



BHRS Managed Care – Helpful Contacts

ACCESS CALL CENTER

PHONE: 1-800-686-0101

FAX: (650) 596-8065

SELMA MANGRUM, LCSW

Clinical Services Manager

PHONE: (650) 573-2615

EMAIL: smangrum@smcgov.org

UTILIZATION MANAGEMENT

T.J. FAN, PhD

U.M. Coordinator & Clinical Consultant

PHONE: (650) 573-2722

EMAIL: tjfan@smcgov.org

PROVIDER RELATIONS

LAURA SMITH, LMFT

Provider Relations & QI Coordinator

PHONE: (650) 573-3476

EMAIL: lsmith@smcgov.org

CONTINUED AUTHORIZATION LINE

Continued authorization status

PHONE: (650) 372-6147

PROVIDER CONTRACTS

TERI WHITAKER

Contracts, Updates/Changes to provider info

PHONE: (650) 573-2831

EMAIL: twhitaker@smcgov.org

PROVIDER BILLING

ELVIRA GOMEZ

Claims, Billing Inquiries

PHONE: (650) 573-2068

EMAIL: egomez2@smcgov.org

MEDI-CAL

HPSM

PHONE: 1 (800) 223-8383

PHONE: 1 (800) 750-4776

PSYCHIATRIC EMERGENCY SERVICES

PHONE: (650) 573-2662
