



QUICK REFERENCE GUIDE

For Institutional and Ancillary Providers

Central Valley Health Plan (“CVHP”) is a licensed, Restricted Knox-Keene entity, which makes CVHP the responsible party for medical costs and the management of health plan enrollees. We contract with full service health plans to develop high-quality, consumer-focused and competitively priced products. CVHP is wholly owned by Saint Agnes Medical Center, a part of Trinity Health, a leading not-for-profit Catholic health system serving communities across the country with 92 hospitals, and hundreds of primary, specialty and continuing care centers in 22 states.

Medicare Advantage Plan Partner	Humana Medicare Advantage Gold Plus HMO Plans			
IPA Partners	<ul style="list-style-type: none"> Central Valley Medical Providers Santé Physicians 			
CONTACTS				
MANAGEMENT COMPANY (MSO) (For Institutional and Ancillary)	Conifer Value Based Care (818) 461-5000			
PROVIDER PORTAL USER LOGIN (Institutional & Ancillary)	https://www.capcms.com/CapConnect/loginv2.aspx			
ELIGIBILITY & BENEFITS	Verify on the above provider portal or via Phone: (818) 461-5000			
UTILIZATION MANAGEMENT / CASE MANAGEMENT	Out of Area Emergency Managed by Conifer Phone: (818) 461-5006			
Central Valley Medical Providers <ul style="list-style-type: none"> Report In-patient Admissions Request Authorization 	In-Area Managed by MedPOINT Phone: (866) 423-0060 ext 1834 Fax: (888) 385-3112 Email: CM_notification@medpointmanagement.com			
Santé Physicians <ul style="list-style-type: none"> Report In-patient Admissions Request Authorization 	In-Area Managed by Santé Health System Phone: (559) 228-5430 Fax: (833) 853-8549 Email: cmrequests@santehealth.net			
CLAIMS & ENCOUNTER SUBMISSIONS (Institutional & Ancillary)	Clearinghouse	Phone	Payer ID	Paper Claims
	Change Health Optum	866-371-9066	95399	Central Valley Health Plan P.O. Box 261040 Encino, CA 91426
	Office Ally	866-575-4120	CAPMN	
CLAIM TYPE (this is not an inclusive list. Please reach out to CVHP Provider Relations if there are any questions)	Inpatient/Outpatient Facility Durable Medical Equipment Ambulance		Skilled Nursing Facility Orthotics/Prosthetics Home Health	
CLAIMS DEPARTMENT (Institutional & Ancillary)	Phone: (818) 461-5000, IVR available 24/7			
PROVIDER DISPUTES/APPEALS (Institutional & Ancillary)	Central Valley Health Plan P.O. Box 261760 Encino, CA 91426			
PROVIDER INQUIRIES (Institutional & Ancillary)	Phone: (818) 461-5000			
CENTRAL VALLEY HEALTH PLAN PROVIDER RELATIONS	Janine Stephenson-Barnes Phone: (559) 450-5278 Email: Janine.stephenson-barnes@samc.com			