

Eligibility Verification

While you are able to access eligibility information through Aerial, this information may not always be the most current. Since eligibility verification is an essential step in the care process and should be done prior to rendering services it is our recommendation that you contact the appropriate health plan directly to obtain current eligibility information. In addition, all health plans issue an insurance card with the currently assigned PCP and IPA affiliation, which should be available and presented at each visit.

Eligibility Guarantee

Your office can access patient eligibility information online or by phone with each **health plan** at the phone numbers and websites listed below. It is important to maintain documentation with either a screen shot of the website information or, if you verify eligibility by phone, document the name of the health plan representative, time, date of your conversation, and tracking number. **If you check eligibility with the health plan on the date of service, the IPA will guarantee your payment for services.** If under any circumstance the patient's eligibility changes, the IPA will request your eligibility documentation and address any discrepancy directly with the health plan. There will be no retroactive capitation or claims deduction.

Health Plan	Eligibility Phone Numbers	Web Address
Alignment	(888) 517-2247	alignmenthealthplan.com/providers
Anthem Blue Cross	(800) 676-2583	anthem.com/provider
Astiva Health	(833) 300-0910	astivahealth.com/en-us/provider-login
Blue Shield 65 and Choice	(877) 654-6500	blueshieldca.com/provider
Central Health Plan	(866) 314-2427	centralhealthplan.com/cpa/
Clever Care Health Plan	(833) 388-8168	eznet.clevercarehealthplan.com/EZ-NET60/Login.aspx
Health Net	(888) 926-4988	provider.healthnetcalifornia.com
Humana	(800) 448-6262	humana.com/provider/medical-resources/self-service-portal
Imperial Health Plan	(800) 830-3901	https://providerportal.imperialhealthplan.com/login
SCAN Health Plan	(800) 559-3500	secure-pportal.scanhealthplan.com
UCLA Health	(833) 627-8252	uclahealthmedicareadvantage.org/healthlink-medicare-provider-portal
Wellcare	(866) 999-3945	provider.wellcare.com/California

Authorizations and Eligibility

As a reminder, authorizations are valid for a sixty (60) day time frame only and are **CONTINGENT UPON CURRENT ELIGIBILITY**. It is the responsibility of the rendering **Provider's office** to verify the eligibility at the time of service and ensure that the authorization is still valid. As a way to ensure coverage for the authorized services, please implement steps to verify and confirm eligibility on the day of the scheduled appointment.

Managed by



If you have any questions, please contact us at: (657) 465-3500

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