

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
 - October 15 – March 31: 7 days a week, 8 a.m. to 8 p.m., local time, excluding state and federal holidays
 - April 1 – October 14: Monday to Friday, 8 a.m. to 8 p.m., local time, excluding state and federal holidays
 - Our automated phone system may answer calls on weekends and holidays.
- **Email:** memberservices@centralhealthplan.com
- **Mail to:**

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

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.

- **Online:** [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](#)

24/7 NURSE ADVICE LINE:

- **Phone:** (888) 920-8809 (TTY: 711)
- **Member Enrollment Toll-free Number:** (800) 885-9188
- **National Suicide & Crisis Lifeline:** 988

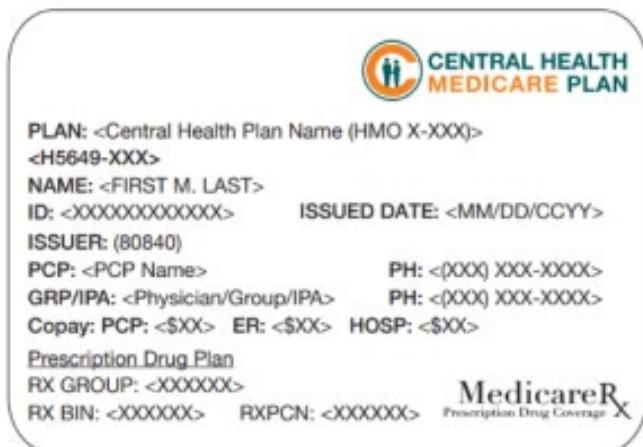
PROVIDER ONLINE DIRECTORY

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

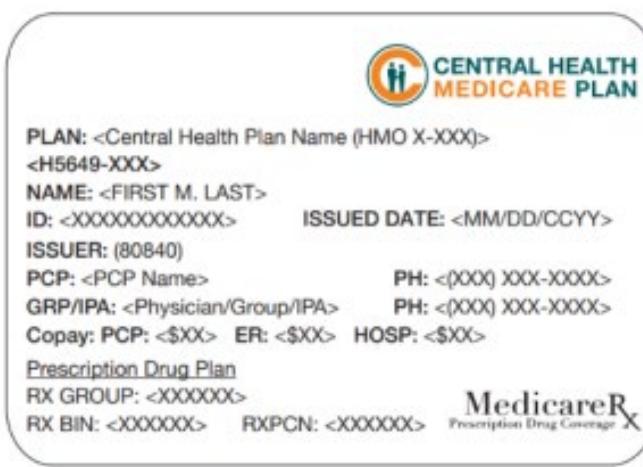
- [Provider Online Directory](#)

MEMBER IDENTIFICATION CARD SAMPLES:

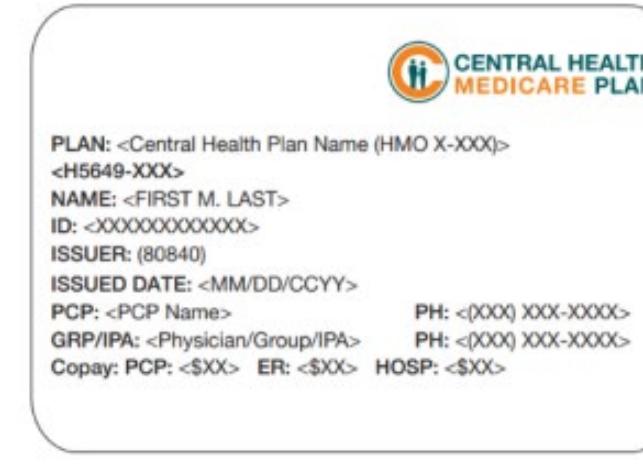
HMO D-SNP; HMO C-SNP (EAE)



HMO (Non-EAE)



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



2026 PLAN BENEFITS

| CONTRACT/PBPs | 2026 PLAN NAME | COUNTY |
|---------------|--|--|
| H5649-027 | Central Health Classic Care Plan I (HMO) | Kern, Los Angeles, Orange, Riverside, San Bernardino, San Diego |
| H5649-028 | Central Health Classic Care Plan II (HMO) | Fresno, Imperial, Kings, Madera, Tulare, Ventura |
| H5649-023 | Central Health Classic Care Plan III (HMO) | Placer, Sacramento, San Joaquin, Santa Clara, Solano, Stanislaus, Yolo |
| H5649-018 | Central Health Classic Care Plan IV (HMO) | San Mateo, San Francisco |
| H5649-024 | 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 |
| H5649-025-001 | Central Health Embrace Care Plan (HMO C-SNP) | Kern, Los Angeles, Orange, Riverside, San Bernardino, San Diego |
| H5649-025-002 | Central Health Embrace Care Plan (HMO C-SNP) | Fresno, Imperial, Kings, Madera, Tulare |
| H5649-026-001 | Central Health Embrace Choice Plan (HMO C-SNP) | Kern, Los Angeles, Orange, Riverside, San Bernardino, San Diego |
| H5649-026-002 | Central Health Embrace Choice Plan (HMO C-SNP) | Fresno, Imperial, Kings, Madera, Tulare |
| H5649-022 | Central Health Jade Plan (HMO) | Los Angeles |
| H5649-001 | Central Health Medicare Plan (HMO) | Los Angeles, Orange, Riverside, San Bernardino |
| H5649-009 | Central Health Medi-Medi Plan II (HMO D-SNP) | Ventura |
| H5649-029 | Central Health Part B Savings Plan (HMO) | Los Angeles, Orange, Riverside, San Bernardino, San Diego |
| H5649-030 | 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 |
| H5649-025-003 | Central Health Embrace Care Plan (HMO C-SNP) | Placer, Sacramento, San Joaquin, Santa Clara, Solano, Stanislaus, Yolo |
| H5649-025-004 | Central Health Embrace Care Plan (HMO C-SNP) | San Francisco, San Mateo |
| H5649-026-003 | Central Health Embrace Choice Plan (HMO C-SNP) | Placer, Sacramento, San Joaquin, Santa Clara, Solano, Stanislaus, Yolo |
| H5649-026-004 | Central Health Embrace Choice Plan (HMO C-SNP) | San Francisco, San Mateo |

PROVIDER RESOURCES

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

CENTRAL HEALTH MEDICARE PLAN WEBSITE

Our website serves as a one-stop shop for all things to support your practice. On our website you can find:

- Provider manual
- Important forms
- EDI and ERA/EFT information
- Health resources
- Communications and training opportunities
- Link to the provider portal & directory

Online: CentralHealthPlan.com

PROVIDER RELATIONS

Phone: (866) 403-8296

Fax: (626) 388-2321

Email: PRCalifornia@molinahealthcare.com

PROVIDER CHANGES:

Online: CAQH Provider Data Portal

PROVIDER UPDATES (ADD/TERM/ROSTER):

Email: CHPProviderUpdate@MolinaHealthcare.com

PROVIDER MANUAL

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.

Provider Manual Highlights:

- 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

Online: Provider Manual

COMPLIANCE

Alertline Phone: (866) 606-3889 (TTY: 711)

Online: MolinaHealthcare.AlertLine.com

Mail To:

Confidential Compliance Official Central Health Medicare Plan
200 Oceangate, Suite 100
Long Beach, CA 90802

CONTRACTING

Phone: (626) 388-2390

Fax: (626) 388-2337

Email: contracting@centralhealthplan.com

BH-CHP Contracting Department E-Mail: BH-CHPContractingDepartmentE-Mail@MolinaHealthcare.com

CREDENTIALING

Phone: (866) 403-8296

Online: caqh.org/providers

QUALITY

Phone: (866) 403-8296

AVAILITY ESSENTIALS PROVIDER PORTAL

Have real-time information at your fingertips via our secure provider portal 24 hours a day, 7 days a week!

Services offered by Availity Essentials include:

- Claim submission/resubmission
- Claim status
- Viewing remittance advices
- Obtaining member eligibility and benefits information
- Submitting authorization requests
- HEDIS information

CARE MANAGEMENT

FAX: (833) 741-3193

Email:

CM_Escalations_Medicare_CA@molinahealthcare.com

BEHAVIORAL HEALTH

Phone: (866) 314-2427

PAYMENT DELIVERY AND 835 PROCESSING ECHO HEALTH

Phone: (888) 834-3511

Online: edi@echohealthinc.com

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| Online: Availity.com/providers/ | PHARMACY CVS Phone: (800) 665-3086, (TTY/TDD): 711 Part D Fax: (866) 290-1309 J Code Fax: (800) 391-6437 |
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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
PO Box 14246
Orange, CA 92863

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.

TIMELY FILING GUIDELINES

Claims must be submitted by the Provider to the Plan within One (1) calendar year after the discharge for inpatient services or the Date of Service (DOS) for outpatient services (unless otherwise stated in contract).

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 submissions options.

Log on to the [Provider Portal](#) for additional information about claims submission options available to you.

CHP's payer ID: CHCPI

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

Phone: (888) 834-3511

Email: edi@echohealthinc.com

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.

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

Mail 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:

Mail To:

Molina Healthcare
PO Box 22816
Long Beach, CA 90801-9977
Fax: (562) 499-0610

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| <p>GRIEVANCE RESOLUTION TEAM (PART D PRESCRIPTION DRUGS): Mail Grievances To: Central Health Medicare Plan PO BOX 22816 Long Beach, CA 90801-9977</p> | <p>APPEALS FOR PART D PRESCRIPTION DRUGS Phone: (800) 665-3086 Fax: (866) 290-1309</p> |
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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.

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| <p>ADVANCED IMAGING: Phone: (877) 731-7218</p> | <p>OUTPATIENT PRIOR AUTHORIZATION FIDE/HIDE/DSNP/EAE: (PHYSICAL HEALTH AND BEHAVIORAL HEALTH) Phone: (844) 251-1451</p> |
| <p>HOSPITAL INPATIENT ADMISSION AND CONCURRENT REVIEW: (PHYSICAL HEALTH) Phone: (844) 834-2152</p> | <p>MEDICARE TRANSPLANTS: Phone: (877) 813-1206</p> |
| <p>OUTPATIENT PRIOR AUTHORIZATION DSNP: (PHYSICAL HEALTH AND BEHAVIORAL HEALTH) Phone: (844) 251-1450</p> | <p>POST ACUTE ADMISSION (SNF, LTAC, AND AIR): Phone: (833) 912-4454</p> |

Supplemental Benefits



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](#)



DENTAL

Delta Dental

Phone: (855) 370-3867, TTY: 711

Hours of Operation:

- 8 a.m. – 8 p.m., 7 days a week(October 1 – March 31)
- 8 a.m. – 8 p.m., Monday – Friday (April 1 – September 30)

Website: [Delta Dental Central Health Plan](#)



SilverSneakers

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](#)



HEARING AID

Nations Hearing

Phone: (866) 876-8637, TTY: 711

Hours of Operation: 8 a.m. – 8 p.m., 7 days a week

Website: [Nations Hearing Central Health Plan](#)

Healthrageous®

MADE EASY Meals

MEALS AND NUTRITIONAL COUNSELING

Healthrageous Made Easy Meals

Phone: (855) 868-8655, TTY: 711

Hours of Operation: Monday – Friday, 8 a.m. – 5 p.m. PT

Website: [Easy Meal CHP Enroll](#)



OVER THE COUNTER

Nations OTC

Phone: (866) 876-8637, TTY: 711

Hours of Operation: 8 a.m. – 8 p.m., 7 days a week

Website: [CHP Nations Benefits](#)



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](#)



TRANSPORTATION

SafeRide

Phone: (855) 932-5416, TTY: 711

Hours of Operation: Monday – Saturday, 6 a.m. - 8 p.m. local time

Website: [SafeRide Portal](#)

POWERED BY



VISION

EyeMed

Phone: (888) 872-0473, TTY: 711

Hours of Operation:

- Monday – Saturday, 5 a.m. – 11 p.m.
- Sunday, 8 a.m. – 5 p.m. (April 1 – September 30)
- Sunday, 5 a.m. – 11 p.m. (October 1 – March 31)

Website: [Eyemed CHP Member Portal](#)



TELADOC.

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](#)

24/7 NURSE ADVICE LINE

Phone: (888) 920-8809, TTY: 711

Hours of Operation: 24 hours a day, 7 days a week

Participating IPAs

Please refer to our website ([Central Health Plan](#)) or call Provider Services at (866) 403-8296 for our current network.

| IPA Name | IPA Phone Number | IPA Name | IPA Phone Number |
|---|------------------|---|------------------|
| Access Primary Care Medical Group | (877) 282-8272 | Hill Physicians Medical Group - Solano Region | (800) 445-5747 |
| Advanced Medical Doctors of California | (626) 943-7465 | Hispanic Physicians | (213) 637-0925 |
| Advantage Care IPA | (626) 943-7465 | Imperial County Physicians Medical Group | (442) 231-8915 |
| Affiliated Partners IPA | (714) 495-4392 | Individual Practice Association Medical Group of Santa Clara County | (800) 977-7478 |
| All United Medical Group | (951) 963-9063 | Kittya Paigne MD Corp dba Americo IPA | (714) 539-1388 |
| Alliance Health Systems | (323) 724-6910 | Kova Healthcare, Inc | (559) 207-3198 |
| Allied Health Solutions IPA, Inc | (657) 217-4500 | La Salle Medical Associates | (888) 554-4562 |
| Allied Pacific IPA | (626) 282-0288 | MD Partners Medical Group | (657) 217-4500 |
| Alpha Care IPA | (626) 282-0288 | MedCare Partners - Direct Network | (833) 569-2538 |
| AltaMed Health Services Corporation | (855) 848-5252 | MedCare Partners - IN Physicians Associated IPA | (833) 569-2538 |
| American Primary Care Alliance IPA | (855) 277-2836 | MedCare Partners - Northern California Physician Group | (833) 569-2538 |
| American West Healthcare Solutions | (877) 747-2637 | MedCare Partners - Physician Partners IPA | (833) 569-2538 |
| AMG IPA Inc dba Ava Medical Group | (714) 444-0044 | MedCare Partners - Premier Care of Northern California | (833) 569-2538 |
| AMVI Medical Group | (800) 708-3230 | MedCare Partners - Premier Patient Care IPA of Imperial | (833) 569-2538 |
| Angeles IPA | (714) 947-8600 | MedCare Partners - Vitruvian Care IPA | (800) 285-6164 |
| Asian American Medical Group dba All American Medical Group | (415) 216-0088 | MedEx Health Network Inc | (833) 915-0883 |
| Associated Dignity Medical Group | (714) 947-8600 | Medichoice IPA | (833) 915-0883 |
| Associated Hispanic Physicians of Southern California | (877) 282-8272 | Merit IPA | (909) 461-1515 |
| Beverly Aliaza IPA | (626) 282-0288 | Meritage Health Plan | (833) 446-1758 |
| Blue Zones Health Network of California, Inc (formerly Access Senior Healthcare, Inc) | (833) 548-2583 | Noble AMA IPA Medical Group, Inc | (877) 207-7600 |
| Buenaventura Affiliated Physicians Inc | (951) 682-1622 | Noble Community Medical Associate, Inc. of Mid Orange County | (714) 947-8600 |
| California Pacific Physicians Medical Group | (714) 947-8600 | Omnicare Medical Group, Inc | (310) 900-4280 |
| Capital Health Physicians | (866) 955-0044 | Optum Care Network - Desert Cities | (909) 605-8000 |

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| Center IPA | (714) 495-4392 | Optum Care Network - Riverside | (909) 605-8000 |
| Central Valley Medical Group Stanislaus | (209) 573-7400 | Optum Care Network - San Bernardino | (909) 605-8000 |
| Citrus Valley Physicians Group | (949) 474-6999 | Orange County Advantage Medical Group | (714) 947-8600 |
| Community Care IPA | (818) 702-0100 | Passion For Healing Medical Group | (310) 259-4214 |
| Community Family Medical Group | (626) 282-0288 | PHS Premier Health Services IPA Network (Alamitos IPA, Lakewood IPA, Brookshire IPA, Fountain Valley IPA, St. Mary IPA) | (877) 602-1563 |
| Daehan Prospect Medical Group | (800) 708-3230 | Physician Healthcare Integration IPA | (714) 495-4392 |
| Doctor's Managed IPA, Inc. | (877) 747-2637 | Physician Partners IPA | (657) 206-8700 |
| Easy Access Care IPA | (760) 352-2551 | Physicians Medical Group of San Jose | (408) 937-3600 |
| Empire Healthcare Corporation | (949) 750-2058 | Pinnacle Medical Group | (909) 881-4115 |
| Esperanza IPA | (213) 989-0700 | Preferred IPA of California | (800) 536-2867 |
| Family Care Specialist | (323) 226-1100 | Primary Care Associates of California | (844) 722-2472 |
| Family Choice Medical Group | (818) 461-5000 | Primary Care Associates of California of Ventura | (657) 465-3500 |
| First Valley Medical Group | (661) 941-4414 | PrimeCare Medical Group of Chino Valley, Inc. | (800) 708-3230 |
| Freedom Physicians Corporation | (951) 729-0077 | Progressive Medical Associates Medical Group, Inc. | (855) 277-2836 |
| Global Care Med Group IPA | (818) 702-0100 | Qualcare IPA | (661) 371-2790 |
| Golden Physicians Medical Group | (888) 909-0270 | Quality Care IPA | (909) 495-3595 |
| Greater Covina Medical Group | (626) 974-0440 | River City Medical Group | (916) 228-4300 |
| Greater Tri Cities IPA | (800) 458-2307 | Riverside Medical Clinic, Inc. | (951) 683-6370 |
| Health Care LA IPA | (818) 702-0100 | Senior Care IPA | (800) 511-4450 |
| Health Excel IPA | (858) 452-1279 | Senior First IPA dba ChoiceOne IPA | (909) 461-1515 |
| Healthy New Life Medical Corporation | (714) 947-8600 | Seoul Medical Group | (800) 611-9862 |
| Hill Physicians Medical Group - East Bay Region | (800) 445-5747 | Seoul Medical Group - Santa Clara (Formerly: Santa Clara Senior Medical Group) | (800) 611-9862 |
| Hill Physicians Medical Group - Sacramento Region | (800) 445-5747 | Southland Advantage Medical Group, Inc | (714) 947-8600 |
| Hill Physicians Medical Group - San Francisco Region | (800) 445-5747 | St Vincent IPA Medical Group | (888) 255-5053 |
| Hill Physicians Medical Group - San Joaquin Region | (800) 445-5747 | United Care Medical Group | (877) 225-6784 |