BLUE ZONES HEALTH

Provider & Office Resource Sheet

Quick reference for front desk, billing, and office staff

BLUE ZONES™ HEALTH

1 Start Here

Visit the provider hub for real-time updates and information

Blue Zones™ Health brought core operational functions in house on August 1, 2026. Forms, updates, and downloads are on the Provider Hub at **bluezoneshealth.com/provider-hub**. For anything not covered there, email **providerops@bluezoneshealth.com**.

2 Portal Access

Check eligibility, submit and track authorizations, and check claim status at **portal.bluezoneshealth.com**. To request access, add staff, or register for Cozeva, use the Portal & Cozeva Registration Form on the Provider Hub. For login help and password resets, call 1-833-LIV-BLUE.

3 Eligibility & Authorizations

Submit or check status	BZH portal or 1-833-LIV-BLUE (M–F, 8am–5pm PT)
New requests	Prior Authorization Request Form (or, link from the Provider Hub)
Auth edits	1-833-LIV-BLUE
After hours (24/7)	1-252-316-7221
UM fax	Anthem only: 1-424-210-9420 All other plans: 1-818-921-3123

4 Claims

Electronic	Office Ally is our primary clearinghouse, with no transaction fee for BZH providers.
Paper claims and payment disputes	PO Box 159, La Verne, CA 91750-0159
Status	BZH portal
Please note	Claims are not accepted through the provider portal.

5 Payer IDs for Claims Submission

Former Name	Current Name	Payer ID
Healthly Medical Group	Blue Zones Health of California	**HMG01**
Access Santa Monica	Blue Zones Health – Santa Monica	**BZSM9**
Access Medical Group, aka Access Medical IPA	Blue Zones Health – Marina	**AMG02**

Member ID cards: Some cards still show a former company name. Coverage is valid under the same contract, so please don't turn away a patient or decline a referral because of the name on the card. When a member presents a new card, update your EMR to prevent claim rejections.

6 Health Plans We Contract With

- Aetna
- Alignment Healthcare
- Anthem
- Astiva Health
- Blue Shield of California
- Central Health Medicare Plan
- Champion Health Plan
- Cigna
- Clever Care
- Humana
- Imperial Health
- Molina
- SCAN
- UCLA Health Medicare Advantage
- UnitedHealthcare

Availability may vary by county.

7 Annual Wellness Visit (AWV) Program (PCPs only)

The AWV is a dedicated appointment to assess health risks, update preventive care plans, address chronic conditions, and set goals alongside your patient. It is one of the highest-yield visits you can complete.

Date of Service	Incentive per AWV
1/1/2026 – 6/30/2026	**$250**
7/1/2026 – 12/31/2026	**$200**

Deadline: Submit AWVs any time before January 15, 2027 to receive the full bonus amount.

To qualify for the incentive, complete all three steps:

1. Confirm or disconfirm all HCCs from Cozeva Care Ops to capture an accurate clinical picture of the patient.
2. Sign, date, and upload the completed AWV encounter into Cozeva.
3. Submit the claim with the correct code: G0402, G0438, or G0439.

Important notes

- If the AWV encounter is not in Cozeva when you submit the claim, we hold the incentive payment until we receive the encounter, review it, and confirm the AWV is complete.
- The member must be eligible with Blue Zones Health on the AWV visit date. Blue Zones Health pays for one AWV per member per year, so if the previous provider already completed this year's AWV after a PCP change, the new provider cannot be reimbursed.
- If a member is not found in Cozeva, contact the Risk Adjustment team at ra@bluezoneshealth.com. Once we confirm eligibility, we will upload the AWV to your Cozeva account.
- For questions or Cozeva training, email ra@bluezoneshealth.com.

8 Well-Being Services: Referrals & Available Services

Well-Being Services offers health coaching, nutrition counseling, social work support, care coordination, and chronic disease management support between visits, along with free virtual and community-based classes.

Contact	1-310-295-0981 or careteam@bluezoneshealth.com (M–F, 8am–5pm PT)
Refer in the portal	Go to Auth/Referrals › Submission. Enter WBS as the Requested Provider ID and 1 as the Auth Service Package, pressing Tab after each field. A PDF of supporting documentation is required.
Patient self-referral	Well-Being Services Interest Form (link on the Provider Hub)
Classes & schedule	bluezoneshealth.com/activities

9 Provider Directory

Our public directory of BZH PCPs, specialists, and urgent care is at **bluezoneshealth.com/provider-search**. To update your listing, location, or contact information, email **providerops@bluezoneshealth.com**.

10 Partner Facilities

Find the facility type, then the region where the patient lives. Fax numbers are for orders and referrals.

Imaging

Facility	Phone	Fax
LA / ORANGE COUNTY		
RadNet Radiology (Beverly Radiology)	310-854-7722	310-854-0011
United Medical Imaging Healthcare	310-943-8400	310-923-9912
SimonMed Imaging – Glendora	626-738-3025	626-738-3026
INLAND EMPIRE		
RadNet Radiology (Beverly Radiology)	951-682-1099	951-351-1051
Sol Radiology Medical Imaging & Breast Center (High Desert only)	760-728-1900	760-273-4465
SimonMed Imaging	909-890-5856	909-890-5725
SAN DIEGO		
Image One	619-334-3787	858-266-9481
Imaging Healthcare Specialists	858-658-6500	866-558-4329

Oncology: Starling Oncology

Area	Phone	Fax
LA / ORANGE COUNTY		
Los Angeles	213-246-2422	213-246-2019
Orange County	714-399-0620	714-399-0621
INLAND EMPIRE		
Inland Empire	951-394-7028	951-224-9899
SAN DIEGO		
Chula Vista	619-371-9156	619-872-0997
Hillcrest	619-605-0806	619-872-0953
Vista	760-298-5787	760-560-2007

Starling Oncology is our capitated oncology partner. Each number reaches the same service line.

Home Health

Agency	Phone	Fax
LA / ORANGE COUNTY		
Medicus Home Health Agency	818-477-2995	818-477-2855
Federal Home Health Agency*	818-717-7181	818-717-7191
INLAND EMPIRE		
Federal Home Health Agency*	818-717-7181	818-717-7191
Unison Inland Health Services	909-850-4833	909-850-4858
SAN DIEGO		
Health Plus Home Health Care	619-223-2779	619-223-2772

*Federal Home Health Agency has on-call nurses across multiple counties, including rural areas of Riverside County.

Durable Medical Equipment (DME)

Company	Phone	Fax
LA / ORANGE COUNTY		
Aero Mobility	714-835-1000	714-873-8387
Byram Healthcare	800-552-2633	866-232-9726
Stance Health Solutions	818-956-6691	818-956-6695
Verio Healthcare	818-465-4188	818-562-3553
INLAND EMPIRE		
Aero Mobility (Ontario)	909-623-1000	888-721-6000
Apria Healthcare*	951-704-7928	951-296-9685
Verio Healthcare	951-595-4479	951-266-0098
SAN DIEGO		
Verio Healthcare	619-678-1100	949-335-9009
Aero Mobility	619-698-9000	888-721-6000

*Apria is in network for Blue Zones Health – Marina and Blue Zones Health – Santa Monica members only.

Labs: Labcorp Only

Blue Zones Health partners exclusively with Labcorp for all lab testing. Send patients to any Labcorp patient service center for ordered lab work; find the nearest one at **labcorp.com/patients/labs-and-appointments**. Out-of-pocket costs are set by the patient's health plan, so using Labcorp does not change their benefits.

Scan for the full facility list with addresses and hours.

11 Your BZH Contacts

Department	Hours (PT)	Contact
Provider Hub: announcements and resources		bluezoneshealth.com/provider-hub
Contact Center (main number for members and providers)	M–F, 8am–5pm	1-833-LIV-BLUE
Eligibility	M–F, 8am–5pm	portal.bluezoneshealth.com or 1-833-LIV-BLUE
Authorizations	M–F, 8am–5pm	portal.bluezoneshealth.com or 1-833-LIV-BLUE
Authorizations, after hours and post-stabilization	24/7	1-252-316-7221
UM fax, Anthem only	M–F, 8am–5pm	FAX 1-424-210-9420 (questions: UMteam@bluezoneshealth.com)
UM fax, all other plans	M–F, 8am–5pm	FAX 1-818-921-3123 (questions: UMteam@bluezoneshealth.com)
Care Management	M–F, 8am–4pm	1-866-258-3966 or caremanagementteam@bluezoneshealth.com
Claims	M–F, 8am–5pm	1-833-LIV-BLUE. Mail paper claims and appeals to PO Box 159, La Verne, CA 91750-0159.
Portal setup and password resets		1-833-LIV-BLUE
Credentialing		credentialing@bluezoneshealth.com
Provider Operations		providerops@bluezoneshealth.com
Quality Management		delegation@bluezoneshealth.com
Risk Adjustment and Cozeva		ra@bluezoneshealth.com
Well-Being Services	M–F, 8am–5pm	1-310-295-0981 or careteam@bluezoneshealth.com
Contracting		Your local Blue Zones Health representative (see below)
Urgent care and provider search		bluezoneshealth.com/provider-search

Network Management (your local representative)

LA / Orange County	**Veronica Tamayo**	Veronica.Tamayo@bluezoneshealth.com
Inland Empire	**Felicia Navarro**	Felicia.Navarro@bluezoneshealth.com
	Vanity Lopez	Vanity.Lopez@bluezoneshealth.com
San Diego	**Paloma Flores**	Paloma.Flores@bluezoneshealth.com
	Helga O'Connor	Helga.OConnor@bluezoneshealth.com

Know a provider interested in joining Blue Zones Health? Contact Alexis Mejia at **Alexis.Mejia@bluezoneshealth.com**.

Questions or issues?

For anything not covered here or on the Provider Hub (**bluezoneshealth.com/provider-hub**), email Provider Operations at **providerops@bluezoneshealth.com**.