



CalOptima Health  
 A Public Agency  
 505 City Parkway West  
 Orange, CA 92868  
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 📞 TTY: 711  
 ⓘ [caloptima.org](http://caloptima.org)

# Provider Quick Reference Guide Contact List

## CalOptima Health — Departments

Department	Phone
Provider Resource Line	714-246-8600
Behavioral Health Customer Service	855-877-3885
Care Coordination and Prior Authorization	714-246-8686 or 888-587-7277
Claims Department	714-246-8600
Customer Service	714-246-8500 or 888-587-8088
OneCare Provider Inquiries	714-246-8600
Pharmacy Management Help Desk	714-246-8471

## CalOptima Health — Other Agencies

Department	Phone
California Children's Services (CCS) Program	714-347-0300
Health Insurance Counseling and Advocacy Program (HICAP)	714-560-0424
Medi-Cal Provider Support Line	800-541-5555
California Department of Health Care Services (DHCS) Ombudsman Services	888-452-8609
Orange County Health Care Agency Child Health and Disability Prevention Program (CHDP)	800-564-8448
Orange County Evaluation and Treatment Services	714-834-6900
Orange County Mental Health Plan	800-723-8641
Regional Center of Orange County (RCOC)	714-796-5100
County of Orange Social Services Agency (SSA)	714-541-4895
Vision Service Plan	800-615-1883

## CalOptima Health – Delegated Health Networks

<b>Department</b>	<b>Phone</b>
AltaMed Health Services - AHN (HMO)/ AltaMed Health Services (SRG)	855-848-5252
AMVI Care Health Network (PHC)	888-747-2684
CHOC Health Alliance (PHC)	800-387-1103
Family Choice Health Services (HMO)/ Family Choice Medical Group (SRG)	800-611-0111
HPN–Regal Medical Group (HMO)	800-747-2362
Noble Mid-Orange County (SRG)	888-880-8811
Optum	888-656-7523
Prospect Medical Group (HMO)	800-708-3230
United Care Medical Group (SRG)	877-225-6784