



# INLAND VALLEYS IPA (Central) MANAGEMENT CONTACTS

UPDATED: 02/03/2010



## GENERAL ADDRESS AND CONTACT INFORMATION

<p><b><u>CLAIMS</u></b>  <b>Inland Valleys IPA</b>          C/O SynerMed Inc.          P. O. Box 2002          Monterey Park, CA 91754</p>	<p><b><u>GENERAL CORRESPONDENCE</u></b>  <b>SynerMed</b>  <b>Inland Empire Regional Office</b>          621 E. Carnegie Drive, #180          San Bernardino, CA 92408</p>	<p><b>Main Phone Line:</b> (909) 291-1960  <b>Main Fax Line:</b> (909) 291-1988</p> <p><b>Provider Web Portal:</b> <a href="http://www.synermedconnect.com">www.synermedconnect.com</a>  <b>IPA Web Site:</b> <a href="http://www.ehsmd.com">www.ehsmd.com</a>  <b>SynerMed Web Site:</b> <a href="http://www.isynermed.com">www.isynermed.com</a></p>
--	---	--

## 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>	(909)-291-1960 Option #6	(213) 830-1833
AUTHORIZATIONS <i>New Authorization Requests</i>	<i>Inland Valleys IPA Utilization Management Team</i>	<a href="mailto:InlandValleysAuths@isynermed.com">InlandValleysAuths@isynermed.com</a>	(909)-291-1961	(213) 830-1803
CASE MANAGEMENT	<i>Inland Valleys IPA Case Management Team</i>	<a href="mailto:InlandValleysCM@isynermed.com">InlandValleysCM@isynermed.com</a>	(909)-291-1962	(213) 830-1825
CLAIMS INQUIRIES, AUTH STATUS, GENERAL CUSTOMER SERVICE QUESTIONS	<i>Customer Service Department</i>	<a href="mailto:CSR@isynermed.com">CSR@isynermed.com</a>	(909)-291-1989	(213) 830-1801
CREDENTIALING	<i>Credentialing Department</i>	<a href="mailto:Credentialing@isynermed.com">Credentialing@isynermed.com</a>	(909)-291-1963 Option #2	(213) 830-1815
ELIGIBILITY INFORMATION	<i>Eligibility Department</i>	<a href="mailto:Eligibility@isynermed.com">Eligibility@isynermed.com</a>	(909)-291-1990	(213) 830-1828
ENROLLMENT SUPPORT / MEMBER RETENSION	<i>Enrollment Support Department</i>	<a href="mailto:Enrollment@isynermed.com">Enrollment@isynermed.com</a>	(909)-291-1960 EXT# 4099	(213) 830-1827
WEB PORTAL / ELECTRONIC CLAIMS <a href="http://www.SynerMedConnect.com">www.SynerMedConnect.com</a>	<i>E - Services Support Team</i>	<a href="mailto:Infodesk@isynermed.com">Infodesk@isynermed.com</a>	(909)-291-1960 EXT# 4097	(213) 572-3800
SAN BERNARDINO COUNTY PROVIDER SERVICES / GENERAL PROVIDER QUESTIONS	<i>David Amori</i> Network Operations Manager	<a href="mailto:damori@isynermed.com">damori@isynermed.com</a>	(909) 291-1981	(909) 291-1988
RIVERSIDE COUNTY PROVIDER SERVICES / GENERAL PROVIDER QUESTIONS	<i>Diana Curry</i> Network Operations Representative	<a href="mailto:dcurry@isynermed.com">dcurry@isynermed.com</a>	(909) 291-1984	(909) 291-1988
PHYSICIAN MARKETING / CONTRACTING / PHYSICIAN RECRUITMENT	<i>Dan Gomez</i> Regional Vice President	<a href="mailto:dgomez@isynermed.com">dgomez@isynermed.com</a>	(909) 291-1987	(909) 291-1988