

Contact List for Doulas

#	MCP	Contracting and Onboarding			Billing, Claims, and Payments		
		Name	Phone	Email	Name	Phone	Email
1	Aetna Better Health	Linda Aquila		aquilal@aetna.com	Linda Aquila		aquilal@aetna.com
2	AIDS Healthcare Foundation dba PHC	Jaymi Wiley	323-436-5016	jaymi.wiley@ahf.org	Jesgena Al-Uqdah	323-579-1317	claims@ahf.org
3	Alameda Alliance for Health	Malissa Vance	510-995-1253	mvance@alamedaalliance.org	Paul Touris	510-717-6110	ptouris@alamedaalliance.org
4	Anthem Blue Cross Partnership Plan	Dieumi Nguyen		dieumi.nguyen@anthem.com	Tiffany Caliboso		tiffany.caliboso@anthem.com
	Anthem Blue Cross Partnership Plan	Doula Program		cadoulaprogram@anthem.com			
5	Blue Shield of California Promise Health Plan	Doula Program Office		bscpromisedoula@blueshieldca.com	The Doula Program Office: Single Case Letters of Agreements		bscpromisedoula@blueshieldca.com
					The Doula Program Office: Executed Doula Agreements	800-541-6652	blueshieldca.com
6	California Health & Wellness	Gilda Medrano		gilda.m.medrano@healthnet.com	Gilda Medrano		gilda.m.medrano@healthnet.com
7	CalOptima Health	Adriana Ramos		aramos@caloptima.org	Adriana Ramos		aramos@caloptima.org
8	CalViva Health	Gilda Medrano		gilda.m.medrano@healthnet.com	Gilda Medrano		gilda.m.medrano@healthnet.com
9	CenCal Health	Cathy Slaughter		cslaughter@cencalhealth.org			
10	Central California Alliance for Health	Jessie Dybdahl		jdybdahl@ccah-alliance.org	Cleo Morello		cmorello@ccah-alliance.org
11	Community Health Group Partnership Plan			contractingdepartmentemaildistributiongroup@chgsd.com	Cristina Alvarado		calvar@chgsd.com
12	Contra Costa Health Plan	Contracting		cchpcontracts@cchealth.org			claimstatus@cchealth.org
		Onboarding		cchpcredentialing@cchealth.org			
13	Gold Coast Health Plan	Carolyn Harris		charris@goldchp.org			providerrelations@goldchp.org
14	Health Net	Gilda Medrano		gilda.m.medrano@healthnet.com	Gilda Medrano		gilda.m.medrano@healthnet.com
15	Health Plan of San Joaquin	Helen Bayerian	209-469-8337	hbayerian@hpsj.com	HPSJ's Provider Services Dept	888-936-7526	providerservices@hpsj.com

16	Health Plan of San Mateo	Mary Del Plato		mary.delplato@hpsm.org	HPSM Claims Call Center	650-616-2106	claimsInquiries@hpsm.org
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		Name	Phone	Email	Name	Phone	Email
17	Inland Empire Health Plan			doula@iehp.org	Provider Services Call Center	866-223-4347	
18	Kaiser Foundation Health Plan, Inc.			medi-cal-state-program@kp.org	NCAL: TPMG Provider Engagement Department		tpmg-providerclaims@kp.org
					SCAL: Not available		Process workflow in progress
19	Kern Health Systems	Contracting: Ali Martinez	661-617-2579	alejandra.martinez@khs-net.com	Provider Claims Liaisons	800-391-2000 (Option 5,3)	
		Onboarding: Kristie Onaindia	661-595-2906	kristie.onaindia@khs-net.com			
20	LA Care	Norma Carrillo		doulabenefit@lacare.org			doulabenefit@lacare.org
21	Molina Healthcare of California	Maria Torres		maria.torres6@molinahealthcare.com	Maria Torres		maria.torres6@molinahealthcare.com
22	Partnership HealthPlan of	Mary Kerlin		mkerlin@partnershiphp.org	Lisa Malvo		lmalvo@partnershiphp.org
23	San Francisco Health Plan		415-547-7818	provider.relations@sfhp.org		415-547-7818	provider.relations@sfhp.org
24	Santa Clara Family Health	Janet		ygambatese@scfhp.com	Janet Gambatese		ygambatese@scfhp.com

Contact List for Doulas - Additional/Subcontractor

#	MCP	Contracting and Onboarding			Billing, Claims, and Payments		
		Name	Phone	Email	Name	Phone	Email
1	Anthem Blue Cross Partnership Plan: CareMore Health				Kimberly Thomson		kimberly.thomson@caremore.com
2	Anthem Blue Cross Partnership Plan: Elevance Health				Shawnette Patterson		shawnette.patterson@elevancehealth.com
3	CalOptima Health	Adriana Ramos		aramos@caloptima.org	Adriana Ramos		aramos@caloptima.org
4	CalOptima Health: AltaMed	Corey Moffatt		cmoffatt@alturamso.com	Corey Moffatt		cmoffatt@alturamso.com
5	CalOptima Health: Optum Network (Monarch HealthCare)	Ross Traktman		rtraktman@optum.com	Dan Briggs (Primary); Sergio Martinez (Secondary)		dbriggs@optum.com; smartinez2@optum.com
6	CalOptima Health: Prospect Medical Group (AMVI Care, Prospect, UCMG)	David Truong		david.truong@prospectmedical.com	Juanita Alailefaleula; Debbie Ramirez; Nancy Villaneda		juanita.alailefaleula@prospectmedical.com; debbie.ramirez@prospectmedical.com; nancy.villaneda@prospectmedical.com
7	CalOptima Health: CHOC	Gary Gonzalez	714-509-4432	ggonzales@choc.org	Claims/Billing Customer Services	800-397-1103	
8	CalOptima Health: FCMG	Maisha Hassan		marisha.hassan@coniferhealth.com	Claims/Billing Customer Services	800-611-0111	
9	CalOptima Health: HPN-Regal	Ivette Zavala	714-539-3100 ext.1101264	izavala@regalmed.com	Ivette Zavala	714-539-3100 ext.1101264	izavala@regalmed.com
10	CalOptima Health: Noble	Dennis Valero	714-947-8613	dvalero@healthsmartmso.com	Sitha Koy	714-947-5401	skoy@healthsmartmso.com

Websites			
#	MCP	Webpage	Weblink
1	Aetna Better Health		
2	AIDS Healthcare Foundation dba PHC California		
3	Alameda Alliance for Health	Provider Resources	https://alamedaalliance.org/providers/provider-resources
		Member Handbook	https://alamedaalliance.org/wp-content/uploads/AAH-2023-Medi-Cal-EOC_11222022-clean-for-KP.pdf
4	Anthem Blue Cross Partnership Plan	California Advancing and Innovating Medi-Cal (CalAIM)	https://providers.anthem.com/california-provider/patient-care/calaim
5	Blue Shield of California Promise Health Plan	Doula Program	https://www.blueshieldca.com/en/bsp/medi-cal-members/benefits/doula-program
6	California Health & Wellness		
7	CalOptima Health		
8	CalViva Health		
9	CenCal Health		
10	Central California Alliance for Health		
11	Community Health Group Partnership Plan	Member Handbook	https://www.chgsd.com/docs/default-source/chg-plans/medi-cal/2023-medi-cal-eocs/2023-medi-cal-eoc-final-english177d015176da49ae9db33d0a6950fb0a.pdf?sfvrsn=72902c1e_4
12	Contra Costa Health Plan	Provider Directory	https://cchealth.org/healthplan/provider-directory.php
13	Gold Coast Health Plan		
14	Health Net		
15	Health Plan of San Joaquin		
16	Health Plan of San Mateo		
17	Inland Empire Health Plan		

Websites			
#	MCP	Webpage	Weblink
18	Kaiser Foundation Health Plan, Inc.	Northern CA (NCAL): Doulas and Support During Childbirth	https://healthy.kaiserpermanente.org/northern-california/health-wellness/health-encyclopedia/he.doulas-and-support-during-childbirth.tn9822
		Southern CA (SCAL): Doulas and Support During Childbirth	https://healthy.kaiserpermanente.org/southern-california/health-wellness/health-encyclopedia/he.doulas-and-support-during-childbirth.tn9822
		My Birth Plan	https://healthy.kaiserpermanente.org/northern-california/health-wellness/health-encyclopedia/he.my-birth-plan.abl1753
19	Kern Health Systems	Provider Bulletin	https://res.cloudinary.com/dpmykpsih/image/upload/kern-site-353/media/b8f3473a4e9b43688979a94b4967f00f/doula-services.pdf
20	LA Care	Doula Support for Expectant Mothers	https://www.lacare.org/healthy-living/library/maternity-care-programs/doula-benefit
21	Molina Healthcare of California		
22	Partnership HealthPlan of California	PDFs for "Doulas"	http://www.partnershiphp.org/Search/Pages/default.aspx?k=doulas
		Doula Services Bulletin	http://www.partnershiphp.org/Providers/Medi-Cal/Documents/OnDemandTrainingWebinars/Flyers%20and%20Bulletins/DoulaServices_FINAL.pdf
23	San Francisco Health Plan	Benefits and Covered Sedrvices - Doula Services	https://www.sfhp.org/programs/medi-cal/benefits/doula-services/
		Provider Category - Doula	https://sfhp.healthtrioconnect.com/public-app/consumer/provdir/search.page?xsesschk=&startRow=0&rsblic=&productId=&servicesAvailable=C01349921&networkId=&language=&gender=&distance=&status=&acceptingPatients=&cultural_competence_trained=
24	Santa Clara Family Health Plan		

County

#	MCP	County
1	Aetna Better Health	Sacramento, San Diego
2	AIDS Healthcare Foundation dba PHC California	Los Angeles
3	Alameda Alliance for Health	Alameda
4	Anthem Blue Cross Partnership Plan	Alameda, Alpine, Amador, Butte, Calaveras, Colusa, Contra Costa, El Dorado, Fresno, Glenn, Inyo, Kings, Madera, Mariposa, Mono, Nevada, Placer, Plumas, Sacramento, San Benito, San Francisco, Santa Clara, Sierra, Sutter, Tehama, Tulare, Tuolumne, Yuba
5	Blue Shield of California Promise Health Plan	San Diego
6	California Health & Wellness	Alpine, Amador, Butte, Calaveras, Colusa, El Dorado, Glenn, Imperial, Inyo, Mariposa, Mono, Nevada, Placer, Plumas, Sierra, Sutter, Tehama, Tuolumne, Yuba
7	CalOptima Health	Orange
8	CalViva Health	Fresno, Kings, Madera
9	CenCal Health	San Luis Obispo, Santa Barbara
10	Central California Alliance for Health	Merced, Monterey, Santa Cruz
11	Community Health Group Partnership Plan	San Diego
12	Contra Costa Health Plan	Contra Costa
13	Gold Coast Health Plan	Ventura
14	Health Net	Kern, Los Angeles, Sacramento, San Diego, San Joaquin, Stanislaus, Tulare
15	Health Plan of San Joaquin	San Joaquin, Stanislaus
16	Health Plan of San Mateo	San Mateo
17	Inland Empire Health Plan	Riverside, San Bernardino
18	Kaiser Foundation Health Plan, Inc.	Sacramento, San Diego
19	Kern Health Systems	Kern
20	LA Care	Los Angeles

County

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21	Molina Healthcare of California	Imperial, Riverside, Sacramento, San Bernardino, San Diego
22	Partnership HealthPlan of California	Del Norte, Humboldt, Lake, Lassen, Marin, Mendocino, Modoc, Napa, Shasta, Siskiyou, Solano, Sonoma, Trinity, Yolo
23	San Francisco Health Plan	San Francisco
24	Santa Clara Family Health Plan	Santa Clara

Contact List For Members

#	MCP	Name	Phone	Email
1	Aetna Better Health	Member Services	855-772-9076	
2	AIDS Healthcare Foundation dba PHC California	Tiffany Smith		tiffany.smith@ahf.org
3	Alameda Alliance for Health	Alliance Member Services Department	510-747-4567; 877-932-2738; 800-735-2929 (TTY: 711)	
4	Anthem Blue Cross Partnership Plan	Member Services	Inside L.A. County: 888-285-7801; Outside L.A. County: 800-407-4627	
5	Blue Shield of California Promise Health Plan	Blue Shield Promise Maternity Care Management team	888-802-4410 (TTY: 711)	
6	California Health & Wellness	Customer Call Center	800-675-6110	
7	CalOptima Health	Customer Service department	714-246-8500; 888-587-8088 (TTY 711)	
8	CalViva Health	Member Services	800-675-6110	
9	CenCal Health	Member Services	877-814-1861	
10	Central California Alliance for Health	Member Services Call Center	800-700-3874	
11	Community Health Group Partnership Plan	Yousaf Farook		yfaroo@chgsd.com
12	Contra Costa Health Plan	Member Services Department	925-313-6000	
13	Gold Coast Health Plan	Pauline Preciado		ppreciado@goldchp.org
14	Health Net	Customer Service Center	800-675-6110	
15	Health Plan of San Joaquin	Customer Service department	888-896-7526	
16	Health Plan of San Mateo	Mary DelPlato		mary.delplato@hpsm.org
17	Inland Empire Health Plan	Member Services		doula@iehp.org
18	Kaiser Foundation Health Plan, Inc.	Member Services Call Center	800-464-4000	
19	Kern Health Systems	Member Services Department	800-391-2000	
20	LA Care			doulabenefit@lacare.org
21	Molina Healthcare of California		800-811-4804	

Contact List For Members

#	MCP	Name	Phone	Email
22	Partnership HealthPlan of California	Member Services Department	800-863-4155 option 2	
23	San Francisco Health Plan			provider.relations@sfhp.org
24	Santa Clara Family Health Plan	Kami Ram		kram@scfhp.com

Contact List For Members - Additional/Subcontractors

#	MCP	Name	Phone	Email
1	CalOptima Health: AltaMed	Evelyn Torres-Ozadali		evetorres@altamed.org
		Corey Moffatt- cmoffatt		cmoffatt@alturamsso.com
2	CalOptima Health: Optum Network (Monarch HealthCare)	OCN Arta	800-780-8879	
		OCN Talbert	800-297-6249	
		OCN Monarch	888-656-7523	
3	CalOptima Health: Prospect Medical Group (AMVI Care, Prospect, UCMG)	Patricia Farmer		pfarmer@prospectmedical.com
		Brenda Fresnares		brenda.fresnareslvn@prospectmedical.com
4	CalOptima Health: CHOC	Bianca Hodges	714-509-7042	bhodges@choc.org
5	CalOptima Health: FCMG	Arnel Mondejar		arnel.mondejar@coniferhealth.com
6	CalOptima Health: HPN-Regal	Ivette Zavala	714-539-3100 ext. 1101264	izavala@regalmed.com
7	CalOptima Health: Noble	Winnie Ong Calonzo		wcalonzo@healthsmartmso.com