



Answers to frequently asked questions for providers

1. [How do I become part of the CHOC Health Alliance?](#)
2. [Where do I send a claim?](#)
3. [Who do I call with questions about a claim payment or claim status?](#)
4. [How do I order a current Provider Manual, Directory and/or Preferred Drug List?](#)
5. [How do I find out who my provider representative is?](#)
6. [How do I obtain authorizations from CHOC Health Alliance?](#)
7. [How do I verify enrollment of a patient?](#)
8. [What services are covered by CHOC Health Alliance?](#)
9. [How can CalOptima members join CHOC Health Alliance?](#)
10. [What are carve-out services?](#)
11. [What is CCS? How do I sign up?](#)
12. [What is CHDP? How do I bill for services?](#)

1. How do physicians become contracted with CHOC Health Alliance?

Please contact our Provider Services Department.

CHOC Health Alliance
Attn: Provider Services
1120 W. La Veta Ave, #450
Orange, CA 92868
Tele 714-565-5100

2. Where do providers send a claim?

Providers have the option to submit claims via Electronic Data Interchange (EDI) or by mail.

Submitting claims EDI provides the ability to quickly and efficiently exchange healthcare information in a safe, secure and cost effective way. Claims submitted electronically reduce postage and other paper-related expenses while increasing efficiency.

Providers have the options to mail in a claim. Resubmissions must be mailed and marked as a resubmission on the claim form and envelope.

For dates of service **prior to February 1, 2014**, all paper claims should be submitted to:

Standard Mail/Overnight Mail
CHOC Health Alliance/CPN
Claims Department
P.O. Box 62108
Phoenix, AZ 85082

For dates of service on February **1, 2014 and after**, the mailing addresses for paper claims must be submitted to:



Rady Children's Hospital San Diego
CHOC/CPN Claims
3020 Children's Way, Mail Code 5144
San Diego CA 92123

3. Who do providers call with questions about a claim payment or claim status

Providers can log online to the **AboveHealth** website to check status up until June 30, 2014.

For dates of service on **February 1, 2014 and after** you must register with the new EZNet secured provider web portal. You can register by going to the website <https://eznet.rchsd.org>

You can also contact Claims Inquiry Claims Research (CICR) Department (CICR) 1-800-387-1103, option 1.

4. How do providers order a current Provider Manual, Directory and/or Preferred Drug List?

Providers may call the Provider Services Department at **1-800-387-1103, select 3**, or contact their assigned provider representative. CalOptima is responsible for medications on the Approved Drug List or Drug Formulary when filled at one of CalOptima's network pharmacies. The **preferred drug list** is available on CalOptima's website. Medications not on the Approved Drug List, must be approved. The provider completes the Prior Authorization form and sends to the approved pharmacy to submit to CalOptima for approval.

5. How do I find out who my provider representative is?

CHOC Health Alliance assigns every contracted Provider a Provider Representative who is regularly in contact with providers and/or office staff. Providers may confirm the name and phone number of their **[provider representative on line](#)** or by calling the Provider Services Department at 714-565-5100.

6. How do I obtain authorizations from CHOC Health Alliance?

- For routine authorizations you should submit online for efficiency and authorization tracking,
- All urgent requests must be telephoned in to 1-800-387-1103, option 2,
- You may also fax non-urgent authorization requests to 1-855-867-0868,

Always include clinical documentation, including physician orders, to support the request.

Prior Authorization Unit is available, Monday – Friday 8am -5pm by calling 1-800-387-1103, option 2.

7. How do I verify enrollment of a member?

You can verify member eligibility and PCP assignment online for dates of services on February 1, 2014 and forward on the new weblink portal: <https://eznet.rchsd.org> or by contacting the CHA Member Services Department at 1-800-424-2462.

For dates of services prior to February 1, 2014 you may access the AboveHealth website <https://choc.alderaplatform.com>. The site will be available until June 30, 2014 to status historical information.



8. What services are covered by CHOC Health Alliance?

Please refer to the [Benefit Summary](#) page on this website for a brief description of covered benefits. For a more complete description of benefits, please refer to the [Member Handbook](#).

9. How can CalOptima members join CHOC Health Alliance?

Contact CalOptima directly and request a Health Network Selection form. CHOC Health Alliance's Customer Service Department can help you complete this form if assistance is necessary and forward to CalOptima, or you can visit online at www.caloptima.org, or at their office:

CalOptima
505 City Parkway West
Orange, CA 92868
714-246-8500 or 1-888-587-8088

10. What are carved-out services?

Carved-out services are services for which CHOC Health Alliance is not financially responsible. These services and their respective responsible organizations are listed below.

Vision Services	Vision Services Plan (VSP) 1-800-877-7195 https://www.vsp.com
Dental Care	Denti-Cal 1-800-322-6384 http://www.denti-cal.ca.gov
CalOptima Mental Health Plan	Psychiatry and psychology services are covered through county mental health programs. For more information contact, Orange County Mental Health http://ochealthinfo.com/bhs at 1-800-723-8641. You can also visit CalOptima's site for additional questions about behavioral health.
Pediatric Preventive Visits (Use PM-160 form)	Cal Optima CHDP PPS/CHDP Claims P.O. Box 11037 Orange, CA 92856



11. What is California Children Services (CCS)? How do I sign up?

California Children Services (CCS) is a state program for children under the age of 21 years, whose medical conditions qualify them for CCS assistance. Children who meet medical, residential, and financial criteria (as defined by CCS) are eligible for diagnostic evaluations, treatment services, case management and physical/occupational therapy services. Please contact CCS for more information.

California Children Services

PO Box 6099

Santa Ana, CA 92706

<http://www.dhcs.ca.gov/services/Pages/cms.aspx>

12. What is the Child Health and Disability Prevention (CHDP) Program? How do providers bill for services?

The Child Health and Disability Prevention (CHDP) program is a preventive health program serving California's children and youth. CHDP provides periodic preventive health services to Medi-Cal beneficiaries under the regulations of the federal Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) program. All California Medi-Cal recipients from birth to age 21 years are eligible for health assessments. To become a certified CHDP provider, you may contact the Orange County CHDP office at (714) 567-6224.

Claims must be submitted to CalOptima:

CalOptima

PPS/CHDP Claims

P.O. Box 11037

Orange, CA 92856