



# CALIFORNIA PROVIDER CONTACT LIST

Behavioral Solutions of California

[providerexpress.com](http://providerexpress.com)

	OptumHealth Behavioral Solutions of California	Optum	
<b>Behavioral Network Services</b>	PO Box 880609 San Diego, CA 92168-0609 Phone: <b>(877) 614-0484</b> Fax: (855) 833-3724 BNSWest@optum.com		
<b>Wellness Assessment Forms (ALERT®)</b>	Wellness Assessments PO Box 27430 Houston, TX 77277 Phone: <b>(877) 369-2198</b> Fax: (800) 985-6894		
<b>Care Advocacy Teams and Inpatient Authorizations</b> (All inpatient care must be pre-authorized)	<b>(800) 333-8724</b> <ul style="list-style-type: none"> <li>• Phones are answered 24 hours a day, 7 days a week</li> <li>• In the event of an emergency, notify us immediately</li> <li>• Facilities will send admission and discharge summaries to OptumHealth Behavioral Solutions of California/Optum for the purpose of ongoing treatment planning</li> </ul>		
<b>24-Hour Intake Line</b>	<b>(800) 888-2998</b>		
<b>Scheduling Appointments</b> (Clients referred to you must be seen within the following time frame)	Appointment Type	Mental Health	EAP
	Routine/Non- Emergency	Within 10 business days	Within 3 business days
	Urgent	Within 48 hours	Within 24 hours
	Emergency	Same day	N/A
<b>We highly recommend that claims be submitted electronically at <a href="http://providerexpress.com">providerexpress.com</a></b>  If you are unable to file electronically, please use the appropriate address shown on the right.	University of California, Care1st & Wells Fargo Members		Optum (UBH) Members
	PO Box 30760 Salt Lake City, UT 84130-0760		PO Box 30755 Salt Lake City, UT 84130-0755
	Mail Handlers		UnitedHealthcare
	PO Box 30756 Salt Lake City, UT 84130-0756		PO Box 30757 Salt Lake City, UT 84130-0757
<b>Appeals &amp; Grievances</b>	OptumHealth Behavioral Solutions of California & Optum		
	Appeals & Grievances PO Box 30512 Salt Lake City, UT 84130-0512 Phone: <b>(800) 999-9585</b> Fax: (855) 312-1470		
<b>Claims &amp; Eligibility</b>	<b>(800) 333-8724</b>		
<b>Provider Express Support</b>	<b>(866) 209-9320</b>		
<b>Language Assistance Program</b>	<b>(866) 374-6060</b>		
<b>Hearing &amp; Speech Impaired Line</b>	<b>(800) 842-9489 (TTY)</b>		