

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)




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> **MedicareRx**
RX BIN: <XXXXXX> **RXPCN:** <XXXXXX> Prescription Drug Coverage



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)
Care Connections (In-home & telehealth visits): 1-844-548-7681 (TTY: 711)
Medical Claims Submission: **Pharmacy Claims Submission:**
 <PAYOR_NAME> <CVS/Caremark>
 <PAYOR_ADDRESS1> <7050 Union Park Center, Suite 200>
 <PAYOR_CITY> <PAYOR_STATE> <Midvale, UT 84047>
 <PAYOR_ZIP> <Help Desk: 1-800-364-6331>
 <PAYOR_PHONE><PAYOR_TTY>
 <centralhealthplan.com>

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> **MedicareRx**
RX BIN: <XXXXXX> **RXPCN:** <XXXXXX> Prescription Drug Coverage



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 <PAYOR_CITY> <PAYOR_STATE> <Midvale, UT 84047>
 <PAYOR_ZIP> <Help Desk: 1-800-364-6331>
 <PAYOR_PHONE><PAYOR_TTY>
 <centralhealthplan.com>

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>



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

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

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 Plan
 Attn: Claims Department
 P.O 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).

<p>EDI CLAIMS SUBMISSION</p> <p>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.</p> <p>Log on to the Provider Portal for additional information about claims submission options available to you.</p> <p>CHP's payer ID: CHCPI</p>	<p>ELECTRONIC FUNDS TRANSFER (EFT), ELECTRONIC REMITTANCE ADVICE (ERA)</p> <p>Payment Vendor: ECHO Health</p> <p>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</p> <p>Any questions should be directed to ECHO Health at Phone: (888) 834-3511 Email: edi@echohealthinc.com</p>
<p>CLAIMS CUSTOMER SERVICE</p> <p>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.</p>	

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.

<p>MEDICARE MEMBER GRIEVANCES</p> <p>Members may file a grievance by:</p> <p>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</p>	<p>CONTRACTED & NON-CONTRACTED PROVIDER APPEALS</p> <p>To submit a provider grievance or appeal:</p> <p>Mail To: Molina Healthcare PO Box 22816 Long Beach, CA 90801-9977 Fax: (562) 499-0610</p>
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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	
<p>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.</p>	
<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](#)



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](#)



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](#)



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: [Teladoc 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	Kitty 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

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