

Contact Phone Numbers for HCP IPAs Arta Health, Arta Western & South Coast

With the exception of the Patient Support Center number listed below, the numbers listed on this sheet should only be used by the physician office and should not be given to members/patients.

If a member/patient has an inquiry or concern, please direct them to call the patient support center at **P 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 (PiP) 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

Physician Support Services

Susan Le, Manager P 714.436.4833
Ngle@healthcarepartners.com

Questions related to physician office operations, (i.e. patient experience, wait time, etc.)

Utilization Management Department

P 800.868.5141 or 714.436.4798

F 949.567.0218 - AHN/AW only

F 714.436.4408 - South Coast 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 Liaison (CNL):

Dao Ngo P 714.436.4717

DNgo@healthcarepartners.com

Jasmin Rios De La Rocha P 714.436.4816

JRiosDeLaRoc@healthcarepartners.com

Manuel Gonzalez P 714.436.4727

MaGonzalez@healthcarepartners.com

Samuel Ramirez P 714.436.4823

SRRamirez@healthcarepartners.com

Denise Gatewood P 714.436.4866

DGatewood@healthcarepartners.com