

ALPHA CARE MEDICAL GROUP MANAGEMENT CONTACTS



UPDATED: 05/09/2007

GENERAL ADDRESS AND CONTACT INFORMATION

<p>Alpha Care Medical Group C/O SynerMed Inc. P. O. Box 2002 Monterey Park, CA 91754</p>	<p>Main Phone Line: (213) 406-2875 or (877)-257-4235 Main Fax Line: (213) 830-1800</p> <p>Provider Web Portal: www.synermedconnect.com SynerMed Web Site: www.isynermed.com</p>
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DEPARTMENTAL CONTACT INFORMATION

DEPARTMENT/CATEGORY	CONTACT	EMAIL	PHONE	FAX
ACCOUNTING / CAPITATION	<i>Accounting Department</i>	Accounting@isynermed.com	(877)-257-4235 Option #6	(213) 830-1833
AUTHORIZATIONS <i>New Authorization Requests</i>	<i>Alpha Care Utilization Management Team</i>	AlphaAuths@isynermed.com	(877)-257-4235 Option #2 or (213) 406-2876	(213) 572-3804
CASE MANAGEMENT	<i>Alpha Care Case Management Team</i>	AlphaCM@isynermed.com	(877)-257-4235 Option #3 (213) 406-2877	(213) 572-3805
CLAIMS INQUIRIES, AUTH STATUS, GENERAL CUSTOMER SERVICE QUESTIONS	<i>Customer Service Department</i>	CSR@isynermed.com	(877)-257-4235 Option #1	(213) 830-1801
CREDENTIALING	<i>Credentialing Department</i>	Credentialing@isynermed.com	(877)-257-4235 Option #4	(213) 830-1815
ELIGIBILITY INFORMATION	<i>Eligibility Department</i>	Eligibility@isynermed.com	(877)-257-4235 Option #5	(213) 830-1828
ENROLLMENT SUPPORT / MEMBER RETENSION	<i>Enrollment Support Department</i>	Enrollment@isynermed.com	(877)-257-4235 EXT# 4099	(213) 830-1827
INTERNET ACCESS / ELECTRONIC CLAIM SUBMISSIONS www.SynerMedConnect.com	<i>E - Services Support Team</i>	Infodesk@isynermed.com	(877)-257-4235 EXT# 4097	(213) 572-3800
PROVIDER RELATIONS / CONTRACTING / GENERAL PROVIDER QUESTIONS	<i>David Amori</i> Regional Manager	AlphaInfo@isynermed.com	(877)-257-4235 Option #4	(213) 830-1814