



**Welcome to Primary Care Associates of California.** The following information will help you navigate through the administrative functions of your relationship with Primary Care Associates:

- **Claims** - In order to provide the highest level of efficiency, your claims can be submitted in a variety of formats whether they are on the latest CMS form, plain white paper or via our electronic FTP site.
  - ▶ Via Mail or Physical Delivery: Coast Healthcare Management  
Primary Care Associates of California  
10833 Valley View Street Suite 300  
Cypress, CA 90630
  - ▶ Via FTP Site: [www.coasthealthcare.net](http://www.coasthealthcare.net)  
(Username and password required)
  - ▶ Via Office Ally: Payor ID#: PCACZ
- **Customer Service/Member Advocacy** - Our customer service department is available to assist your patients in all of their inquiries and can be reached Monday through Friday from 8:30 AM to 5:00 PM at (844) 722-2472.
- **Internet Website Access/Interactive Authorizations** - Submit authorization requests online, through our secure website, utilizing "point and click" technology with some requests being "auto-approved". Additionally, authorization and claim status information is available 24 hours a day, seven days a week at [www.coasthealthcare.net](http://www.coasthealthcare.net) (Username and password required).
- **Provider Relations** - Our Provider Relations staff are available to provide information, education and training, as well as trouble-shooting of our systems and services, and are available both telephonically and in-person.

## Contact Information

**Administrative Office Location:** 10833 Valley View Street Suite 300  
Cypress, CA 90630

**Hours of Operation:** Monday - Friday  
8:30 AM- 5:00 PM

**Facsimile #:** (562) 220-1016  
**Toll Free#:** (877) 602-1563

**Website:** [www.pcacipa.com](http://www.pcacipa.com)