

## BACP QUICK REFERENCE SHEET

AREA	CONTACT DETAILS
Main Member Service Line	<ul style="list-style-type: none"> <li>• Phone: (408) 882-1280</li> <li>• Hours: Mon-Fri., 8:30 AM – 5:00 PM</li> </ul>
Claims Submission	<ul style="list-style-type: none"> <li>• Via Office Ally, use Payor ID #: <b>NMM11</b></li> <li>• Mail:               <p style="margin-left: 40px;">Bay Area Care Partners c/o: Astrana Health Management, Inc. 1600 Corporate Center Dr. Monterey Park, CA 91754</p> </li> </ul> <p><b>**Paper claims will not be accepted for contracted providers**</b></p>
Case Management	<p>To report an admission,</p> <ul style="list-style-type: none"> <li>• Please fax: (408) 426-2998</li> </ul>
Eligibility	<p>To have a new patient added, you can:</p> <ul style="list-style-type: none"> <li>• Submit through the Astrana Health Portal: <a href="https://provider-portal.astranahealth.com/login">https://provider-portal.astranahealth.com/login</a></li> <li>• For urgent requests, please call (877) 282-8272</li> </ul>
Utilization Management	<ul style="list-style-type: none"> <li>• Submissions: Please use the Astrana Health Portal at: <a href="https://provider-portal.astranahealth.com/login">https://provider-portal.astranahealth.com/login</a></li> <li>• Faxes will be accepted on a limited basis at:               <p style="margin-left: 40px;"><u>Routine</u>: (408) 426-2972 <u>Urgent</u>: (408) 426-2977 <u>Notes/Modifications</u>: (408) 426-2996</p> </li> <li>• Phone: (408) 882-1280</li> </ul>
Web Portal Assistance	<ul style="list-style-type: none"> <li>• Technical Assistance/New Users: <a href="mailto:Portal.Help@AstranaHealth.com">Portal.Help@AstranaHealth.com</a></li> <li>• Phone: (626) 943-6146</li> <li>• Fax: (626) 943-6350</li> </ul>
Provider Services	<ul style="list-style-type: none"> <li>• Phone: (408) 882-1281</li> </ul> <p>You can also email the BACP IPA Provider Relations Team at <a href="mailto:BACP.ProviderRelations@astranahealth.com">BACP.ProviderRelations@astranahealth.com</a></p>