



CCIPA PROVIDER FACT SHEET

COMMUNITY CARE IPA (CCIPA)			
Toll Free Number	(866) 423-0060	Tax ID	46-3448709
Mailing Address	Community Care 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 COUNTIES

HEALTH PLANS	PRODUCT LINES	HP CODE	COUNTIES
Anthem Blue Cross	Medi-Cal Medi-Cal	BCMC BCMCT	Central Valley (Madera [✓] , Fresno)

[✓] Camarena

[^] PCP only; [♠] Specialty exceptions

HEALTH PLAN CONTRACTS – IMPERIAL COUNTY

HEALTH PLANS	PRODUCT LINES	HP CODE	COUNTIES
Brand New Day	Medicare Advantage Medi-Medi	BNDS BNDX	Imperial County
California Health & Wellness CHW	Medi-Cal	CWMC	Imperial County
Health Net	Medicare Advantage	HNSS	Imperial County
Molina Healthcare	Medi-Cal Medicare Advantage Covered California Medi-Medi Cal MediConnect	MOLN MOLM MOCC MOLX MCMC	Imperial County



HEALTH PLAN CONTRACTS – SAN DIEGO COUNTY			
HEALTH PLANS	PRODUCT LINES	HP CODE	COUNTIES
Aetna Better Health of CA	Medi-Cal	AEMC	San Diego County
Blue Shield of CA <i>(eff. 01/01/2021)</i>	Medicare Advantage	CARS	San Diego County
Blue Shield Promise Health Plan	Medi-Cal Medi-Medi Cal MediConnect	CAR1 CARX CCMC	San Diego County
Brand New Day	Medicare Advantage Medi-Medi	BNDS BNDX	San Diego County
Health Net	Medi-Cal Medicare Advantage Medi-Medi	HNMC HNSS HNMM	San Diego County
Molina Healthcare	Medi-Cal Medicare Advantage Covered California Medi-Medi Cal MediConnect	MOLN MOLM MOCC MOLX MCMC	San Diego County

WHERE TO SEND CLAIMS/ENCOUNTERS?	
ELECTRONIC CLAIMS *Preferred Method*	
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 http://www.officeally.com/register/enrollment.aspx 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:
CA Health & Wellness	From CHW	California Health & Wellness Attn: Claim Disputes PO Box 4080 Farmington, MO 63640-3835
	From MPM	MPM PO BOX P.O. BOX 7020-04 Tarzana, CA 91357 Or Fax: (888) 556-2291
All Other Health Plans	From Health Plan/MPM	MPM PO Box 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	FAX NUMBER
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 electronic submission is unavailable, please utilize the above fax number.	

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	Effective May 1, 2019, MSO contract with MedPOINT Management (MPM) http://www.medpointmanagement.com				
WEB PORTAL USER LOGIN	Access Claims Status, Cap Reports, Submit Authorizations via web portal: Sign up for the Provider Portal here – https://portal.medpointmanagement.com/sign-in				
APPLICATION PREFERRED	CAQH				
NETWORK COVERAGE AREAS	Central Valley, Imperial and San Diego Counties				
CAPITATED LAB PARTNERS	<table border="0"> <tr> <td>Central Valley</td> <td>LabCorp</td> </tr> <tr> <td>Imperial/San Diego County</td> <td>Quest Diagnostics</td> </tr> </table>	Central Valley	LabCorp	Imperial/San Diego County	Quest Diagnostics
Central Valley	LabCorp				
Imperial/San Diego County	Quest Diagnostics				
ELIGIBILITY & BENEFITS	Check MPM Web Portal or for most current information, check Health Plan website				
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				