

SHARRON A. MACKEY, MHS, MPA
Chief Executive Officer

DENNIS HSIEH, MD, JD
Chief Medical Officer



ADMINISTRATION

595 Center Avenue, Suite 100
Martinez, California 94553
Main Number: 925-313-6000
Member Call Center: 877-661-6230
Provider Call Center: 877-800-7423

Se Habla Español

Contact Information for Noncontracting Hospitals Post Stabilization Care or Transfer Request

During Business Hours: A noncontracting hospital can call the Authorization Unit when the hospital determines a member is stable for transfer or to obtain authorization for post stabilization care. The Authorization Unit can be reached toll-free at **1-877-800-7423** or direct at **925-957-7260**. The Authorization Unit Representative will confirm the member's eligibility and forward the information to a Utilization Management (UM) Nurse. The UM nurse will perform a telephonic review of the member's current medical condition and coordinate any necessary post stabilization care.

After Business Hours, Weekends and Holidays: A noncontracting hospital can call the Advice Nurse (AN) Unit toll-free at **1-877-661-6230, option 1** when the hospital determines a member is stable for transfer or to obtain authorization for post stabilization care. The Advice Nurse will confirm the member's eligibility and review the current medical condition of the member. If the condition of the member is deemed stable for transfer by the attending physician and a transfer of the member to a contracted hospital is determined, the AN will coordinate the transfer to the contracted hospital.

