



California Quick Reference Guide

Change of Address

Update your demographics online using the Provider Data Change Form. Sign in to www.MagellanProvider.com and choose “Display/Edit Practice Information.”

Credentialing and Contracting Status

Call the Provider Services Line at 1-800-788-4005, Monday – Friday, 6 a.m. to 3:30 p.m. (Pacific).

Join the Network/New Contract Questions

Call the Provider Services Line at 1-800-788-4005 for assistance, Monday – Friday, 6 a.m. to 3:30 p.m. (Pacific).

Mailing Address, Customer Service and Claims Contact Information

Plan	Line of Business	Customer Service Phone Number	Other Contact Information
<u>Blue Shield of CA (BSC)/MHSA</u> <i>Effective Jan. 1, 2026, Magellan will no longer manage the behavioral health services for BSC members.</i>	DMHC and DOI Plan Members: <ul style="list-style-type: none"> • HMO • POS • PPO • FEHBP (HMO) CDI Plan Members: <ul style="list-style-type: none"> • PPO 	1-877-263-9952 Hours: Monday through Friday, 8 a.m. to 5 p.m., PST	Discharge Review Phone: 1-800-424-5999, option 3 Claims Blue Shield of California Mental Health Service Administrator P.O. Box 710400 San Diego, CA 92171-0400 Phone: Commercial Clinical Appeals, Provider Disputes and All Other Correspondence Blue Shield of California Mental Health Service Administrator P.O. Box 719002 San Diego, CA 92171 Phone: 1-800-424-6064 Fax: 1-888-656-1060
	ASO/Shared Advantage UM Buy-up Product	1-800-378-1109 Hours: Monday through Friday, 8 a.m. to 5 p.m., PST	
	CalPers Plan Members	1-866-505-3409 Hours: Monday through Friday, 8 a.m. to 5 p.m., PST	

Plan	Line of Business	Customer Service Phone Number	Other Contact Information
	City and County of San Francisco plan	1-866- 830-0328 Hours: Monday through Friday, 8 a.m. to 5 p.m., PST	Medicare Clinical Appeals Blue Shield of California Medicare Appeals and Grievances Department P.O. Box 927 Woodland Hills, CA 91365-9856 Fax: (916) 350-6510
	Medicare Advantage	1-800-985-2398 Hours: Monday through Friday, 8 a.m. to 8 p.m., PST	
<p><u>Positive Healthcare (AIDS Health Foundation)</u></p> <p><i>Effective Jan. 1, 2026, Magellan will no longer manage the behavioral health services for Positive Health Plan/AIDS Health Foundation members.</i></p>	Medi-Cal	1-800-480-4464 Hours: Monday through Friday, 8 a.m. to 6 p.m., PST	Claims Magellan Healthcare P.O. Box 2246 Maryland Heights, MO 63043 Clinical Appeals/Medi-Cal Provider Claims Disputes Positive Healthcare California P.O. Box 46160 Los Angeles, CA 90046 Phone: 1-800-263-0067 Fax: 1-888-235-8552 Medicare Provider Claims Disputes Magellan Healthcare P.O. Box 1718 Maryland Heights, MO 63043
	Medicare Advantage	1-800-480-4464 Hours: Monday through Friday, 8 a.m. to 8 p.m., PST	

Plan	Line of Business	Customer Service Phone Number	Other Contact Information
<p><u>Scripps Health Plan</u></p> <p><i>Effective April 1, 2026, Magellan will no longer manage the behavioral health services for Scripps Health Plan members.</i></p>	<p>Commercial</p> <p>Hours: Monday through Friday, 8 a.m. to 5 p.m. PST</p>	<p>1-866-272-4084</p>	<p>Claims Human Affairs International of California Scripps Health Plan Services, Inc. P.O. Box 710220 San Diego, CA 92171</p> <p>Clinical Appeals/Provider Claims Disputes Magellan Healthcare P.O. Box 710190 San Diego, CA 92171 Fax: 1-888-656-2209</p>
<p><u>Sharp Health Plan</u></p> <p><i>Effective Jan. 1, 2026, Magellan will no longer manage the behavioral health services for Sharp Health Plan members.</i></p>	<p>Commercial (HMO/POS/PPO)</p> <p>Exchange</p> <p>Hours: Monday through Friday, 7 a.m. to 8 p.m. PST</p> <hr/> <p>Medicare</p>	<p>1-866-512-6190</p>	<p>Claims/Commercial Clinical Appeals Sharp Health Plan P.O. Box 710430 San Diego, CA 92171 Fax: 1-888-656-5366</p> <p>Medicare Clinical Appeals Sharp Health Plan 8520 Tech Way, Suite 200 San Diego, CA 92123 Phone: 1-800-359-2002 Fax: 619-740-8572</p>