



# 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.

**SERVICE AREA: FRESNO & MADERA COUNTY CALIFORNIA**

<b>Medicare Advantage Plan Partner</b>	<ul style="list-style-type: none"> <li>Humana Medicare Advantage Gold Plus HMO Plans</li> <li>Wellcare CalViva Health Dual Align (HMO DSNP)</li> </ul>
<b>IPA Partners</b>	<ul style="list-style-type: none"> <li>Central Valley Medical Providers (through 05.31.26)</li> <li>Santé Physicians</li> </ul>
<b>Contracted Hospital</b>	<ul style="list-style-type: none"> <li>Saint Agnes Medical Center</li> </ul>

**CONTACTS**

<b>MANAGEMENT COMPANY (MSO)</b> (For Institutional and Ancillary)	Conifer Value Based Care (818) 461-5000
<b>PROVIDER PORTAL USER LOGIN</b> (Institutional & Ancillary)	<a href="https://www.capcms.com/CapConnect/loginv2.aspx">https://www.capcms.com/CapConnect/loginv2.aspx</a>
<b>ELIGIBILITY &amp; BENEFITS</b>	Verify on the above provider portal or via Phone: (818) 461-5000
<b>UTILIZATION MANAGEMENT / CASE MANAGEMENT</b>	<b>Out of Area Emergency (Outside of Fresno &amp; Madera County)</b> <b>Managed by Conifer</b> Phone: (818) 461-5006
<b>Central Valley Medical Providers</b> <ul style="list-style-type: none"> <li>Report In-patient Admissions</li> <li>Request Authorization</li> </ul>	<b>In-Area (Fresno &amp; Madera County) Managed by MedPOINT</b> Phone: (866) 423-0060 ext 1834 Fax: (888) 385-3112 Email: <a href="mailto:CM_notification@medpointmanagement.com">CM_notification@medpointmanagement.com</a>
<b>Santé Physicians</b> <ul style="list-style-type: none"> <li>Report In-patient Admissions</li> <li>Request Authorization</li> </ul>	<b>In-Area (Fresno &amp; Madera County) Managed by Santé Health System</b> Phone: (559) 228-5430 Fax: (833) 853-8549 Email: <a href="mailto:cmrequests@santehealth.net">cmrequests@santehealth.net</a>

<b>CLAIMS &amp; ENCOUNTER SUBMISSIONS</b> (Institutional & Ancillary)	<b>Clearinghouse</b>	<b>Phone</b>	<b>Payer ID</b>	<b>Paper Claims</b>
	Change Health Optum	866-371-9066	95399	Central Valley Health Plan P.O. Box 261040 Encino, CA 91426
	Office Ally	866-575-4120	CAPMN	

<b>CLAIM TYPE</b> (this is not an inclusive list. Please reach out to CVHP Director of Operations with any questions)	Inpatient/Outpatient Facility Durable Medical Equipment Ambulance	Skilled Nursing Facility Orthotics/Prosthetics Home Health
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<b>CLAIMS DEPARTMENT</b> (Institutional & Ancillary)	Phone: (818) 461-5000, IVR available 24/7
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<b>PROVIDER DISPUTES/APPEALS</b> (Institutional & Ancillary)	Central Valley Health Plan P.O. Box 261760 Encino, CA 91426
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<b>PROVIDER INQUIRIES</b> (Institutional & Ancillary)	Phone: (818) 461-5000
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<b>CENTRAL VALLEY HEALTH PLAN</b> <b>Director Of Operations</b>	Norma Viscarra Phone: (559) 450-6545 Email: <a href="mailto:Norma.Viscarra@samc.com">Norma.Viscarra@samc.com</a> (preferred contact method)
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