



CAL-NET IPA MANAGEMENT CONTACTS

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GENERAL ADDRESS AND CONTACT INFORMATION

Cal-Net IPA
C/O SynerMed
P. O. Box 2002
Monterey Park, CA 91754

Toll Free Phone Line: 888-575-1997
Main Phone Line: (213) 406-2845
Main Fax Line: (213) 830-1800
Provider Web Portal: www.synermedconnect.com
SynerMed Web Site: www.isynermed.com

DEPARTMENTAL CONTACT INFORMATION

DEPARTMENT/CATEGORY	CONTACT	EMAIL	PHONE	FAX
ACCOUNTING / CAPITATION	<i>Accounting Department</i>	Accounting@isynermed.com	(213) 406-2845 or (888) 575-1997 Option #6	(213) 830-1833
AUTHORIZATIONS – PROVIDER LAST NAME STARTING WITH A-L	<i>EHS Utilization Management Team</i>	EHSAuths@isynermed.com	(213) 406-2846 or (888) 575-1997 Option #2	(213) 572-3874
AUTHORIZATIONS – PROVIDER LAST NAME STARTING WITH M-Z	<i>EHS Utilization Management Team</i>	EHSAuths@isynermed.com	(213) 406-2846 or (888) 575-1997 Option #2	(213) 572-3875
AUTHORIZATIONS – INPATIENT AUTHORIZATIONS	<i>EHS Utilization Management Team</i>	EHSAuths@isynermed.com	(213) 406-2846 or (888) 575-1997 Option #2	(213) 572-3876
CASE MANAGEMENT	<i>EHS Case Management Team</i>	EHSCM@isynermed.com	(213) 406-2847 or (888) 575-1997 Option #3	(213) 572-3871
CLAIMS INQUIRIES, AUTH STATUS, GENERAL CUSTOMER SERVICE QUESTIONS	<i>Customer Service Department</i>	CSR@isynermed.com	(213) 406-2830 or (888) 575-1997 Option #1	(213) 830-1801
CREDENTIALING	<i>Credentialing Department</i>	Credentialing@isynermed.com	(213) 406-2848 or (888) 575-1997 Option #4	(213) 830-1815
ELIGIBILITY INFORMATION	<i>Eligibility Department</i>	Eligibility@isynermed.com	(213) 406-2832 or (888) 575-1997 Option #5	(213) 830-1828
ENROLLMENT SUPPORT / MEMBER RETENSION	<i>Enrollment Support Department</i>	Enrollment@isynermed.com	(213) 406-2831 or (888) 575-1997 Ext. 4099	(213) 830-1827

INTERNET ACCESS / ELECTRONIC CLAIM SUBMISSIONS www.SynerMedConnect.com	<i>E-Services Support Team</i>	Infodesk@isynermed.com	(213) 406-2833 or (888) 575-1997 Ext. 4097	(213) 572-3800
PROVIDER RELATIONS / CONTRACTING	<i>Provider Service Support Team</i>	EHSInfo@isynermed.com	(213) 406-2848 or (888) 575-1997 Option #4	(213) 572-3873
PROVIDER MARKETING	<i>Provider Marketing Department</i>	EHSInfo@isynermed.com	(213) 406-2848 or (888) 575-1997 Option #4	(213) 572-3873