

Telephone Support Numbers

Contact	Available Hours	Telephone
MedImpact Pharmacy Support/Help Desk (For pharmacy personnel use only)	24 hours	(888) 807-5705
MedImpact Prior Authorization/ Clinical Support (For pharmacy personnel use only)	24 hours	(888) 807-5705
MedImpact PA Fax Line (Standard and Urgent)	24 hours	(858) 357-2557 (fax)
MedImpact Appeals Fax Line	24 hours	(844) 368-0424 (fax)
CalOptima's Eligibility Verification System	24 hours	(714) 246-8540
CalOptima Direct Prior Authorization (Items outside the pharmacy benefit)	Monday through Friday 8:00AM-4:00PM	(714) 246-8686
CalOptima Direct Claims Department	Monday through Friday 10:00AM-2:00PM	(714) 246-8885
CalOptima Customer Service Department	Monday through Friday 8:00AM-5:00PM	(714) 246-8500

Contracted Health Network Resource Numbers

Physician Hospital Consortia/Health Maintenance Organization (PHC/HMO)	Telephone
AMVI Care Health Network	(866) 796-4245
CHOC Health Alliance	(800) 424-2462
Family Choice Health Network	(800) 611-0111
HPN Regal Medical Group	(866) 654-3471
Kaiser Permanente	(800) 464-4000
Optum Care Network - Monarch	(888) 656-7523
Prospect Medical Group	(800) 708-3230

Shared Risk Group (SRG)	Telephone
Alta Med Health Services	(866) 880-7805
Arta Western Health Network	(800) 780-8879
Noble Mid-Orange County	(888) 880-8811
Optum Care Network - Arta	(800) 780-8879
Optum Care Network - Talbert	(800) 297-6249
United Care Medical Group	(877) 225-6784

CalOptima Direct (COD)	Telephone
CalOptima Direct	(714) 246-8500
CalOptima Community Network	(714) 246-8500

Contracted Incontinence Supply Vendor Numbers

Vendor	Telephone
Byram Healthcare	(800) 552-2633
Caremax Pharmacy	(800) 626-2600
Schraders' Medical Supply	(800) 258-9145