



CenCal Health has relocated Administrative Offices **Tuesday, September 21, 2010**

CenCal Health has relocated from two offices in Goleta into one larger facility at 4050 Calle Real, Santa Barbara, CA 93110. All phone and fax numbers will remain the same and the San Luis Obispo office will remain at its current location.

Due to CenCal Health's move, providers may experience intermittent difficulties reaching certain staff members or departments. Please dial the Provider Services Department (805) 562-1676 if you experience any delay in service and have questions or concerns.

Additionally, CenCal Health fax numbers are temporarily out of service. We anticipate that this should be resolved soon. In the meantime, we advise providers of the following:

- Medical Request Forms (i.e. MRFs): Please fax any pharmacy prior authorization requests or supporting documentation directly to MedImpact, our Pharmacy Benefit Manager, at (858) 790-7100 in lieu of faxing (805) 685-7781.
- Medical Authorizations (i.e. TARs): Please utilize the CenCal Health website www.cencalhealth.org to submit requests in lieu of faxing (805) 685-5191. Medically urgent requests can also be handled telephonically by speaking to a UM nurse. Please dial the CenCal Health Utilization Management Department at (805) 562-1820.
- To reach the Provider Services Department with notifications that do not contain member protected health information, you may email Adobe PDF documents to providerservices@cencalhealth.org in lieu of faxing (805) 685-9828.
- When requesting reports from the Claims Department, staff can mail information directly to your practice in lieu of faxing requested reports. To reach the Claims Department, dial the central adjudication line at (805) 562-1083.

We apologize for any inconvenience these interruptions in service might cause. Thank you for your patience during this transition.