

# Quick Reference Guide

## For Providers



Our mission is to unlock the full potential of our most vulnerable seniors. We do it through PACE (Program of All-Inclusive Care for the Elderly), a longstanding Medicare and Medicaid program that provides medical and social services enabling older adults to actively live in the community.

We operate as a comprehensive health plan and managed care provider, serving seniors living within our communities.

Contact Information	<b>PROVIDER SERVICES: (650) 336-0300</b>	
	<b>SCHEDULING &amp; AUTHORIZATIONS</b> <a href="mailto:WELBEHUBREQUEST@WELBEHEALTH.COM">WELBEHUBREQUEST@WELBEHEALTH.COM</a>	<b>PROVIDER RELATIONS</b> <a href="mailto:PROVIDERS@WELBEHEALTH.COM">PROVIDERS@WELBEHEALTH.COM</a>
Claims	<b>PEAK TPA</b> <b>P.O. BOX 30760</b> <b>TAMPA, FL 33630-3760</b> <b>ELECTRONIC PAYER ID: 27034</b> <b>CLAIMS STATUS INQUIRIES: (866) 386-4447</b>  Contracted providers are required to submit claims in accordance with the timely filing limit specified in the provider contract.	
Scheduling Appointments	<ul style="list-style-type: none"> <li>➤ The Welbe Advocate Hub is responsible for scheduling all appointments on behalf of participants. To prevent no-shows, please do not schedule with participants or their family members.</li> <li>➤ Clinical documentation must be submitted following every visit directly to PACE clinical E-fax within (7) business days. STAT/Urgent orders consult notes should be sent within (2) business days.</li> </ul>	
Authorizations & Referrals	<ul style="list-style-type: none"> <li>➤ Authorizations are provided automatically by WelbeHealth upon initial referral</li> <li>➤ Additional visits and/or services must be requested by submitting a PACE authorization form to <a href="mailto:WelbeHubRequest@welbehealth.com">WelbeHubRequest@welbehealth.com</a></li> </ul>	
PACE Centers	<b>COASTLINE PACE</b> 1220 East 4th St., Long Beach, CA 90802	
	MAIN LOCAL (562) 206-1681 CLINIC FAX (855) 712-7837 <a href="http://welbehealth.com/coastline">welbehealth.com/coastline</a>	
	<b>PACIFIC PACE</b> 50 Alessandro Pl. Suite A20, Pasadena, CA 91105	
	MAIN LOCAL (626) 314-1411 CLINIC FAX (855) 245-2961 <a href="http://welbehealth.com/pacific">welbehealth.com/pacific</a>	
PACE Centers	<b>SIERRA PACE</b> 582 East Harding Way, Stockton, CA 95204	
	MAIN LOCAL (209) 442-6077 CLINIC FAX (844) 548-3818 <a href="http://welbehealth.com/sierra">welbehealth.com/sierra</a>	
	<b>SEQUOIA PACE</b> 1649 Van Ness Ave., Fresno, CA 3721	
	MAIN LOCAL (559) 777-6722 CLINIC FAX (833) 963-2082 <a href="http://welbehealth.com/sequoia">welbehealth.com/sequoia</a>	