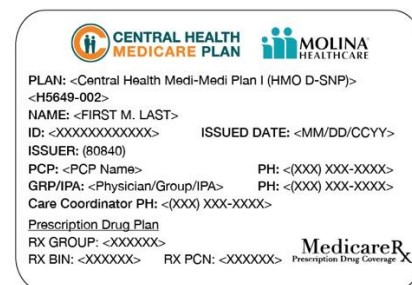
PROVIDER ONLINE DIRECTORY



The Provider Online Directory is a searchable directory that allows members to find a health care provider within their area.


[Provider Online Directory](#)


MEMBER IDENTIFICATION CARD SAMPLES:

HMO D-SNP; HMO C-SNP (EAE)



 PLAN: <Central Health Medi-Medi Plan I (HMO D-SNP)>
 <H5649-002>
 NAME: <FIRST M. LAST>
 ID: <XXXXXXXXXXXX> ISSUED DATE: <MM/DD/CCYY>
 ISSUER: (80840)
 PCP: <PCP Name> PH: <(XXX) XXX-XXXX>
 GRP/IPA: <Physician/Group/IPA> PH: <(XXX) XXX-XXXX>
 Care Coordinator PH: <(XXX) XXX-XXXX>
 Prescription Drug Plan
 RX GROUP: <XXXXXX>
 RX BIN: <XXXXXX> RX PCN: <XXXXXX> 



THIS CARD IS FOR IDENTIFICATION ONLY AND DOES NOT PROVE ELIGIBILITY FOR SERVICES. Contact Central Health Medicare Plan to confirm eligibility. All care must be arranged through your assigned contracted Primary Care Physician or Specialist.

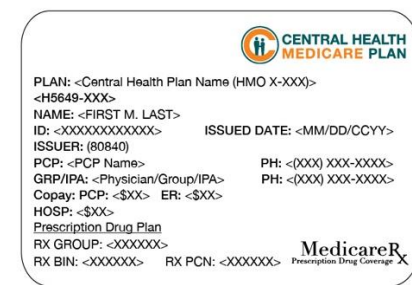
NON-PLAN PROVIDERS / HOSPITAL EMERGENCY ROOM – Except in emergencies, members must obtain a prior authorization for physician and hospital services including post-stabilization.


Central Health Medicare Plan Member Services:
<1-866-314-2427>, TTY 711


Medical Claims Submission:
<PAYOR_NAME>
<PAYOR_ADDRESS1>
<PAYOR_CITY> <PAYOR_STATE>
<PAYOR_ZIP>
<PAYOR_PHONE> <PAYOR_TTY>
www.centralhealthplan.com

Pharmacy Claims Submission:
<CVS/Caremark>
<7050 Union Park Center, Suite 200>
<Midvale, UT 84047>
<Help Desk: 1-800-364-6331>

HMO (Non-EAE)





 PLAN: <Central Health Plan Name (HMO X-XXX)>
 <H5649-XXX>
 NAME: <FIRST M. LAST>
 ID: <XXXXXXXXXXXX> ISSUED DATE: <MM/DD/CCYY>
 ISSUER: (80840)
 PCP: <PCP Name> PH: <(XXX) XXX-XXXX>
 GRP/IPA: <Physician/Group/IPA> PH: <(XXX) XXX-XXXX>
 Copay: PCP: <\$XX> ER: <\$XX>
 HOSP: <\$XX>
 Prescription Drug Plan
 RX GROUP: <XXXXXX>
 RX BIN: <XXXXXX> RX PCN: <XXXXXX> 



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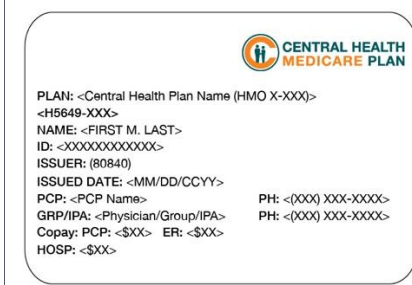
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<PAYOR_NAME>
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<PAYOR_CITY> <PAYOR_STATE>
<PAYOR_ZIP>
<PAYOR_PHONE> <PAYOR_TTY>
www.centralhealthplan.com

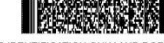
Pharmacy Claims Submission:
<CVS/Caremark>
<7050 Union Park Center, Suite 200>
<Midvale, UT 84047>
<Help Desk: 1-800-364-6331>

Central Health Valor Care Plan (HMO) (Non-EAE No Part D)





 PLAN: <Central Health Plan Name (HMO X-XXX)>
 <H5649-XXX>
 NAME: <FIRST M. LAST>
 ID: <XXXXXXXXXXXX>
 ISSUER: (80840)
 ISSUED DATE: <MM/DD/CCYY>
 PCP: <PCP Name> PH: <(XXX) XXX-XXXX>
 GRP/IPA: <Physician/Group/IPA> PH: <(XXX) XXX-XXXX>
 Copay: PCP: <\$XX> ER: <\$XX>
 HOSP: <\$XX>



THIS CARD IS FOR IDENTIFICATION ONLY AND DOES NOT PROVE ELIGIBILITY FOR SERVICES. Contact Central Health Medicare Plan to confirm eligibility. All care must be arranged through your assigned contracted Primary Care Physician or Specialist.

NON-PLAN PROVIDERS / HOSPITAL EMERGENCY ROOM – Except in emergencies, members must obtain a prior authorization for physician and hospital services including post-stabilization.

Central Health Medicare Plan Member Services:
<1-866-314-2427>, TTY 711

Medical Claims Submission:
<PAYOR_NAME>
<PAYOR_ADDRESS1>
<PAYOR_CITY> <PAYOR_STATE>
<PAYOR_ZIP>
<PAYOR_PHONE> <PAYOR_TTY>
www.centralhealthplan.com

2025 PLAN BENEFITS

CONTRACT/PBPs	2025 PLAN NAME	COUNTY
H5649-027-000	Central Health Classic Care Plan I (HMO)	Los Angeles; Orange; Riverside; San Bernardino; San Diego
H5649-028-000	Central Health Classic Care Plan II (HMO)	Alameda; Contra Costa; Fresno; Imperial; Kern; Kings; Madera; Placer; Sacramento; San Francisco; San Joaquin; San Mateo; Santa Clara; Solano; Stanislaus; Tulare; Yolo
H5649-024-000	Central Health Dual Access Plan (HMO D-SNP)	Alameda; Contra Costa; Fresno; Imperial; Kern; Kings; Madera; Orange; Placer; San Francisco; San Joaquin; San Mateo; Santa Clara; Solano; Stanislaus; Tulare; Yolo
H5649-025-002	Central Health Embrace Care Plan (HMO C-SNP)	Alameda; Contra Costa; Fresno; Imperial; Kern; Kings; Madera; Placer; Sacramento; San Francisco; San Joaquin; San Mateo; Santa Clara; Solano; Stanislaus; Tulare; Yolo
H5649-025-001	Central Health Embrace Care Plan (HMO C-SNP)	Los Angeles; Orange; Riverside; San Bernardino; San Diego
H5649-026-002	Central Health Embrace Choice Plan (HMO C-SNP)	Alameda; Contra Costa; Fresno; Imperial; Kern; Kings; Madera; Placer; Sacramento; San Francisco; San Joaquin; San Mateo; Santa Clara; Solano; Stanislaus; Tulare; Yolo
H5649-026-001	Central Health Embrace Choice Plan (HMO C-SNP)	Los Angeles; Orange; Riverside; San Bernardino; San Diego
H5649-006-000	Central Health Focus Plan (HMO C-SNP)	Alameda; Contra Costa; Fresno; Los Angeles; Orange; San Bernardino; San Joaquin; Santa Clara
H5649-022-000	Central Health Jade Plan (HMO) (Seoul and Allied Health only)	Los Angeles
H5649-001-000	Central Health Medicare Plan (HMO)	Los Angeles; Orange; Riverside; San Bernardino
H5649-002-000	Central Health Medi-Medi Plan I (HMO D-SNP)	Los Angeles; Riverside; Sacramento; San Bernardino; San Diego
H5649-009-000	Central Health Medi-Medi Plan II (HMO D-SNP)	Ventura
H5649-029-000	Central Health Part B Savings Plan (HMO)	Los Angeles; Orange; Riverside; San Bernardino; San Diego
H5649-023-000	Central Health Premier Plan I (HMO)	Alameda; Contra Costa; Fresno; San Francisco; San Joaquin; Santa Clara; Solano
H5649-018-000	Central Health San Mateo Medicare Plan (HMO)	San Mateo
H5649-019-000	Central Health Savings Plan (HMO)	Los Angeles; Orange; Riverside; San Bernardino
H5649-030-000	Central Health Valor Care Plan (HMO)	Fresno; Imperial; Kern; Kings; Los Angeles; Madera; Orange; Riverside; Sacramento; San Bernardino; San Diego; San Francisco; San Joaquin; San Mateo; Santa Clara; Tulare
H5649-008-000	Central Health Ventura Medicare Plan (HMO)	Ventura

PROVIDER RESOURCES

Central Health Medicare Plan offers various resources for our providers and your staff to simplify your administrative tasks.

<p>CENTRAL HEALTH MEDICARE PLAN WEBSITE</p> <p>Our website serves as a one-stop shop for all things to support your practice. On our website you can find:</p> <ul style="list-style-type: none"> • Provider manual • Important forms • EDI and ERA/EFT information • Health resources • Communications and training opportunities • Link to the provider portal & directory <p>Visit us at: CentralHealthPlan.com</p>	<p>AVAILITY ESSENTIALS PROVIDER PORTAL</p> <p>Have real-time information at your fingertips via our secure provider portal 24 hours a day, 7 days a week!</p> <p>Services offered by Availity Essentials include:</p> <ul style="list-style-type: none"> • Claim submission/resubmission • Claim status • Viewing remittance advices • Obtaining member eligibility and benefits information • Submitting authorization requests • HEDIS information <p>https://www.availity.com/molinahealthcare/</p>
<p>PROVIDER MANUAL</p> <p>Central Health Medicare Plan's Provider Manual is written specifically to address the requirements of delivering health care services to our members, including the responsibilities of our participating providers, and is considered an extension of your contract.</p> <p>Provider Manual Highlights:</p> <ul style="list-style-type: none"> • Benefits overview • Provider roles and responsibilities • Member rights and responsibilities • Member eligibility • Contracting, credentialing and enrollment information • Access and Availability standards • Care Management programs • Important contact information • Transportation services • Compliance standard • Interpreter services <p>Link to Provider Directory will be available in December 2024.</p>	<p>CONTRACTING</p> <p>(626) 388-2390 Fax: (626) 388-2337 Email: contracting@centralhealthplan.com</p> <p>PROVIDER RELATIONS</p> <p>(866) 403-8296 Fax: (626) 388-2321 Email: PRCalifornia@molinahealthcare.com</p> <p>PROVIDER CHANGES: <u>CAQH Provider Data Portal</u></p> <p>CASE MANAGEMENT FAX</p> <p>(833) 741-3193</p> <p>CREDENTIALING</p> <p>Fax: (626) 388-2362</p> <p>PAYMENT DELIVERY AND 835 PROCESSING ECHO HEALTH</p> <p>(888) 834-3511 or edi@echohealthinc.com</p> <p>PHARMACY</p> <p>CVS Health Customer Care/Pharmacy Help Desk: (888) 607-4287 CVS phone: (800) 746-7287 Part D fax: (866) 290-1309 J Code fax: (800) 391-6437</p>
<p>COMPLIANCE</p> <p>Alertline: (866) 606-3889 (TTY: 711)</p> <p>Online: MolinaHealthcare.AlertLine.com</p>	

MEDICAL CLAIMS & BILLING INFORMATION

All claims paid by the plan, both medical and behavioral health, must be billed with the member's ID. Paper claims can be mailed to:

Central Health Medicare Plan
P.O. Box 14246
Orange, CA 92863
Claims Fax: (626) 388-2369

Claims questions can be submitted through the chat feature on the Availity portal, or by contacting the Plan's Provider Contact Center at (866) 403-8296 (effective 1/1/25).

TIMELY FILING GUIDELINES

Claims must be submitted by the Provider to the Plan within one (1) calendar year after the discharge date for inpatient services or the DOS for outpatient services.

EDI CLAIMS SUBMISSION

The easiest way to submit EDI claims to CHP is through a clearinghouse. You may submit the EDI claims through your own clearinghouse or use CHP's contracted clearinghouse. If you do not have a clearinghouse, CHP offers additional electronic claims submission options. Log on to the **Provider Portal** for additional information about claims submission options available to you.

CHP's payer ID: CHCPI

CLAIMS CUSTOMER SERVICE

Claims questions can be submitted through the chat feature on the Availity portal, or by contacting the Plan's Provider Contact Center at (866) 403-8296.

Electronic Funds Transfer (EFT), Electronic Remittance Advice (ERA)

Payment Vendor: ECHO Health

For information and step-by-step instructions on how to register with ECHO Health to receive electronic payments, remittance advices, and 835s, please go to:

Echo EFT ERA Enrollments

Any questions should be directed to ECHO Health at (888) 834-3511 or edi@echohealthinc.com

APPEALS AND GRIEVANCES

Appeals must be filed within 60 calendar days from the adverse benefit determination or denial.

Grievances must be filed no later than 60 calendar days from the date the provider becomes aware of the issue.

Medicare Member grievances

Members may file a grievance by: **Phone:** (866) 314-2427

Fax: (562) 499-0610

Or by writing to:

Central Health Medicare Plan Attn: Grievance and Appeals
PO Box 22816
Long Beach, CA 90801-9977

Contracted & Non-Contracted Provider Appeals

To submit a provider grievance or appeal:

Molina Healthcare

PO Box 22816

Long Beach, CA 90801-9977

Fax: (562) 499-0610

Grievance Resolution Team (Part D prescription drugs):

Mail grievances to:

Central Health Medicare Plan
PO Box 22816
Long Beach, CA 90801-581

Appeals for Part D Prescription Drugs

Mail to:












CHP Medicare Pharmacy
7050 S Union Park Center Drive, Suite 600
Midvale, UT 84047

UTILIZATION MANAGEMENT

Please refer to the Provider Manual for a list of services requiring Prior Authorization. Services provided by non-contracted Providers must be prior authorized. Exceptions include emergency services and medically necessary dialysis services obtained by the Member when they are outside the service area.

Advanced Imaging: (877) 731-7218	Outpatient requests: MMP/EAE: (844) 251-1451
Hospital Inpatient Admission and Concurrent Review: (844) 834-2152	Post Acute SNF, LTACH, and ARI: (833) 912-4454
Outpatient requests: MAPD/D-SNP/C-SNP: (844) 251-1450	Transplant: (877) 813-1206

SUPPLEMENTAL BENEFITS

 <p>ACUPUNCTURE American Specialty Health (ASH) Phone: (800) 678-9133, TTY: (800) 735-2922 Hours of Operation: Monday – Friday, 5 a.m. – 8 p.m. Website: ASH Network Search</p>	 <p>DENTAL Delta Dental Phone: (855) 370-3867, TTY: (800) 735-2929 Hours of Operation: Monday – Friday, 5 a.m. – 6 p.m. PT Website: Delta Dental Central Health Plan</p>
 <p>GYM MEMBERSHIP Tivity (SilverSneakers) Phone: (888) 423-4632, (TTY 711) Hours of Operation: Monday – Friday, 5 a.m. - 5 p.m. Website: Tivity Silver Sneakers</p>	 <p>HEARING AID Nations Hearing Phone: (866) 876-8637, (TTY 711) Hours of Operation: 24 hours a day, 7 days a week Website: Nations Hearing Central Health Plan</p>
 <p>MEALS AND NUTRITIONAL COUNSELING Healthrageous Phone: (855) 868-8655, (TTY 711) Hours of Operation: Monday – Friday, 8 a.m. – 5 p.m. PT Website: Easy Meal CHP Enroll</p>	 <p>OVER THE COUNTER Nations OTC Phone: (866) 876-8637, (TTY 711) Hours of Operation: 24 hours a day, 7 days a week Website: CHP Nations Benefits</p>
 <p>PERSONAL EMERGENCY RESPONSE SYSTEM (PERS) Aloe Care Health Phone: (844) 583-0813, (TTY 711) Hours of Operation: Monday – Friday, 6 a.m. – 6 p.m. PT Saturday – Sunday, 7 a.m. – 4 p.m. PT Website: Aloe Care Portal</p>	 <p>TRANSPORTATION SafeRide Phone: (855) 932-5416, (TTY 711) Hours of Operation: Monday – Saturday, 6 a.m. - 8 p.m. local time Website: SafeRide Portal</p>
 <p>VISION EyeMed Phone: (888) 872-0473, TTY (844) 230-6498 Hours of Operation: Monday – Friday, 8 a.m. - 5 p.m. Saturday – Sunday, 8 a.m. - 5 p.m. Website: Eyemed CHP Member Portal</p>	 <p>24/7 DOCTOR ADVICE LINE Teladoc Phone: (800) 835-2362, TTY (855) 636-1578 Hours of Operation: 24 hours a day, 7 days a week Website: Teledoc Portal</p>
 <p>24/7 NURSE ADVICE LINE Caret Health Phone: (888) 920-8809, (TTY 711) Hours of Operation: 24 hours a day, 7 days a week Website: Caret Portal</p>	

PARTICIPATING IPAs

Please refer to our website (<https://centralhealthplan.com/>) or beginning 1/1/25 call Provider Services at (866) 403-8296 for our current network.

IPA Name	IPA Phone Number
Access Primary Care Medical Group	(626) 282-0288 / (877) 282-8272
Advanced Medical Doctors of California	(626) 943-7465
Advantage Care IPA	(626) 943-7465
Affiliated Partners IPA	(714) 495-4392
Alamitos IPA (PHS Premier Health Services IPA Network)	(877) 602-1563
All United Medical Group	(323) 800-8283 / (800) 285-6164
Alliance Health Systems	(323) 724-6910
Allied Health Solutions IPA, Inc	(657) 217-4500
Allied Pacific IPA	(626) 282-0288
Alpha Care IPA	(626) 282-0288
AltaMed Health Services Corporation	(855) 848-5252
American Primary Care Alliance IPA	(855) 277-2836
American West Healthcare Solutions	(877) 747-2637
AMG IPA Inc dba Ava Medical Group	(714) 444-0044
AMVI Medical Group	(800) 708-3230
Angeles IPA	(714) 947-8600
Asian American Medical Group dba All American Medical Group	(415) 216-0088
Associated Dignity Medical Group	(714) 947-8600
Associated Hispanic Physicians of Southern California	(877) 282-8272
Beverly Aliaza IPA	(626) 282-0288
Blue Zones Health Network of California, Inc (formerly Access Senior Healthcare, Inc)	(833) 548-2583
Brookshire IPA (PHS Premier Health Services IPA Network)	(877) 602-1563
Buenaventura Affiliated Physicians Inc	(951) 682-1622
California Pacific Physicians Medical Group	(714) 947-8600
Capital Health Physicians	(866) 955-0044 / (310) 467-4802
Center IPA	(714) 495-4392
Central Valley Medical Group Stanislaus	(209) 573-7400
Chaffey Medical Group	(909) 483-3311

IPA Name	IPA Phone Number
Citrus Valley Physicians Group	(949) 474-6999
Community Care IPA	(818) 702-0100
Community Family Medical Group	(626) 282-0288
Daehan Prospect Medical Group	(800) 708-3230
Doctor's Managed IPA, Inc.	(877) 747-2637
Easy Access Care IPA	(760) 352-2551
Empire Healthcare Corporation	(949) 750-2058
Esperanza IPA	(213) 989-0700
Family Care Specialist	(323) 226-1100
Family Choice Medical Group	(818) 461-5000
First Valley Medical Group	(661) 941-4414
Fountain Valley IPA (PHS Premier Health Services IPA Network)	(877) 602-1563
Freedom Physicians Corporation	(951) 729-0077
Global Care Med Group IPA	(818) 702-0100
Golden Physicians Medical Group	(888) 909-0270
Greater Covina Medical Group	(626) 974-0440
Greater Tri Cities IPA	(800) 458-2307
Health Care LA IPA	(818) 702-0100
Health Excel IPA	(858) 452-1279
Healthy New Life Medical Corporation	(714) 947-8600
Hill Physicians Medical Group - East Bay Region	(800) 445-5747
Hill Physicians Medical Group - Sacramento Region	(800) 445-5747
Hill Physicians Medical Group - San Francisco Region	(800) 445-5747
Hill Physicians Medical Group - San Joaquin Region	(800) 445-5747
Hill Physicians Medical Group - Solano Region	(800) 445-5747
Hispanic Physicians	(213) 637-0925
ICare Health Plan	(626) 506-5564
Imperial County Physicians Medical Group	(442) 231-8915
Imperial Health Plan	(800) 838-8271
Individual Practice Association Medical Group of Santa Clara County	(800) 977-7478

PARTICIPATING IPAs (CONTINUED)

IPA Name	IPA Phone Number
John Muir Physician Network	(925) 952-2887
Kitty Paigne MD Corp dba Americo IPA	(714) 539-1388
Korean American Medical Group	(714) 947-8600
Kova Healthcare, Inc	(559) 207-3198
La Salle Medical Associates	(888) 554-4562
Lakewood IPA (PHS Premier Health Services IPA Network)	(877) 602-1563
MD Partners Medical Group	(657) 217-4500
MedCare Partners - Direct Network	(800) 285-6164
MedCare Partners - IN Physicians Associated IPA	(800) 285-6164
MedCare Partners - Northern California Physician Group	(800) 285-6164
MedCare Partners - Physician Partners IPA	(800) 285-6164
MedCare Partners - Premier Care of Northern California	(800) 285-6164
MedCare Partners - Premier Patient Care IPA of Imperial	(800) 285-6164
MedCare Partners - Vitruvian Care IPA	(800) 285-6164
MedEx Health Network Inc	(909) 809-0289
Merit IPA	(909) 461-1515
Meritage Health Plan	(833) 446-1758
Noble AMA IPA Medical Group, Inc	(877) 207-7600
Noble Community Medical Associate, Inc. of Mid Orange County	(714) 947-8600
Omnicare Medical Group, Inc	(310) 900-4280
Optum Care Network - Desert Cities	(909) 605-8000
Optum Care Network - Riverside	(909) 605-8000
Optum Care Network - San Bernardino	(909) 605-8000
Orange County Advantage Medical Group	(714) 947-8600
Passion For Healing Medical Group	(310) 259-4214
Physician Healthcare Integration IPA	(714) 495-4392

IPA Name	IPA Phone Number
Physician Partners IPA	(855) 548-0911
Physicians Medical Group of San Jose	(408) 937-3600
Pinnacle Medical Group	(909) 881-4115
Preferred IPA of California	(800) 536-2867
Primary Care Associates of California	(844) 722-2472
Primary Care Associates of California of Ventura	(657) 465-3500
PrimeCare Medical Group of Chino Valley, Inc.	(800) 708-3230
Progressive Medical Associates Medical Group, Inc.	(855) 277-2836
Qualcare IPA	(661) 371-2790
Quality Care IPA	(909) 495-3595
River City Medical Group	(916) 228-4300
Riverside Medical Clinic, Inc.	(951) 683-6370
Senior Care IPA	(800) 511-4450
Senior First IPA dba ChoiceOne IPA	(909) 461-1515
Seoul Medical Group	(800) 611-9862
Seoul Medical Group - Santa Clara (Formerly: Santa Clara Senior Medical Group)	(800) 611-9862
Southland Advantage Medical Group, Inc	(714) 947-8600
St Vincent IPA Medical Group	(888) 255-5053
St. Mary IPA (PHS Premier Health Services IPA Network)	(877) 602-1563