

## Contact Phone Numbers for HCP IPA – Arta & HCP IPA – South Coast (formerly TMG IPA)

PLEASE NOTE THAT EXCEPT FOR THE ARTA PATIENT SUPPORT NUMBER LISTED BELOW, THE NUMBERS LISTED SHOULD ONLY BE USED BY THE PHYSICIAN OFFICE AND SHOULD NOT BE GIVEN TO MEMBERS/PATIENTS.

IF MEMBERS/PATIENTS HAVE INQUIRIES OR CONCERNS, PLEASE DIRECT THEM TO CALL THE PATIENT SUPPORT CENTER AT 800.403.4160 AND A PATIENT SUPPORT REPRESENTATIVE WILL ASSIST THEM.

### Customer Support Desk

**P 310.630.2300 F 310.808.9217**

Technical Support for the Physician Information Portal or Password Reset for any of the HCP Portals

### Referrals Portal Technical Support

**P 800.335.4559 F 949.567.0236**

Technical questions related to the Referral Management System (e.g. problems logging with your username/password, system issues, etc.) and education on the Referral Management System

### Claims Portal Technical Support

**P 310.965.1144 F 310.808.9217**

Questions on how to get signed up for the claims online portal, education on the claims online portal, help to get set up to submit claims via the claims on portal, etc.

### Claims Customer Service Department

**P 800.839.2177**

Questions related to claims status, whether a claim was received, etc.

### Eligibility Department

**P 310.965.1160**

Member Eligibility Verification/Status Questions

### Utilization Management Department

**P 800.868.5141 or 714.436.4798**

**F 949.567.0218** - AHN/AW only

**F 714.436.4408** - South Coast (TMG) only

Questions on referral/authorization status or changes to referral/authorizations, etc.

### Patient Support Center (24/7)

**P 800.403.4160**

Patient inquiries/issues

### Other Provider Questions or Concerns Not Listed:

Contact your Clinician Network Liaisons:

**Crysten Ford-Choi P 714.436.4717**

[CFord@healthcarepartners.com](mailto:CFord@healthcarepartners.com)

**Karen Thomas P 714.436.4816**

[KaThomas@healthcarepartners.com](mailto:KaThomas@healthcarepartners.com)

**Manuel Gonzalez P 714.436.4727**

[MaGonzalez@healthcarepartners.com](mailto:MaGonzalez@healthcarepartners.com)

**Monica Ahumada P 714.436.4834**

[MAhumada@healthcarepartners.com](mailto:MAhumada@healthcarepartners.com)

**Samuel Ramirez P 714.436.4823**

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Physician Services Consultant

**Susan Le P 714.436.4833**

[NgLe@healthcarepartners.com](mailto:NgLe@healthcarepartners.com)