



# EMPLOYEE HEALTH SYSTEMS MANAGEMENT CONTACTS

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## GENERAL ADDRESS AND CONTACT INFORMATION

Employee Health Systems  
C/O SynerMed Inc.  
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](http://www.synermedconnect.com)  
SynerMed Web Site: [www.isynermed.com](http://www.isynermed.com)

## DEPARTMENTAL CONTACT INFORMATION

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

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