



CALIFORNIA PROVIDER CONTACT LIST

Behavioral Solutions of California

providerexpress.com

	OptumHealth Behavioral Solutions of California	Optum
Behavioral Network Services	PO Box 880609 San Diego, CA 92168-0609 Phone: (877) 614-0484 Fax: (855) 833-3724 BNSWest@optum.com	
Wellness Assessment Forms (ALERT®)	Wellness Assessments PO Box 27430 Houston, TX 77277 Phone: (877) 369-2198 Fax: (800) 985-6894	
Care Advocacy Teams and Inpatient Authorizations (All inpatient care must be pre-authorized)	(800) 333-8724 - Phones are answered 24 hours a day, 7 days a week - In the event of an emergency, notify us immediately - Facilities will send admission and discharge summaries to OptumHealth Behavioral Solutions of California/Optum for the purpose of ongoing treatment planning	
24-Hour Intake Line	(800) 888-2998	
Scheduling Appointments (Clients referred to you must be seen within the following time frame)	Appointment Type	Mental Health
	Routine/Non- Emergency	Within 10 business days
	Urgent	Within 48 hours
	Emergency	Same day
We highly recommend that claims be submitted electronically at providerexpress.com If you are unable to file electronically, please use the appropriate address shown on the right.	Optum (UBH) Members	
	University of California, Care1st & Wells Fargo Members	
	PO Box 30760 Salt Lake City, UT 84130-0760	PO Box 30755 Salt Lake City, UT 84130-0755
	Mail Handlers	UnitedHealthcare
Appeals & Grievances	PO Box 30756 Salt Lake City, UT 84130-0756	PO Box 30757 Salt Lake City, UT 84130-0757
	OptumHealth Behavioral Solutions of California & Optum Appeals & Grievances PO Box 30512 Salt Lake City, UT 84130-0512 Phone: (800) 999-9585 Fax: (855) 312-1470	
Claims & Eligibility	(800) 333-8724	
Provider Express Support	(866) 209-9320	
Language Assistance Program	(866) 374-6060	
Hearing & Speech Impaired Line	(800) 842-9489 (TTY)	