



**Introducing the BHCS Finance Provider Relations  
Medi-Cal Benefits Help Desk  
Start Date: April 19, 2010**

Alameda County Behavioral Health Care Services will provide a call center staffed with knowledgeable Patient Service Technicians ready to assist Providers with basic Medi-Cal benefit questions, including:

- Interpreting Medi-Cal Eligibility Response System
- Medi-Cal with Other Health Insurance
- Managed Care Insurance and Private Insurance
- Medi-Cal Share of Cost
- Out of County Medi-Cal Clients



**1 - (888) 346-0605**

**Help Desk Hours:**  
Monday through Friday  
9 a.m. to 12:00 noon  
1 p.m. to 4 p.m.

\* Voicemails will be responded to within 24 hours or the next business day.

\* The Help Desk is not a Medi-Cal Eligibility Verification line and does not replace your monthly verification process.