



Blue Shield of California and Care1st are independent licensees of the Blue Shield Association.

**Dedicated Care1st Provider Telephone Number  
1-800-468-9935**

<b>If you are calling about:</b>	<b>Press:</b>
Member eligibility verification	1
Member benefits	2
Claims status & appeals	3
Fax & mailing address	4
Pharmacy Services	5
<b>For Prior Authorization and Care Coordination the options are specific to service type:</b>	
Utilization Management (UM) Home Health Services	6, then option 1
UM Ambulatory Care Services	6, then option 2
UM Inpatient and Skilled Nursing Facility Services	6, then option 3
UM Durable Medical Equipment	6, then option 4
UM Outpatient Services	6, then option 5
UM IPA Responsibility	6, then option 6
UM California Children's Services (CCS)	6, then option 7
UM Complex Case Management	6, then option 8
<b>Contract and Network Provider Account Management:</b>	
Electronic Funds Transfer Enrollment	7, then option 1
Electronic Encounter Submission assistance	7, then option 2
Network Contracts, Renewals and Account Changes (i.e. Office Address, Phone Number Updates, etc.)	7, then option 3

Effective 9/20/18