



CCIPA PROVIDER FACT SHEET

COMMUNITYCARE IPA (CCIPA)			
Toll Free Number	(866) 423-0060	Tax ID	46-3448709
Mailing Address	CommunityCare IPA Inc. c/o MedPOINT Management P.O. BOX 7020-04 Tarzana, CA 91357	NPI	1639508450
		Office Hours	Monday – Friday 9:00 am – 5:00 pm

HEALTH PLAN CONTRACTS – CENTRAL VALLEY		
HEALTH PLANS	PRODUCT LINES	COUNTIES
Anthem Blue Cross	Medi-Cal Medicare	Central Valley (<i>Madera</i> [~] , <i>Fresno</i>)
Imperial Health Plan	Medicare	Central Valley

[~]Camarena

[^] PCP only; ⁵ Specialty exceptions

HEALTH PLAN CONTRACTS – IMPERIAL COUNTY		
HEALTH PLANS	PRODUCT LINES	COUNTIES
Central Health Plan	Medicare, Medi- Medi	Imperial County
Community Health Plan of Imperial Valley	D-SNP	Imperial County
Health Net	Medi-Cal, Medicare	Imperial County
Imperial Health Plan	Medicare	Imperial County
Molina Healthcare	EAE D-SNP, Medicare, Covered California, Medi-Medi	Imperial County

HEALTH PLAN CONTRACTS – SAN DIEGO COUNTY		
HEALTH PLANS	PRODUCT LINES	COUNTIES
Blue Shield of California	Medicare	San Diego County
Blue Shield Promise Health Plan	EAE D-SNP, Medi-Cal, Medi-Medi	San Diego County
Central Health Plan	Medicare, Medi-Medi	San Diego County
Imperial Health Plan	Medicare	San Diego County
Health Net	Medicare, Medi-Medi	San Diego County
Molina Healthcare	EAE D-SNP, Medi-Cal, Medicare, Covered California, Medi-Medi	San Diego County



WHERE TO SEND CLAIMS/ENCOUNTERS?	
ELECTRONIC CLAIMS <i>*Preferred Method*</i>	
OFFICE ALLY PAYER ID*	MPM48
CLAIMREMEDI PAYER ID	MPM48
GATEWAY/TRIZETTO	MPM48
CHANGE HEALTHCARE	CCI01
*Preferred Clearing house. Contact Office Ally at (866) 575-4120 or go to: Office Ally Registration to set up an account	
PAPER CLAIMS	
MAILING ADDRESS	c/o CCIPA P.O. BOX 7020-04 Tarzana, CA 91357

PROVIDER DISPUTES - CLAIMS		
HEALTH PLANS	If the EOB is from:	PROVIDER DISPUTES SENT TO:
Community Health Plan of Imperial Valley	Community Health Plan of Imperial Valley	Community Health Plan of Imperial Valley Medi-Cal Provider Appeals Unit P.O. BOX 989881 West Sacramento, CA 95798-9881
	MPM	MPM P.O. BOX 7020-04 Tarzana, CA 91357 Or Fax: (888) 556-2291
All Other Health Plans	Health Plan/MPM	MPM P.O. BOX 7020-04 Tarzana, CA 91357 Or Fax: (888) 556-2291

PATIENT SPECIFIC LOA (PS LOA) / ONE TIME AGREEMENT (OTA) PROCESS

All PS LOA / OTA requests should be submitted or processed by the MPM UM team.

UTILIZATION MANAGEMENT	
DEPARTMENT	
Case Management	(818) 699-0035
Inpatient Utilization Management	(818) 699-0034
Outpatient Utilization Management	(818) 699-0032
Authorization Notes**	(818) 699-0036
** Electronic submission via MPM web portal is preferred. However, if an electronic submission is unavailable, please utilize the fax number above	



MPM DEPARTMENT CONTACT NUMBERS			
DEPARTMENT	PHONE	DEPARTMENT	PHONE
After-Hours Inpatient Admission	(866) 423-0060 option 0	IT / Web Portal	(866) 423-0060 ext. 1299
Case Management	(866) 423-0060 ext. 1834	Member Services - ENG	(866) 423-0060 ext. 1397
Claims Inquiry Unit	(866) 423-0060 ext. 1408	Member Services - SPA	(866) 423-0060 ext. 1393
Credentialing	(866) 423-0060 ext. 1632	Outpatient UM	(866) 423-0060 ext. 1579
Electronic Claims Issues	(866) 423-0060 ext. 1409	Provider Services - Contracting	(866) 423-0060, Option 5
Eligibility	(866) 423-0060 ext. 1182	Quality Management	(866) 423-0060 ext. 1353
Inpatient UM	(866) 423-0060 ext. 1449		

MANAGEMENT COMPANY	MedPOINT Management (MPM): www.medpointmanagement.com	
MPM PROVIDER PORTAL USER LOGIN	Access Claims Status, Cap Reports, Submit Authorizations via web portal. Sign up for the Provider portal here: MPM Provider Web Portal	
APPLICATION PREFERRED	CAQH	
NETWORK COVERAGE AREAS	Central Valley, Imperial and San Diego Counties	
CAPITATED LABORATORY	Central Valley/Imperial/San Diego County	LabCorp
CAPITATED SPECIALTIES (DME AND MEDICAL SUPPLIES)	Central Valley	Express RX, Inc.
ELIGIBILITY & BENEFITS	For most current information, check the MPM Provider portal or the Health Plan website	
ELECTRONIC PAYMENTS & ACCESS TO EOBs	Receive Payments via EFT and access EOBs through the Zelis – ePayment Center: To enroll or learn more about Zelis Payment Network (ZPN), call (855) 496-1571 or visit: www.zelis.com/providers/provider-enrollment	
FIELD REPRESENTATIVES	Brittney Walters and Miguel Quirarte are available to answer questions. You may also schedule an In-Service appointment with your office.	
	Brittney Walters (Central Valley) P: (866) 423-0060 0100 x 2751 E: bwalters@medpointmanagement.com	Miguel Quirarte (San Diego and Imperial County) P: (866) 423-0060 x3518 E: mquirarte@medpointmanagement.com
PROVIDER NETWORK OPERATIONS	Please contact MPM Provider Network Operations with questions and Provider updates at: CCIPA_ProviderServices@medpointmanagement.com	
CREDENTIALING DEPARTMENT	Please contact MPM Credentialing with updates and/or request responses at: Credentialing_CCIPA@medpointmanagement.com	



MEDPOINT CONTACT INFORMATION			
NAME	TITLE	PHONE NUMBER	EMAIL ADDRESS
Alex Carey	Chief Operating Officer	(866) 423-0060 ext. 1325	acarey@medpointmanagement.com
Carrie Hasson	VP, Provider Network Operations	(866) 423-0060 ext. 1217	chasson@medpointmanagement.com
Quincy Roberts	Director, Provider Network Operations	(866) 423-0060 ext. 2033	qroberts@medpointmanagement.com
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Brittney Walters	Sr. Field Representative, Provider Network Operations (Central Valley)	(866) 423-0060 ext. 2751	bwalters@medpointmanagement.com
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