



EHS Medical Group - Central Valley

MANAGEMENT CONTACTS

Summer/Fall 2010



CENTRAL VALLEY CONTACT INFORMATION

Central Valley Regional Office
 1221 Van Ness Ave.
 Suite 310
 Fresno, CA 93721

EHS Headquarters
 c/o SynerMed, Inc.
 P.O. Box 2002
 Monterey Park, CA 91754

EHS Toll Free Phone Line: (888) 475-1997

EHS Main Phone Line: (213) 406-2845

EHS Main Fax Line: (213) 830-1800

EHS Provider Web Portal: www.SynerMedConnect.com

SynerMed Web site: www.isynermed.com

EHS GENERAL CONTACT INFORMATION

DEPARTMENTAL CONTACT INFORMATION

DEPARTMENT/CATEGORY	CONTACT	EMAIL	PHONE	FAX
ACCOUNTING / CAPITATION	<i>Accounting Department</i>	Accounting@isynermed.com	(213) 406-2845 or (888) 475-1997 Option #6	(213) 830-1833
AUTHORIZATIONS – PROVIDER LAST NAME STARTING WITH A-L	<i>EHS Utilization Management Team</i>	CentralValleyAuths@isynermed.com	(213) 406-2846 or (888) 475-1997 Option #1	(866) 704-6981
AUTHORIZATIONS – PROVIDER LAST NAME STARTING WITH M-Z	<i>EHS Utilization Management Team</i>	CentralValleyAuths@isynermed.com	(213) 406-2846 or (888) 475-1997 Option #1	(866) 704-6981
AUTHORIZATIONS – INPATIENT	<i>EHS Utilization Management Team</i>	CentralValleyAuths@isynermed.com	(213) 406-2846 or (888) 475-1997 Option #1	(866) 704-6981
CASE MANAGEMENT	<i>EHS Case Management Team</i>	EHSCM@isynermed.com	(213) 406-2847 or (888) 475-1997 Option #3	(213) 572-3854
CLAIMS INQUIRIES, AUTH STATUS, GENERAL CUSTOMER SERVICE QUESTIONS	<i>Customer Service Department</i>	CSR@isynermed.com	(213) 406-2830 or (888) 475-1997 Option #1	(213) 830-1801
CREDENTIALING	<i>Credentialing Department</i>	Credentialing@isynermed.com	(213) 406-2848 or (888) 475-1997 Option #4	(213) 830-1815
ELIGIBILITY INFORMATION	<i>Eligibility Department</i>	Eligibility@isynermed.com	(213) 406-2832 or (888) 475-1997 Option #5	(213) 830-1828
ENROLLMENT SUPPORT / MEMBER RETENSION	<i>Enrollment Support Department</i>	Enrollment@isynermed.com	(213) 406-2831 or (888) 475-1997 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) 475-1997 Ext. 4097	(213) 572-3800
PROVIDER SERVICES	<i>Diana Curry Provider Services Representative</i>	DCurry@isynermed.com	(888) 400-9525	(559) 266-1144
PROVIDER SERVICES	<i>Anna Serna Provider Services Representative</i>	ASerna@isynermed.com	(559) 266-1000 or (888) 475-1997 Ext. 1201	(559) 266-1144
PROVIDER RECRUITMENT & CONTRACTING	<i>JR Richardson Regional Manager</i>	JRichardson@isynermed.com	(559) 266-1000 or (888) 475-1997 Ext. 1201	(559) 266-1144