



Contacting CenCal Health

We encourage you to contact CenCal Health whenever necessary.
Toll free at (800) 421-2560, (805) 685-9525 or TDHI# 711 (Access for Hearing Impaired).
You may also call the appropriate main phone line/e-mail address below for immediate attention.

Member Services

Main Line

Member Eligibility (toll free)

☎ (877) 814-1861
☎ (805) 692-1684

Interpreter Services (Face to Face)

☎ (877) 814-1861

Interpreter Services (Over the Phone)

☎ (800) 225-5254
✉ certifiedlanguages.com

Community Advisory Board

Voice Mail Message System
☎ (805) 685-9525 Ext. 3013

Provider Services

Main Line

☎ (805) 562-1676 (*SB Area*)
☎ (805) 541-7095 (*SLO Area*)
☎ (800) 421-2560 ext.1676 (*Toll free*)
☎ (805) 683-9203
✉ providerservices@cencalhealth.org

General Inquires

☎ (805) 562-1676 Select: 1
✉ providerservices@cencalhealth.org

Website Assistance

☎ (805) 562-1676 Select: 2
✉ webmaster@cencalhealth.org

Santa Barbara County Provider Services Representative

☎ (805) 562-1676 Select: 3
✉ psrgroup@cencalhealth.org

Santa Luis Obispo County Provider Services Representative

☎ (805) 541-7095 Select: 4
✉ psrgroup@cencalhealth.org

Asthma SMART Program

☎ (805) 562-1623

Diabetes SMART Program

☎ (805) 562-1674

Provider Advisory Board

Voice Mail Message System
☎ (805) 685-9525 Ext. 3014

Claims Operations

Main Line

☎ (805) 562-1083
☎ (800) 421-2560 ext.1083 (*Toll free*)
☎ (805) 683-9309

Outpatient Facility and Allied Issues

☎ (805) 562-1083 Select: 1

Inpatient Admission and LTC

Issues
☎ (805) 562-1083 Select: 2

Physician and Vision Issues

☎ (805) 562-1083 Select: 3

DME Issues

☎ (805) 562-1083 Select: 4

General Inquires or Claim Status

☎ (805) 562-1083 Select: 5

Health Services

Main Line

☎ (805) 562-1082
☎ (800) 421-2560 ext.1082 (*Toll free*)
☎ (805) 692-5140

MSSP Care

☎ (805) 562-1082 Select: 2

Utilization Management

☎ (805) 562-1082 Select: 3
☎ (805) 692-5140

General Inquires

☎ (805) 562-1082 Select: 4

Health Education Message Line

☎ (805) 685-9525 Ext. 3126
✉ healthed@cencalhealth.org

Pharmacy Services

Main Line

☎ (805) 562-1080
☎ (800) 421-2560 ext.1080 (*Toll free*)
☎ (805) 964-0367

General Pharmacy Inquiries

☎ (805) 562-1080 Select: 1

Pharmacy Directory

☎ (805) 562-1080 Select: 2

Pharmacy (MedImpact)

☎ (800) 788-2949
☎ (805) 685-7781

Finance - Recoveries Unit

Main Line

☎ (805) 562-1081
☎ (800) 421-2560 ext.1081 (*Toll free*)
☎ (805) 964-0540

HIP Program (English)

☎ (805) 562-1081 Select: 1

HIP Program (Spanish)

☎ (805) 562-1081 Select: 2

General Inquires

☎ (805) 562-1081 Select: 3

Fraud Reporting

Fraud Abuse Reporting

☎ (805) 685-9525 Ext. 3012
✉ fraud@cencalhealth.org

4050 Calle Real, Santa Barbara, CA 93110

1288 Morro St., Suite 100, San Luis Obispo, CA 93401

805.685.9525 • Toll-Free 800.421.2560 • CenCalHealth.org

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