



**RIVERSIDE COUNTY
MEDICAL ASSOCIATION**

***New Physician
Survival Packet***

Riverside County Medical Association
3993 Jurupa Ave – Riverside CA 92506
951.686-3342 - Fax 951.686-1692 – 800.472-6204
www.rcmanet.org

Dear Doctor:

The Riverside County Medical Association welcomes you to Riverside County.

This packet includes information on where to obtain general information on the City and County itself, along with many resources to consult for assistance in setting up your practice.

We look forward to working with you as a member of the Riverside County Medical Association.

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Welcome to Riverside County Medical Association

Why Join the Riverside County Medical Association & the California Medical Association

If you are not a member of Riverside County Medical Association and the California Medical Association, you are missing out on all the benefits of the organizations that continually represent medicine before the government, the media and the public. For more information on membership, please call the Riverside County Medical Association at (951) 686-3342, ext. 309, or go to www.rcmanet.org.

Benefits of membership are gained from the interrelationship of the national, state, local and specialty associations and the united efforts they make to improve and protect medicine. These organizations work singly and jointly to protect all of us from the inroads of inappropriate legislation, from the non-physician medical practitioners who constantly strive to increase the scope of their practice, from the misguided media, and from those who, regardless of motivation, unwittingly work to destroy our profession. Listed below are some of the services under broad categories:

- **Legislative Advocacy:**
 - Ongoing efforts to stop intrusion into clinical decision-making.
 - Overturn efforts by health plans to limit physicians' access to managed care panels.
 - Help re-establish equitable reimbursements for physicians by overturning unfair Medicare rules.
- **Legal Services Through the California Medical Association:**
 - Managed Care Compensation Review
 - Managed Care Contract Analysis
 - Regulatory Compliance
- **Physician Services/Benefits**
 - NORCAL Professional Liability Insurance – www.norcalmutualinsurance.com - 800.652-1051
 - Wholesale rates and fees on merchant credit and debit card processing
 - Business/Personal Insurance for Physicians, their families and employees. Medical, Dental, Workers' Compensation, Disability, Life and more, from Marsh Affinity Group Services (www.marshaffinity.com) 1-800-842-3761.
 - Managed Care Workshops
 - Practice Management Seminars
 - Continuing Medical Education Programs
 - Annual Statewide Physicians' Well-Being Conference
 - Physicians Referral Service (250-300 referrals per month)
 - Automatic \$100,000 Accidental Death & Dismemberment flight insurance
 - Altura Credit Union Membership
 - Amusement Park and Entertainment Discount Tickets
 - Membership Label Service
- **Publications**
 - Southern California Physician – www.socalphys.com
 - Annual Pictorial Membership Directory
 - Physicians Managed Care Manual
 - Model Managed Care Contract
 - CMA's Action Plan for Physicians Terminated by Managed Care Plans
 - California Physician's Legal Handbook
 - California Physician (monthly on-line) – www.calphys.org
 - RCMA Member Update – semi-monthly news update either faxed or emailed to all members



Your RCMA/CMA Membership Is More Rewarding Than Ever!

As a member of the Riverside County Medical Association and the California Medical Association, you have the ultimate in-group buying at your fingertips. Convenience, Dependability, Savings and Service are the hallmarks of the discount programs available to RCMA/CMA Members. *From auto insurance to retirement plans, RCMA/CMA's discount programs will save you time and money – many RCMA/CMA members save more than their annual dues!* For further information call the RCMA at (951) 686-3342 or the number listed for each benefit.

BUSINESS NEED	SOLUTION	CONTACT INFORMATION
Automobile Insurance	Mercury Insurance Group Discounted, competitive rates – homeowners insurance too!	1-888-637-2431 www.mercuryinsurance.com
Credit/Debit Card Processing	JP Morgan Chase Bank & Merchant Services Wholesale rates and fees on credit/debit card processing	RCMA 800-472-6204
Car Rental	Avis or Hertz Discounted car rentals.	Avis: 1-800-331-1212 (ID#A895200) Hertz: 1-800-654-2200 (ID#16618)
Collection Services	I.C. System Full-service AR management.	1-800-279-6620 www.icsystem.com
Credit Cards	MBNA Great interest rates – complete the application over the phone	1-866-GET-MBNA (438-6262) (Use Priority Code: MPF2)
PPO, EPO, W/C Network	Inland Empire Foundation for Medical Care Network of over 1500 providers in Riverside & San Bernardino Counties.	1-800-334-7341 www.cfmnet.org
Professional Liability Insurance	NORCAL Mutual Insurance Company RCMA sponsored professional liability insurance	1-800-652-1051 www.norcalmutual.com
Patient Referral Service	RCMA Referral Service Referral service for the public looking for physicians in Riverside County	951-686-3342 or 800-472-6204 www.rcmanet.org
Gateway to articles and services for physicians practicing in Southern California.	Southern California Physician Magazine of the medical associations/societies of Riverside, San Bernardino, Orange, Ventura, Los Angeles and Imperial Counties.	1-714-978-1100 www.socalphys.com
Workshops for office personnel	Medical Office Managers Forums Seminars on coding, Medicare, personnel law, contracting and getting paid.	951-686-3342 or 800-472-6204 www.rcmanet.org
Front-Office Practice Management Supplies	Histacount 20% off products from furniture to recall cards	1-888-987-9338 (Use member code: 11831) www.histacount.com
Electronic Claims Filing & other Related Services	Infinedi Electronic clearinghouse, to ensure your practice's cash flow is not interrupted.	1-800-688-8087 www.infinedi.net
Evaluate Health Care Information Technology Products	KLAS Free/deeply discounted access to consumer satisfaction reports on HIT.	1-800-401-5911
Medical, Workers' Comp. Life, Disability Insurance and more...	Marsh Affinity Group Services Competitively priced packages for all size groups.	1-800-842-3761 www.marshaffinity.com
HIPAA Compliance Toolkit	PrivaPlan Discount on a complete resource for HIPAA and California Law! Covers privacy, security and electronic transactions.	1-877-218-7707 www.privaplan.com
Investment Services	Mercer Global Advisors Financial solutions for physicians.	1-800-898-4642 www.mgadvisors.com
Magazine Subscriptions	Subscription Services, Inc. Low Rates for home or reception area.	1-800-289-6247 www.buymags.com/cma
Security Prescription Pads	Rx Security Tamper-resistant security prescription forms.	1-800-667-9723 www.rxsecurity.com/cma.php
Health Savings Account	Marsh Affinity Group Services/UMB HSA Deposit Account PLUS Investment options.	1-800-842-3761 CMACounty.Insurance@marsh.com
Clinical Reference Guides for PDA	EPocrates Point-of-care access to up-to-date information on drugs, diseases, and diagnostics.	1-800-230-2150 www.epocrates.com
Professional Publications	UCG Decision Health Discounted publications serving business and regulatory needs for health care practitioners.	1-877-602-3835 www.decisionhealth.com

NEW PRACTICE CHECKLIST

To assist you in your efforts to open a medical practice in Riverside County, the Riverside County Medical Association offers the following checklist of things you must do to efficiently get the job done.

LICENSES

A City business license is generally required for a physician in private practice. Fees for these licenses vary according to locality.

If you are planning to conduct business in an incorporated city within the County of Riverside you must obtain a business license from that city. If you are starting a new business, you must also check to see if you need to record a Fictitious Business Name or if you require a state reseller's license. Links below will help you find some of these resources. Businesses that aren't physically located within the city limits may also be required to obtain a business license. For detailed information on the City's business tax, licenses and regulations, please review the City's Municipal Code.

Depending on the type of business you conduct, you may be required to interact with more than one City department to acquire a business license. For example, your business facility may require City electric or water services, zoning or building code approval, or the services you provide may require special licenses.

Banning

P.O. Box 998
99 E. Ramsey St., Banning, CA 92220
Phone: 951.922-3126
www.ci.banning.ca.us

Cathedral City

68700 Avenida Lalo Guerrero, Cathedral City, CA 92234
Phone: 760.770-0353
www.cathedralcity.gov

Corona

Business License Division
PO Box 940
400 S Vincentia Ave, Corona CA 92878
Phone: 951.736-2275
www.ci.corona.ca.us

Hemet

Business License Department
445 E. Florida Ave. - Hemet, California 92543
Phone: 951.765-2358 - FAX: 951.765-2336
www.cityofhemet.org

Indian Wells

44-950 Eldorado Drive, Indian Wells, California 92210-7497
Phone: 760.346.2489 Fax: 760.346.0407
www.ci.indian-wells.ca.us

Indio

City Hall 100 Civic Center Mall, Indio, CA 92201
Phone: 760.342-6561
www.indio.org

Moreno Valley

City Hall, 14177 Frederick Street, PO Box 88005, Moreno Valley, CA 92552
Phone: 951.413.3000 - Fax: 951.413.3750
www.moreno-valley.ca.us

Murrieta

Finance Department
26442 Beckman Court, Murrieta CA 92562
Phone: 951.461-6042
www.murrieta.org

Norco

Fiscal and Support Services
2870 Clark Ave., Norco CA 92860
Phone: 951.270-5679
www.norco.ca.us

Palm Desert

Department of Finance/Treasurer
73-510 Fred Waring Dr., Palm Desert, CA 92260
Phone: 760.346-0677
www.palm-desert.org

Palm Springs

Finance Department
3200 E Tahquitz Canyon Way, Palm Springs CA 92262
Phone: 760.323-8229 Fax 760.322-8320
www.finance@ci.palm-springs.ca.us

Rancho Mirage

Business License Division
69-825 Highway 111, Rancho Mirage, CA 92270
Phone: 760.770-3207 Fax: 760.324-0528
www.ci.rancho-mirage.ca.us

Riverside

Riverside Business Tax License office
3900 Main St., Riverside, CA 92522
Phone: 951.826-5465
www.ci.riverside.ca.us

Temecula

Business License Division
43200 Business Park Dr., Temecula CA 92589
Phone: 951.694-6431 Fax 951.694-6473
www.cityoftemecula.org

FEDERAL NARCOTICS LICENSE

The Department of Justice Drug Enforcement Administration (DEA) issues your Federal Narcotics License. Prior to administering, prescribing, or dispensing any drugs under the Controlled Substance Act of 1970, you must be registered with the Drug Enforcement Administration. To obtain a DEA number and an application for registration (DEA Form 224), call or write:

Drug Enforcement Administration
Los Angeles Regional Office
255 E Temple St 20th Floor
Los Angeles CA 90012
(213) 621-6700 Registration (213) 621-6960

If you administer and dispense scheduled drugs through more than one office, you must register each office with the DEA.

If you already have a DEA number and plan to relocate or close your practice, you must inform the DEA in writing six (6) weeks before doing so. Send your DEA number and your old and new address to the address as written above.

DRUG PRESCRIBING

A DEA registered physician who has a need for Schedule II - V controlled drugs for office or medical bag use may obtain Tamper-Resistant Order Forms by contacting any of the state-approved printing companies. As of January 1, 2005, triplicate forms will no longer be valid. The list of approved printers in California can be found on the Board of Pharmacy website at: http://www.pharmacy.ca.gov/consumers/security_printer_list.htm. You may contact the Board of Pharmacy at the following address:

Board of Pharmacy
400 R Street, Suite 4070
Sacramento, CA 95814
Phone: (916) 445-5014
Fax: (916) 327-6308

Be sure to visit the website often, as more applications for printers are being added continually. The Riverside County Medical Association has partnered with a company that offers members a direct discount on the prescription pads. Contact Rx Security 800.667-9723 or www.rxsecurity.com/cma.php

FICTITIOUS NAMES

A fictitious Business Name Statement may need to be filed with the Riverside County Clerk's Office by physicians who practice in California under a fictitious business name. Statements may be filed at:

Riverside County Clerk's Office

Riverside (Gateway)
2720 and 2724 Gateway Dr.
Riverside, CA 92507

Riverside (Downtown)
4080 Lemon St., 1st Floor
Riverside, CA 92502

Blythe
270 N. Broadway
Blythe, CA 92225

Hemet
880 N. State, Suite B-6
Hemet, CA 92543

Indio
82675 Highway 111, Room 113
Indio, CA 92201

Palm Springs
3255 E. Tahquitz Canyon Way, Room 114
Palm Springs, CA 92262

Temecula
41002 County Center Dr. #230
Temecula, CA 92591

You may call **951.486-7000** or **760.863-8732** Monday to Friday from 9 AM to 4:30 PM for more information pertaining to fictitious names. This statement should be filed no later than 40 days after the physician commences his practice and is valid for five (5) years. Within 30 days of filing, the physician must publish his/her business name in a newspaper or general circulation in his/her area once a week for four consecutive weeks.

Fictitious names must also be filed with the Medical Board of California Division of Licensing. The Division of Licensing issues permits authorizing physicians, medical groups or medical corporations to use fictitious names under specific conditions. Renewal is required every two years (Business and Professional Code Section 2392). Applications can be obtained from:

Medical Board of California
Division of Licensing
1426 Howe Avenue
Sacramento, CA 95825
Phone 916-263-2384
www.medbd.ca.gov

EMPLOYER REQUIREMENTS

Physicians with any employees must obtain a State Employer ID number. The Employer's Enrollment Registration Form (DE-I) for the State of California can be obtained from the District Tax Office.

Details regarding the registration form and mandatory quarterly payroll reports will be explained to you at the Employment Tax District Office. Information regarding State Disability Insurance is also available from the Tax District.

To obtain a Federal Employer ID Number and information about reporting Federal withholding, Social Security and other federal taxes, and to obtain forms and other tax information, contact:

The Internal Revenue Service
800-829-1040
800-829-3676

If you have one or more full or part-time employees, state law requires that you maintain Workers' Compensation insurance to cover "on the job" injuries.

X-RAY INFORMATION

Physicians who plan to operate X-ray equipment in their office or hospital must obtain an x-ray Supervisor and Operator's Certificate from the State Department of Health. Certification must renew every two years. Applications may be obtained from:

Department of Health Services
Radiologic Health Branch-Certification
714 P Street
Sacramento, CA 95814
916-445-2618

State law requires that x-ray equipment be inspected and registered with the State Department of Health. The equipment must be registered within 30 days of acquisition and registration must be renewed every two (2) years. Fees will vary depending on x-ray equipment and type of practice. X-ray forms can be obtained from:

Department of Health Services
Radiologic Health Branch
Registration Unit
714 P Street
Sacramento, CA 95814
916.445-6695

If x-ray equipment is sold or moved to a different location, the State Department of Health must be notified within 30 days.

CMA's Center for Economic Services has seen a tremendous upswing in phone calls since Palmetto GBA took over as the Medicare fiscal intermediary in California on September 2, 2008. The majority of these calls are questions regarding phone numbers, fax numbers and addresses for Palmetto. Below is the list of Palmetto contact information that will be very helpful. Palmetto's post-transition website can be found here:

<http://www.palmettogba.com/palmetto/providers.nsf/DocsCatHome/Jurisdiction%20%20Part%20B>

For additional assistance, call CMA Reimbursement Assistance Hotline: 888-401-5911



Important Medicare Addresses and Telephone Numbers for Segment 3 Part B Providers in the state of California

Contractor	Workload	Operational Date
Noridian	HI, NV Part B	8/4/08
NGS	CA, HI, NV Part A	8/20/08
NHIC	CA Part B	9/2/08

Department	Effective Date	Telephone Number	Hours of Operation
IVR	9/2/08	866-931-3903	24 x 7
Customer Service Representatives	866-931-3901		7:00 am – 5:00 pm Pacific Time
TTY	866-931-3902		7:00 am – 5:00 pm Pacific Time

***Note:** Palmetto GBA has a separate toll-free telephone number for reopenings. The number is listed below. The hours of operation are 7:00 am – 3:00 pm Pacific Time.

Department	Effective Date	Address	FAX Number	Telephone Number
Claims	8/27/08	J1 MAC – Palmetto GBA PO Box 1051 Augusta, GA 30903-1051	N/A	N/A
Electronic Data Interchange (EDI)	8/27/08	J1 MAC – Palmetto GBA PO Box 100145 Columbia, SC 29202-3145	803-870-8035	866-749-4301
Electronic Funds Transfer (EFT)	9/2/08	EFT.Admin@palmettogba.com	None	866-749-4301

Finance	9/2/08	J1 MAC – Palmetto GBA PO Box 1416 Augusta, GA 30903-1416	803-462-3916	N/A
General Correspondence	9/2/08	J1 MAC – Palmetto GBA PO Box 1091 Augusta, GA 30903-1091	803-462-3912	N/A
Medical Review – (ADR Responses)	9/2/08	J1 MAC – Palmetto GBA PO Box 1476 Augusta, GA 30903-1476	803-462-3929	N/A
Medicare Secondary Payer	8/27/08	J1 MAC – Palmetto GBA PO Box 1687 Augusta, GA 30903-1687	803-462-3922	No direct telephone line
Provider Enrollment	9/2/08	J1 MAC – Palmetto GBA PO Box 1667 Augusta, GA 30903-1667	Not applicable at this time	No direct telephone line
Provider Outreach and Education	9/2/08	Palmetto GBA – J1 MAC PO Box 2166 Augusta, GA 30903-2166	803-462-3923	No direct telephone line
Redeterminations	8/11/08	Palmetto GBA – J1 MAC PO Box 1252 Augusta, GA 30903-1252	803-462-3914	No direct telephone line
Reopenings – Telephone	9/2/08	See address below for written reopenings	Not applicable at this time	866-669-5543
Reopenings – Written	8/11/08	Palmetto GBA – J1 MAC PO Box 1252 Augusta, GA 30903-1252	Not applicable at this time	No direct telephone line
Street Address for FedEx, DHL, and UPS	9/2/08	Palmetto GBA – J1 MAC 2743 Perimeter Parkway Building 200, 2nd Floor Augusta, GA 30909	None	No direct telephone line
Urgent Overpayment Correspondence – Address to Mail Checks	9/2/08	Palmetto GBA – J1 MAC PO Box 1416 Augusta, GA 30903-1416	803-462-3916	No direct telephone line

PROVIDER NUMBERS

A National Provider Identifier (NPI) Number is required to treat Medicare patients. Request one in writing from:

<https://nppes.cms.hhs.gov> or call 800/465-3203

Because local Medicare carriers and numbers tend to change frequently, CMS's website (www.cms.hhs.gov) is your best source for accurate up-to-date input.

If you change your office address, you must file a new application.

To treat Medi-Cal patients; obtain a Medi-Cal Provider Number request form from:

California Department of Health Services
Provider Enrollment Section
714 P Street, P.O. Box 942732
Sacramento, CA 94234-7320
medi-cal.ca.gov/pubsdoco/pubsframe.asp (Provider Enrollment)

Physicians who are having problems with Medi-Cal claims may contact the following individual:

Stephen G. Malawsky, M.D.
Medical Director
EDS State Operations Division
3215 Prospect Park Drive
Rancho Cordova, CA 95670-6017

EDS 1-800.541-5555
Enrollment & Support Center; Questions 916.323-1945

The application process for Medicare and Medi-Cal can take up to three months.



Medicare Provider-Supplier Enrollment

Overview

Overview

- [Enrollment Applications](#)
- [Internet-based PECOS](#)
- [DMEPOS Surety Bond](#)
- [OrderingReferringReport](#)
- [Advanced Diagnostic Imaging Accreditation](#)
- [DMEPOS Accreditation](#)

This section is designed to provide Medicare enrollment information for providers, physicians, non-physician practitioners, and other suppliers. Please review our downloadable brochures below to learn more about Medicare provider and supplier enrollment.

CMS has established Internet-based Provider Enrollment, Chain and Ownership System (PECOS) for physicians, non-physician practitioners and providers and suppliers organizations. Internet-based PECOS will allow physicians, non-physician practitioners and provider and supplier organizations to enroll, make a change in their Medicare enrollment, view their Medicare enrollment information on file with Medicare, or check on status of a Medicare enrollment application via the Internet. For more information about the Internet-based PECOS, please select the "Internet-based PECOS" link to the left.

For additional information regarding Advanced Diagnostic Imaging Accreditation, please select the "Advanced Diagnostic Imaging Accreditation: link to the left.

For more information regarding DMEPOS accreditation, please select the "DMEPOS Accreditation" link to the left.

For additional information regarding DMEPOS Competitive Acquisition, please select the "DMEPOS Competitive Bid" link from the "Related Links Inside CMS"

See the **Related Links Inside CMS** section below for other helpful resources. Use the **Frequently Asked Questions** link to get answers to commonly asked questions about provider and supplier enrollment and help with navigating various sections of this Web site.

Downloads

[Medicare Fee-For-Service Contact Information \[PDF, 63 KB\]](#)

[Tips to Facilitate the Medicare Enrollment Process\[PDF.34KB\]](#)

[Individual Physician Reporting Responsibilities Fact Sheet \[PDF, 103KB\]](#)

[Non-Physician Reporting Responsibilities Fact Sheet \[PDF, 71KB\]](#)

[Group Practice Reporting Responsibilities Fact Sheet \[PDF, 147KB\]](#)

[Enrollment and NPI Information\[PDF.38KB\]](#)

[Institutional Providers Brochure \[PDF, 84 KB\]](#)

[Physicians, Non-Physician Practitioners and Other Health Care Suppliers Brochure \[PDF, 104 KB\]](#)

[Durable Medical Equipment, Prosthetics, Orthotics, and Supplies \(DMEPOS\) Brochure \[PDF.87KB\]](#)

Related Links Inside CMS

[Frequently Asked Questions](#)

[State Survey & Certification Contact Information](#)

[National Provider Identifier \(NPI\)](#)

[DMEPOS Competitive Bid](#)

[Medicare Learning Network](#)

[Medicaid](#)



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Internet-based PECOS

Internet-based Provider Enrollment, Chain and Ownership System (PECOS) is available to physicians, non-physician practitioners, and provider and supplier organizations in all States and the District of Columbia. Internet-based PECOS will allow physicians, non-physician practitioners, and provider and supplier organizations the option of enrolling, making a change in their Medicare enrollment information, viewing Medicare enrollment information, or tracking the status of their Medicare enrollment applications throughout the Internet submission process.

For physicians and non-physician practitioners, there are three basic steps to completing an enrollment action using Internet-based PECOS. Physicians and non-physician practitioners must:

1. Have an NPPES User ID and password to use Internet-based PECOS. For security reasons, physicians and non-physician practitioners should change passwords periodically, at least once a year. Please read the document entitled, "Medicare Physician and Non-Physician Practitioners - Protecting Your Privacy, Protecting Your Medicare Enrollment Record." which is available in the Download section of this page.

2. Go to Internet-based PECOS by clicking on the link found in the section titled, "Related Links Outside CMS" (at the bottom of this page) and complete, review, and submit the electronic enrollment application via Internet-based PECOS.

3. Print, sign and date the 2-page Certification Statement for each enrollment application submitted and mail the Certification Statement and all supporting paper documentation to the Medicare contractor within 7 days of electronic submission. Note: A Medicare contractor will not process an Internet enrollment application without the signed and dated Certification Statement. In addition, the effective date of filing an enrollment application is the date the Medicare contractor receives the signed Certification Statement that is associated with the Internet submission.

The Certification Statement must be signed by the physician or non-physician practitioner enrolling or making changes to enrollment information. Signatures must be original and in ink (blue ink recommended). Copied or stamped signatures will not be accepted.

The physician or non-physician practitioner assumes full and complete liability for new and updated Medicare enrollment information that is transmitted to the enrollment contractor via Internet-based PECOS once the enrollment contractor receives the signed and dated Certification Statement. In addition, the physician or non-physician practitioner is responsible for any unauthorized disclosure of information furnished for the Medicare enrollment process.

While CMS encourages physicians and non-physician practitioners to print and retain a copy of the enrollment application for their records, physicians and non-physician practitioners should only mail the 2-page Certification Statement and supporting documentation to the designated Medicare contractor.

Note: Internet-based PECOS is not available for durable medical equipment, prosthetics, orthotics, and supplies (DMEPOS) suppliers.

For additional information regarding Internet-based PECOS, go to the download section of this web page.

DOWNLOADS

[Medicare Physician and Non-Physician Practitioners -- Protecting Your Privacy \[PDF, 67 KB\]](#)

[Internet-based PECOS -- Contact Information for Physicians and Non-Physician Practitioners \[PDF, 40 KB\]](#)

[Internet-based PECOS -- Getting Started Guide for Physicians and Non-Physician Practitioners \[PDF, 108 KB\]](#)

[Internet-based PECOS -- Instructions for Viewing Physician and Non-Physician Practitioner Status and Speciality Type \[PDF, 209 KB\]](#)

[Internet-based PECOS -- Enrollment Example \[PDF, 1,525 KB\]](#)

[Internet-based PECOS -- Getting Started Guide for Provider and Supplier Organizations \[PDF, 75 KB\]](#)

[Internet-based PECOS -- Provider and Supplier Organization Overview \[PDF, 19 KB\]](#)

http://www.cms.hhs.gov/MedicareProviderSupEnroll/o4_InternetbasedPECOS.asp

INSURANCE

The RCMA offers various programs with excellent coverage to Riverside County Medical Association members, physician's families and employees (see page 4). Call the RCMA for a brochure 951.686-3342.

CME REQUIREMENTS

California's physician-licensing requirements mandate that physicians participate in a minimum of approved CME activities in order to qualify for relicensure. Specifically, California Administrative Code, Title 16 says:

"Each physician is required to complete an average of at least 25 hours of approved (Category I) continuing education during each calendar year. Any physician who cannot complete a minimum of 100 hours of approved continuing education during a four year period shall be ineligible for renewal of his or her license."

CMA ON-CALL

California Medical Association's 24-hour information-on-demand service for member physicians. All CMA ON-CALL documents are available free to members (\$2 per page for non-members). CMA members may access CMA ON-CALL documents on the web as follows: go to www.cmanet.org. In the upper right corner, click on the green box that reads "CMA Members Enter Here." Enter your user name and password. If entering the Members' Section for the first time, you will need to register by clicking on the words "Click here" inside the Sign-In box. Fill in the three blank fields with your California medical license number, leave out leading zeroes, your six digit CMA ID number (on your membership card), your last name. Click register, follow the prompts to personalize your username and password, record this information for future use. Be sure to give your preferred email address when registering so that CMA can send you your username and password via email should you misplace them.

CMA ON-CALL has thousands of documents pertaining to the practice of medicine.

OSHA INFORMATION

The Medical Office OSHA Compliance Manual has all the information a physician office needs in order to comply with OSHA regulations.

CMA On-Call Document #1810; Cal-OSHA Compliance and Inspection is a resource available to RCMA/CMA members.

The Manual costs \$195.00 for CMA members and \$245.00 for non-members. It can be ordered by calling CMA's Publications Department at 1-800-882-1262. As always, if physicians have OSHA related questions, they should call David Van De Griff, Staff Coordinator, in the Department of Family and Community Health at 415-882-5186 or their local Cal/OSHA Consultation Service Office.

San Bernardino Office
464 W. 4th St., Ste. 332,
San Bernardino 92401
(909) 383-4321 FAX (909) 383-6789

CLIA INFORMATION

CMA On-Call Document #0310 Clinical Laboratories Certification and Licensing Regulations.Certificates:
www.hcfa.gov

CHANGE OF ADDRESS

California law requires physicians and surgeons to report any change of address immediately (Administrative Code Section 1302). The licentiate is required to submit in writing both the old and new address to the Medical Board's Sacramento Headquarters:

Medical Board of California
Division of Licensing
1430 Howe Avenue
Sacramento, CA 95825

Under present law, you must notify the Director of Internal Revenue of any change of address. Failure to do so renders you liable to additional tax and penalty. (Section 151:103-151, 106 incl., Narcotic Regulations #5)

You should also notify the following organizations in writing of your old and new addresses:

AMA
515 N. State Street
Chicago, IL 60610

Riverside County Medical Association
3993 Jurupa Ave
Riverside CA 92506
(951) 686-3342

RCMA will notify the California Medical Association for you. Also notify others, such as: professional liability carrier, hospitals, specialty societies, referring physicians, journals, banks, utilities, suppliers, labs, lawyer, etc.

PROMOTING YOUR PRACTICE

To help build a healthy practice, you will have to promote your business. Many physicians just establishing a practice send announcements to other physicians and health care professionals in the area. Please feel free to contact the RCMA for list and label information.

Physicians in the community usually list their practices in both the yellow and white pages. It is generally acceptable to list your practice by your name as well as specialty. The Riverside County Medical Association encourages members to include the statement "Riverside County Medical Association Member" in their listing. We have found that the public views this positively.

CHAMBERS OF COMMERCE

Greater Riverside Chambers of Commerce
3985 University Ave.
Riverside CA 92501
951.683-7100 Fax 951. 683-2670
www.riverside-chamber.com

Palm Desert Chamber of Commerce
73-710 Fred Waring Dr., Ste. 114
Palm Desert CA 92260
760.346-6111 Fax 760.346-3263
www.palmdesert.org

Temecula Valley Chamber of Commerce
26790 Ynez Court
Temecula CA 92591
951 676-5090 Fax 951.694-0201
www.temecula.org

Murrieta Chamber of Commerce
26396 Beckman Court. Ste. C
Murrieta CA 92562
951.677-7916 Fax 951.677-9976
www.murrietachamber.org

Hemet/San Jacinto Valley Chamber of Commerce
615 N. San Jacinto St.
Hemet CA 92543
951.658-3211 Fax 951.766-5013
www.hemetsanjacinto-chamber.com

Rancho Mirage Chamber of Commerce
42-464 Rancho Mirage Lane
Rancho Mirage CA 92270
760.568-9351 Fax 760.779-9684
www.ranchomirage.org

Lake Elsinore Valley Chamber of Commerce
132 W. Graham Ave.
Lake Elsinore Ca 92530
951.245-8848 Fax 951.245-9127
www.lakeelsinorechamber.com

Perris Valley Chamber of Commerce
11 South D St
Perris CA 92570
951. 657-3555 Fax 951. 657-3085
www.perrischamber.net

PROFESSIONAL LIABILITY CARRIERS

NORCAL MUTUAL INSURANCE COMPANY
(RCMA Sponsored Program)
560 Davis St
San Francisco CA 94111
www.norcalmutual.com
800.652-1051

CAP-MPT
333 S Hope St 8th Flr
Los Angeles CA 90017

www.cap-mpt.com
800.252-7706

MIEC
Medical Insurance Exchange of California
6250 Claremont Ave
Oakland CA 94618
www.miec.com
800.227-4527

SCPIE Companies

1888 Century Park East, Ste 800
 Los Angeles CA 90067-1712
www.scpie.com
 800.717-5333

THE DOCTORS COMPANY (TDC)

The Doctors' Company
 401 Wilshire Blvd
 Santa Monica CA 90401
 800.352-7271

TIG

5205 N O'Connor
 Irving TX 75039
 972.831-5000

GENERAL STAR INDEMNITY

233 S Wacker Dr Ste 4150
 Chicago IL 60606
 312.207-2179

OTHER PRACTICE RESOURCES**California Board of Registered Nursing**

400 R St., Ste. 4030
 Sacramento, CA 95814 (916) 322-3350
 Web Page: www.rn.ca.gov

California Board of Vocational Nurses & Psychiatric Technicians

2535 Capitol Oaks Dr., Ste. 205
 Sacramento, CA 95833 (916) 263-7800
 Web Page: www.bvnpt.ca.gov

**California Department of Corporations
Division of Health Care Services Plans**

3700 Wilshire Blvd., Ste. 600
 Los Angeles, CA 90010 (800) 400-0815

California Department of Health Services

714 P St. Ste. 1253
 Sacramento, CA 94102 (916) 657-1431
 Fax (916) 657-1156
 Web Page: www.dhs.cahwnet.gov

**California Department of Health Services
Facilities Licensing Div (Hospitals/Nursing Homes)**

1800 3rd St., Ste. 210
 Sacramento, CA 95814 (916) 445-7184
 Web Page: www.dhs.ca.gov

**California Department of Health Services
Managed Medi-Cal Division**

714 P St.
 Sacramento, CA 94102 (916) 654-8076

California Department of Insurance

300 S. Spring St.
 Los Angeles, CA 90013 (800) 927-4357
 Web Page: www.insurance.ca.gov

**California Department of Justice
Bureau of Narcotics Enforcement**

P.O. Box 160447
 Sacramento, CA 95816 (916) 227-3231
 Triplicate Prescription Info (916) 227-4050

California Department of Managed Health Care

980 Ninth St., Ste. 500
 Sacramento, CA 95814 (916) 322-2078
 Consumer HMO Complaints:
 Voice (888) 466-2219
 Fax (916) 229-0465

Health Plans & Providers:

Voice (916) 322-2078
 Toll Free (877) 525-1295
 Fax (916) 322-2579

Web Page: www.dmhc.ca.gov

California Department of Workers' Compensation

455 Golden Gate Ave., 9th Floor
 San Francisco, CA 94102 (415) 703-4600
 Publication Procurement (916) 928-4630
 Web Page: www.dir.ca.gov

California Health and Human Services Agency

1600 9th St., Ste. 460
 Sacramento, CA 95814 (916) 654-3454
 Fax (916) 654-3343
 Web Page: www.chhs.ca.gov

**California Occupational, Safety & Health Department
(CAL/OSHA)**

303 W. Third St.
 San Bernardino, CA 92401
 Consultation Office (909) 383-4567
 Compliance/Enforcement (909) 383-4321

Centers for Medicare & Medicaid Services

75 Hawthorne St., Ste. 401, 4th Floor
 San Francisco, CA 94105 (415) 744-3501
 Fax (415) 744-3517
 Web Page: www.cms.gov

**County of Riverside Community Health Agency,
Department of Public Health**

4065 County Circle Dr
 Riverside CA 92501 (951) 358-5030

Dental Board of California

1432 Howe Ave., Ste. 85-B
 Sacramento, CA 95825 (916) 263-2300
 Web Page: www.dca.ca.gov

Department of Justice, State of California

Bureau of Narcotic Enforcement
 4200 Latham St Ste D
 Riverside, CA 92501 (951) 782-4313
 Fax (951) 782-4383

Drug Enforcement Administration**U.S. Government**

Los Angeles Regional Office
 255 E. Temple St., 20th Floor
 Los Angeles, CA 90012 (213) 621-6700
 Registration (213) 621-6960

Inland Empire Foundation for Medical Care

3993 Jurupa Ave.
 Riverside, CA 92506 (951) 686-9049
 Web Page: www.cfmc.net.org (800) 334-7341

Inland Empire Health Plan

303 Vanderbilt Way, Ste. 400
 San Bernardino, CA 92408 (909) 890-2000
 Toll Free (800) 440-4347

JCAHO

One Renaissance Blvd
 Oakbrook Terrace IL 60181 (630) 792-5000
 Web Page: www.jcaho.org

Lumetra (formerly CMRI)

1 Sansome St., Ste. 600
 San Francisco, CA 94104 (415) 677-2000
 Fax (415) 677-2195
 Web Page: www.cmri-ca.org

Marsh Affinity Group Services Association Services

777 S. Figueroa St., 21st Floor
 Los Angeles, CA 90017-5822 (800) 208-0156
 Insurance Programs (800) 842-3761
 Web Page: www.marshaffinity.com

Medi-Cal/EDS

P.O. Box 13029
 Sacramento, CA 95813-4029
 Provider Support Center (800) 541-5555
 POSHelp (AEVS) Line(800) 427-1295
 Web Page: www.medi-cal.ca.gov

Medi-Cal Provider Info

(916) 657-1460

MEDICARE Southern California Claims:

National Heritage Insurance Company
 P.O. Box 272852
 Chico, CA 95927 (866) 502-9054
 Web Page: www.medicarenhic.com

NCQA

2000 L St NW Ste 500
 Washington DC 20063 (202) 955-3500
 Web Page: www.ncqa.org

PacAdvantage

3013 Douglas Blvd., #200
 Roseville, CA 95661-9027 (916) 786-7279
 Fax (916) 786-6905

Physicians' Confidential**Assistance Line** (213) 383-2691**Social Security Administration**

6401 Security Blvd.
 Baltimore, MD 21235 (800) 772-1213

US Department of Health and Human Services

200 Independence Ave., SW
 Washington, DC 20201 (202) 619-0257
 Toll Free (877) 696-6775
 Web Page: www.hhs.gov

HEALTH PLANS AND PROVIDER NETWORKS IN RIVERSIDE COUNTY**AETNA****Key Contact Information**

Provider Relations/Provider Services: HMO 800-624-0756
 PPO 888-632-3862

Dispute Resolution

Within 15 calendar days of receipt of a written acknowledgement letter is issued. Dispute is reviewed with appropriate subject matter experts and supervisors. Within 45 days of receipt a written response letter is issued documenting the findings and final decision. See payor website for specific guidelines.

<http://www.aetna.com/index.htm>

Address for Submission of Provider Disputes:

P.O. Box 14089

Lexington KY 40512-4020

Regulating Agency: PPO: regulated by Department of Insurance

HMO: regulated by DMHC

Product Lines Offered: HMO, PPO, POS, Medicare

CMA's RICO RESOURCE CENTER: <http://www.cmanet.org>

Also check out: <http://www.hmosettlements.com>

Member Eligibility Verification

Providers can obtain member coverage, benefits and claim status information over the phone via Aetna's Voice Advantage (AVA) or via the internet at <https://www.aetna.com/provweb/>. For HMO benefits plans, providers can

call 1-800-624-0756 and for indemnity and PPO-based benefits plans, providers can call 1-888-MD Aetna (632-3862). Providers can also view Clinical Policy Bulletins, review claim payment policies and code editing logic on line by going to <https://www.aetna.com/provweb/> where you will be required to register.

Electronic Data Interchange (EDI)

Aetna does not currently accept direct electronic claims submission. Aetna works with several electronic vendors and clearinghouses to assist providers in electronic billing. A listing of the clearinghouses and vendors can be located by visiting <http://www.aetna.com/provider>

EDI eBusiness Helpdesk: 1-800-624-0756 for HMO benefits plans
1-888-632-3862 for Indemnity & PPO-based benefits plans

BLUE CROSS of CALIFORNIA

Key Contact Information

Provider Relations/Provider Services: Blue Cross of CA Provider Care Department: 1-800-677-6669

Website <https://provideraccess.bluecrossca.com/>

(Website requires a PIN. Physicians can access payment policies and complete fee schedules on website.)

Dispute Resolution

Within 15 calendar days of receipt, a written acknowledgement letter is issued. Dispute is reviewed with appropriate subject matter experts and supervisors. Within 45 days of receipt, a written response letter is issued documenting the findings and final decision. You have 365 days to appeal disputed claims, however CMA encourages physicians to appeal in a more timely manner.

Address for Submission of Provider Disputes: Blue Cross of California
P.O. Box 60007
Los Angeles, CA 90060-0007
Regulating Agency: DMHC (PPO & HMO)

Member Eligibility Verification

Providers can verify eligibility, claim status and benefits on line by going to <http://provideraccess.bluecrossca.com> where you will be required to create an account (Tax ID# is required).

Electronic Data Interchange (EDI)

Providers can establish a direct connection with Blue Cross for electronic claims submission.

Providers can visit: <https://provideraccess.bluecrossca.com/prov-bcc/medical/static>

(to access the Commercial Claims Enrollment Packet for Billing Services as well as EFT/ERA services.)

EDI eBusiness Helpdesk: (800)-480-1221

EDI Customer Service: (800)-227-3983

Other EDI Resources

As an alternative to sending claims directly, providers have the option of sending claims free of charge to Blue Cross via a clearinghouse. To view Blue Cross' list of contracted clearinghouses visit:

<https://provideraccess.bluecrossca.com/prov-bcc/medical/static>

BLUE SHIELD

Key Contact Information

Provider Relations/Provider Services: Provider Services Department
PO Box 629017
El Dorado Hills, CA 95762-9017
(800) 258-3091

Website: <http://www.mylifepath.com/>

(Website requires a PIN. Physicians can access payment policies and complete fee schedules on website.)

Dispute Resolution

Within 15 calendar days of receipt, a written acknowledgement letter is issued. Dispute is reviewed with appropriate subject matter experts and supervisors. Within 45 days of receipt, a written response letter is issued documenting the findings and final decision. You have 365 days to appeal disputed claims, however RCMA/CMA encourages physicians to appeal in a more timely manner.

Address for Submission of Provider Disputes: Varies by product. Refer to EOB

Regulating Agency: DMHC

Member Eligibility Verification

Providers can verify eligibility on line by going to <https://www.mylifepath.com/provider/>. Click on the "Eligibility & Benefits" link. Network providers will need their Provider ID and Tax ID numbers to register on the site. Blue Shield also offers a Provider Connection Tutorial, accessible from the home page, to learn how to search for benefits, eligibility and claims information.

Electronic Data Interchange (EDI)

Providers can establish a direct connection with Blue Shield for electronic claims submission. Providers can visit <https://www.mylifepath.com/provider/> for trading partner agreements and companion guidelines. Once on the home page, select the "Guidelines and Resources" tab, then click the "Operating Guidelines" link and then select the "HIPAA" link.

Trading partner agreements should be signed and returned to:

Blue Shield

ATTN: EDI Department

4700 Bechelli Lane

Redding, CA 96002

Providers will also be required to participate in a HIPAA test followed by submission of test claims before approved for direct submission. No fees will be charged to the provider with the exception of telco or ISP charges.

EDI eBusiness Helpdesk: (800)-480-1221 or via email at EDI_BSC@blueshieldca.com

Other EDI Resources

As an alternative to sending claims directly, providers have the option of sending claims free of charge to Blue Shield via one of the following clearinghouses: Contracted Clearinghouses as of 10/28/04:

(Transaction fees paid by Blue Shield)

Diversified Data Design

ENS

Medi.com

Office Ally

ProxyMed

WebMD

CIGNA

Key Contact Information

CIGNA Provider Relations Department: (800) 882-4462

Claims submission (paper): Check patient's ID card for mailing address

Claims submission (electronic): EDI direct claims submissions software free to contracted providers go to:

<http://www.cigna.com/health/provider/medical/procedural>

Website: <http://www.cigna.com/health/> or <http://www.cigna.com/health/provider/medical>

Physician can access: Payment policies, Claim status, Eligibility & benefits, fee schedules, referral status, email inquires (registration/PIN not required for payment policies).

Link to payment policies: <http://www.cigna.com/health/provider/medical/procedural>

Dispute Resolution

Within 15 calendar days of receipt, a written acknowledgement letter is issued. Dispute is reviewed with appropriate subject matter experts and supervisors. Within 45 days of receipt a written response letter is issued documenting the finding and final decision. See payor website for specific guidelines. <http://www.cigna.com/health>

Appeal Address: CIGNA HealthCare of California

P.O. Box 49

Glendale, CA 91209-0049

Appeal Policies and appeals: <http://www.cigna.com/health/provider/medical/procedural>

Member Eligibility Verification

Providers can electronically check member eligibility, claim status, and benefit information with Cigna. Providers can visit <https://sso.corp.cigna.com/corp> where they will be required to register.

Electronic Data Interchange (EDI)

Providers can establish a direct connection with Cigna for electronic claims submission. For more information, please visit <http://www.cigna.com/health/provider/medical/procedural>

EDI eBusiness Helpdesk:

Southern California - (800)-344-7421

Northern California - (888)-802-4462

Other EDI Resources

As an alternative to sending claims directly, providers have the option of sending claims to Cigna via a clearinghouse. To view a list of clearinghouses in which Cigna has partnered, visit:

<http://www.cigna.com/health/provider/medical/procedural>

HEALTH NET**Key Contact Information**

Provider Relations/Provider Services: 1 (800) 641-7761

Website: <http://www.healthnet.com/>

(Website requires registration. Website provides access to claims information, eligibility, provider manuals, provider updates, physician searches, dispute resolution process, medical policies and fee schedules.)

Dispute Resolution

An acknowledgement letter is sent within 15 calendar days of receipt of a provider dispute. The dispute is reviewed with appropriate subject matter experts and supervisors. Within 45 days of receipt a written response letter is issued documenting the finding and final decision. See payor website for specific guidelines.

<http://www.healthnet.com/>

For all lines of business, except Medi-Cal:

Health Net Appeals Unit

P. O. Box 10406

Van Nuys, CA 91410-0406

Medi-Cal provider appeal address:

Health Net Medi-Cal Provider Appeals Unit

11971 Foundation Place

Rancho Cordova, CA 95670

Member Eligibility Verification

Providers can electronically check member eligibility and benefit information with Health Net. For more information, please visit <http://www.healthnet.com/> and click on the "Providers" link. Providers will be required to login with their Health Net provider ID number. Health Net provides a tutorial to walk providers through this process. Providers can also check eligibility, benefits and claim status for HMO members only by calling their Provider Services Division at 1-800-641-7761.

Electronic Data Interchange (EDI)

Providers can establish a direct connection with Health Net for electronic claims submission. For more information, please visit <http://www.healthnet.com/>.

EDI eBusiness Helpdesk: (800)-977-3568

(Set-up and EDI issues only)

MEDICARE**Key Contact Information**

See pages 8 and 9

MEDI-CAL

Key Contact Information

Fiscal Intermediary: EDS Medi-Cal
P.O. Box 13029
Sacramento, CA 95813-4029
Provider Support Center (PSC): (800) 541-5555
8 a.m. to 5 p.m., Monday through Friday

For Publications, Fee Schedule, Provider Manuals, Provider Training, HIPAA Updates, go to the General Web address: <http://www.medi-cal.ca.gov/>

Provider Enrollment:

Physicians may qualify for Preferred Provisional Provider Status, meaning that the application will be processed within 90 days from the time the complete application is received by the Department of Health Services. For more information, visit: <http://files.medi-cal.ca.gov>

Dispute Resolution

See Provider Manual link for dispute resolution guidelines: <http://files.medi-cal.ca.gov>

Dispute Resolution Process:

EDS Medi-Cal
P.O. Box 13029
Sacramento, CA 95813-4029
Attention: Correspondence Specialist Unit

Member Eligibility

Providers can verify eligibility, share of cost, Medi-Services, Medicare drug pricing, automated provider services, or batch eligibility online at www.medi-cal.ca.gov/eligibility

Providers will be required to complete a Medi-Cal POS Network/Internet Agreement form. Information on how to complete the form and enroll can be found on the above link. Providers can also check eligibility or share of cost liability for up to 10 claims using the Automated Eligibility Verification System (AEVS) at 1-800-456-AEVS (2387). There is no enrollment requirement to participate in AEVS. Providers must use a valid Provider Identification Number (PIN) to access AEVS. Providers will be provided with an Eligibility Verification Confirmation number, which should be retained with the patient's records. For more information on the AEVS system, visit: <http://filessysdev.medi-cal.ca.gov/pubsdoco/publications> or consult the Medi-Cal Provider Manual.

Electronic Data Interchange (EDI)

Providers can establish a direct connection with Medi-Cal for electronic claims submission. For more information, please visit: <http://files.medical.ca.gov>
Once on the web page select "Medi-Cal Computer Media Claims (CMC) Billing and Technical Manual" then "CMC Billing and Technical Manual."

EDI Enrollment Coordinator

Contact the EDI Enrollment Coordinator to obtain a new submitter number, add a new provider to an existing submitter or change submitter numbers.

Southern California (213)-593-6052
Northern California (530) 879-2662

EDI Inquiries (213) 593-6950

MEDI-CAL MANAGED CARE

Riverside County, along with San Bernardino County participates in the “Two-Plan Model Managed Care Program” for Medi-Cal recipients. The two plans are Inland Empire Health Plan (IEHP) and Molina Healthcare

Inland Empire Health Plan is a managed care health plan providing all benefits required by DHS under the “Two-Plan Model Managed Care Program.” Programs include Medi-Cal, Healthy Families and Healthy Kids.

IEHP Main Office:

303 E. Vanderbilt Way
San Bernardino, CA 92408
(909) 890-2000
TTY: (909) 890-0731

Mailing Address
PO Box 19026
San Bernardino CA 92423
Fax: (909) 890-2003

Molina Healthcare, Inc. serves patients including individuals covered under Medi-Cal, the Healthy Families Program, the State Children’s Health Insurance Program (SCHIP) and other government-sponsored health insurance programs.

Molina Healthcare, Inc.

One Golden Shore
Long Beach, CA 90802
Main Number: **1-562.435-3666**

Toll Free: **1-888.562-5442**

PACIFICARE

Key Contact Information

Customer Service: (800) 542-8789

Claims Mail To: PacificCare of California. M/S CY38-101

Attn. Claims

P.O. Box 6006

Cypress, CA 90630

Claim Receipt Verification: (800) 542-8789 or website <http://www.pacificare.com/> (requires registration)

Website: <http://www.pacificare.com/>

(Website requires physician registration. Physicians can review payment policies on the website. Eligibility and claim status available with registration)

Dispute Resolution

Within 15 calendar days of receipt, a written acknowledgement letter is issued. Dispute is reviewed with appropriate subject matter experts and supervisors. Within 45 days of receipt, a written response letter is issued documenting the findings and final decision. You have 365 days to appeal disputed claims; however RCMA/CMA encourages physicians to appeal in a timelier manner. See payor website for specific guidelines.

<http://www.pacificare.com/>

Provider Dispute Resolution

P.O. Box 6006

Cypress, CA 90630

MS CY24-375

Member Eligibility Verification

Providers can verify eligibility online at <http://www.pacificare.com/>. Follow the link to “Providers,” select your state, then select “Office Admin” and then to “Eligibility.” The online eligibility service allows providers to submit up to 10 eligibility requests at one time and also allows a provider to request a history report.

Electronic Data Interchange (EDI)

Providers can establish a direct connection with Pacificare for electronic claims submission. Providers must complete a trading partner implementation form and sign a trading partner agreement. Once Pacificare verifies certification, providers can work directly with the EDI Services Department to establish connectivity and send test files. Pacificare only accepts batch transactions at this time via FTP. Files must be PGP encrypted.

EDI Inquiries

1-800-203-7729

- For EDI support press 1
- For EDI information press 2
- To route to Pacificare's main Customer Service line press 3

Other EDI Resources

As an alternative to sending claims directly to Pacificare, providers have the option of sending claims to Pacificare via one of the following clearinghouses:

Company Phone Number

Proxymed (800)-586-6870

WebMD (877)-469-3269

DDD (310)-973-2880

THIN (972)-766-5480

SSI (800)-881-2739

McKesson/HBOC (800)-527-8133

Clinic Services (303)-755-2900 x181

ENS (800)-341-6141

Medifax (800)-444-4336

Office Ally (949)-464-9129

PPOs-EPOs, WORKERS' COMP NETWORKS

INLAND EMPIRE FOUNDATION FOR MEDICAL CARE

Inland Empire Foundation for Medical Care

3993 Jurupa Ave

Riverside CA 92506

(800) 334-7341

Fax (951) 686-3342

INTERPLAN HEALTH GROUP

California Office

2575 Grand Canal Blvd, Suite 100

Stockton, CA 95207

800-444-4036

CCN/FIRST HEALTH GROUP

CCN/First Health

3200 Highland Ave

Downers Grove, IL 60515

(630) 737-7900

HOSPITALS IN RIVERSIDE COUNTY 2010

NAME	ADDRESS	PHONE/FAX	NO BEDS
CORONA REGIONAL MEDICAL CENTER Chief Exec. Officer: Kenneth Rivers Chief of Staff: Michael Molinari, MD	800 S. Main St Corona 92882 www.coronaregional.com	(951) 737-4343 FAX (951) 736-6310	228
DESERT REGIONAL MEDICAL CENTER Chief Executive Officer: Karolee Sowle Chief of Staff: Ralph Steiger, MD	1150 N. Indian Canyon Palm Springs 92262 www.desertmedctr.com	(760) 323-6511 FAX (760) 864-9577	398
EISENHOWER MEDICAL CENTER President/CEO: G. Aubrey Serfling Chief of Staff: Robert Waterbor, MD	39000 Bob Hope Dr. Rancho Mirage 92270 www.emc.org	(760) 340-3911 FAX (760) 773-1286	261
HEMET VALLEY MEDICAL CENTER CEO: Chief of Staff: Girdhari S. Purohit, MD	1117 E. Devonshire Hemet 92543 www.valleyhealthsystem.com	(951) 652-2811 FAX (951) 765-4711	240
INLAND VALLEY MEDICAL CENTER CEO/Managing Director: Dennis Knox Chief of Staff: Michael Basch, MD	36485 Inland Valley Dr. Wildomar 92595 www.swhcs.com	(951) 677-1111 FAX (951) 677-0056	80
JOHN F. KENNEDY MEMORIAL HOSPITAL CEO: Dan Bowers Chief of Staff: Jambur Chandrashekar, MD	47-111 Monroe St. Indio 92201 www.jfkmemorialhosp.com	(760) 347-6191 FAX (760) 775-8014	145
KAISER PERMANENTE MEDICAL CENTER Director Hospital Operations: Vita Willett Area Medical Director: Richard Rajaratnam, MD	10800 Magnolia Ave. Riverside 92505	(951) 353-2000 FAX (951) 353-4611	215
MENIFEE VALLEY MEDICAL CENTER CEO: Chief of Staff: Bhoodev Tiwari, MD	28400 McCall Blvd. Sun City 92585 www.valleyhealthsystem.com	(951) 679-8888 FAX (951) 672-7072	84
MORENO VALLEY COMMUNITY HOSPITAL Director Hospital Operations: Vita Willett Area Medical Director: Richard Rajaratnam, MD	27300 Iris Ave. Moreno Valley 92555 www.valleyhealthsystem.com	(951) 243-0811 FAX (951) 243-2005	96
PALO VERDE HOSPITAL Administrator/CEO: John Ferrelli Chief of Staff: Kenneth Lucero, MD	250 N. First St. Blythe 92225 www.paloverdehospital.com	(760) 922-4115 FAX (760) 921-5201	55
PARKVIEW COMMUNITY HOSPITAL CEO: Douglas Drumwright Chief of Staff: Kaustubh Patankar, MD	3865 Jackson St. Riverside 92503 www.pchmc.org	(951) 688-2211 FAX (951) 352-5427	193
RANCHO SPRINGS MEDICAL CENTER CEO: Dennis Knox Chief of Staff: Michael Basch, MD	25500 Medical Center Dr. Murrieta 92562 www.swhcs.com	(951) 696-6000 FAX (951) 698-7721	94
RIVERSIDE CTR FOR BEHAVIORAL MEDICINE COO: Garron Haycock Chief of Staff: Robert Summerour, MD	5900 Brockton Ave. Riverside 92506 www.rcrm.com	(951) 275-8400 FAX (951) 788-4136	68
RIVERSIDE COMMUNITY HOSPITAL President/CEO: Patrick Brilliant Chief of Staff: Joseph Schneider, MD	4445 Magnolia Ave. Riverside 92501 www.riversidecommunityhospital.org	(951) 788-3000 FAX (951) 788-3474	372
RIVERSIDE CO REGIONAL MEDICAL CENTER Administrator: Douglas Bagley Medical Director: Donald Mellman, MD Chief of Staff: Asma Jafri, MD	26520 Cactus Ave. Moreno Valley 92555 www.rcrmc.org	(951) 486-4463 FAX (951) 486-4475	439
SAN GORGONIO MEMORIAL HOSPITAL CEO: Mark Turner Chief of Staff: Sherif Khalil, MD	600 N Highland Springs Ave. Banning 92220 www.sgmh.org	(951) 845-1121 FAX (951) 845-2836	68