



Welcome to Primary Care Associates of California

The following information will help you navigate through the administrative functions of your relationship with Primary Care Associates:

- **Claims** - In order to provide the highest level of efficiency, your claims can be submitted in a variety of formats whether they are on the latest CMS form, plain white paper or via our electronic FTP site.

◇ Via Mail or Physical Delivery:

Unilogic Healthcare Management
c/o Primary Care Associates of California
P.O Box 1330
Los Alamitos, CA 90720

◇ Via FTP Site: aerial.carecoordination.medecision.com (Username and password required)

◇ Via Office Ally: Payor ID#: **PCACZ**

- **Customer Service/Member Advocacy** - Our customer service department is available to assist your patients in all of their inquiries and can be reached Monday through Friday from 8:30 AM to 5:00 PM at (657) 465-3500.
- **Internet Website Access/Interactive Authorizations** - Submit authorization requests online, through our secure website, utilizing "point and click" technology with some requests being "auto-approved". Additionally, authorization and claim status information is available 24 hours a day, seven days a week at aerial.carecoordination.medecision.com (Username and password required).
- **Provider Relations** - Our Provider Relations staff are available to provide information, education and training, as well as trouble-shooting of our systems and services, and are available both telephonically and in-person.

Contact Information

Office Location: 10833 Valley View Street, Suite 240, Cypress, CA 90630

Office Hours: Monday – Friday from 8:30 AM – 5:00 PM

Phone #: (844) 722-2472

UM Fax #: (657) 413-4110

Website: pcacipa.com

Managed by



If you have any questions, please contact us at: (844) 722-2472