

Phone line now ready — just for Health Agents

PrimeCare, Coachella Valley Physicians, Mercy Physicians Medical Group, Redlands Family Practice and PCA Medical Group now offer a customer service representative and phone line just for agents and brokers.

We recognize how much time you lose trying to connect with health plans' customer service lines to get answers to your client issues and we're here to offer help. We have one dedicated customer service representative and phone line just for you.

Here are some examples of the questions and issues we can handle for you.

- Member is being balanced billed – we can research and give member next steps for resolution
- Eligibility verification (with understanding health plans frequently retro disenrollment)
- PCP information – network of specialists available – hospitals and other ancillary services for member
- Status of claim or authorization without sharing personal health information
- Help with PCP access – getting an appointment with the office
- Manage any complaints with PCP
- Information regarding open or closed practices

Lindsay Michelotti
NAMM California
Customer Service Representative
10801 6th Street, Suite 220
Rancho Cucamonga, CA 91730
Phone: (909) 605-8085
Hours: From 8:30 a.m. to 5:00 p.m. Mon. – Fri.
Email: LMichelotti@nammc.com



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