



CenCal Health Member Services Department

CenCal Health, a County Organized Health System provides healthcare coverage in Santa Barbara and San Luis Obispo Counties for the Medi-Cal, Healthy Families, Healthy Kids, Access for Infants and Women and In-Home Supportive Service Programs.

Our Member Services Department is dedicated to helping our members, provider and agency partners. We live within our community and our staff of Member Services Representatives in our Call Center, Grievance, Billing and Cultural-Language Access Coordinators is here to help you. We are bilingual (English/Spanish) and bicultural offering assistance Monday through Friday 8am to 5pm at our toll free telephone number 1-877-814-1861; for the hearing impaired please call the California Relay at 711.

If you have a question or need assistance with:

- How your Health Plan works and program benefits
- Choosing or changing your Primary Care Provider
- Finding a specialist
- Getting your prescriptions filled
- Filing a complaint or appeal and assistance with any bills you may receive
- Arranging interpreter services
- Scheduling appointments and assistance with transportation needs to medical appointments.

Again, our toll-free number is 1-877-814-1861; for the hearing impaired please call the California Relay at 711.