

# Quick Reference Guide –

<b>Provider Access</b>	PBH Clinical Care Management/ Eligibility & Benefit Information (24-hours per day)	(800) 999-9585
	Provider Helpline - Claims, Provider Network Management (8:00 am – 5:00 pm EST)	(800) 716-1166
	PBH Website Support Line	(800) 218-1029
	Physician Consultation Services (PCS):	(800) 292-2922
<b>Send Clinical Documentation To</b>	<u>Fax Preferred:</u> PARs/ LSQ/YLSQ Outcome Forms ONLY	Fax: (800) 992-2809
	<u>If unable to fax, mail</u> PARs/LSQ/YLSQ Outcome Forms and other clinical documentation to:	P.O. Box 55307 Sherman Oaks, CA 91413-0307
<b>Send Claims To</b>	PBH Website Claims submission:(logon required)	<a href="http://www.pbhi.com">http://www.pbhi.com</a>
	Electronic Transmission	<u>Clearinghouses:</u> Envoy Med (800) 366-5716 Proxy Med (800) 997-7699 PBH Payer ID#: 33053
	U.S. Mail	PacifiCare Behavioral Health P.O. Box 31053 Laguna Hills, CA 92654-1053
<b>Send Credentialing Correspondence To</b>	PBH Provider Operations Attn: Credentialing PO Box 25186 Santa Ana, CA 92799-5186	
<b>Send General Network Correspondence To PBH Local Network Management</b>	PBH Network Management Attn: Network Management PO Box 25186 Santa Ana, CA 92799-5186	

# Appeal & Provider Dispute Contacts

<b>Initiate Appeal for Utilization Management (Authorization Denial) Decisions</b>		
PBH Members	Commercial and Medicare Advantage Members:	(800) 999-9585
<b>Initiate Provider Dispute for Claims Payment/ Administrative Denials</b>		
PBH Members	Commercial and Medicare Advantage	PBH Helpline: (800) 716-1166
		Written: PacifiCare Behavioral Health P.O. Box 55307 Sherman Oaks, CA 91413-0307 Attn: Appeals Department