

Claims Department

The Claims Department's primary focus this past year was to facilitate the transition to National Provider Identification numbers and the expansion of our Medi-Cal product into San Luis County. In addition, with our continuing goal of assisting our Providers with the claims process, the Claims Department has:

1. Hired and trained additional staff to accommodate the expansion into SLO County
2. Re-organized staff to allow Claim Representatives to devote more time to Provider calls
3. Implemented a Claim Correction Template to assist our Providers in submitting corrections to denied claims.
4. Continued our commitment to customer service by attending on site Provider visits as well as billing workshops.

Continuous improvements will be made this next year with the hope that we can provide the fastest turn-around-time for claims payment, more on-site Provider visits and clear explanations of claim denials. With the support and ideas for improvements from the community, our goal is to continue to improve our services to the Providers and Members we serve.



*Clockwise left to right:
Martha Vasquez,
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