

Premium Payment Assistance Contact Information by Caseload

OA - HIPPI

Plan (by Payee)	Covered CA or No Covered CA	Analyst	Phone Number	Email	Backup
Anthem A-Z (Individual Plans excluding COBRA, Cal-COBRA, and small group)	Non Covered	Christina White	(916) 552-9096	christina.white@cdph.ca.gov	Steven Nicholson
Anthem	Covered CA	Kathy Nguyen	(916) 449-5924	kathy.nguyen@cdph.ca.gov	Christina White
Blue Shield (A-B by client last name)	Covered CA	Ivan Mendoza - Manzo	(916) 449-5943	ivan.mendoza-manzo@cdph.ca.gov	Jeanene Robinson
Blue Shield (Cab-Cam by client last name)	Covered CA	Steven Nicholson	(916) 449-5950	steven.nicholson@cdph.ca.gov	Kathy Nguyen
Blue Shield (Can-Cop by client last name)	Covered CA	Lisa Pontino	(916) 319-9616	lisa.pontino@cdph.ca.gov	Jeanene Robinson
Blue Shield (Cor-Cur by client last name)	Covered CA	Nikitra Hypolite	(916) 319-9402	nikitra.hypolite@cdph.ca.gov	Justine Blanco
Blue Shield (Da-Dhi by client last name)	Covered CA	Jeanene Robinson	(916) 445-0682	jeanene.robinson@cdph.ca.gov	Lisa Pontino
Blue Shield (Dia-Dza by client last name)	Covered CA	Justine Blanco	(916) 449-5839	justine.blanco@cdph.ca.gov	Nikitra Hypolite
Blue Shield (E-J by client last name)	Covered CA	Jeanene Robinson	(916) 445-0682	jeanene.robinson@cdph.ca.gov	Justine Blanco
Blue Shield (K by client last name)	Covered CA	Kathy Nguyen	(916) 449-5924	kathy.nguyen@cdph.ca.gov	Steven Nicholson
Blue Shield (L by client last name)	Covered CA	Christina White	(916) 552-9096	christina.white@cdph.ca.gov	Jeanene Robinson
Blue Shield (M-R by client last name)	Covered CA	Lena Freudenthal	(916) 324-2699	lena.freudenthal@cdph.ca.gov	Justine Blanco
Blue Shield (S-Z by client last name)	Covered CA	Justine Blanco	(916) 449-5839	justine.blanco@cdph.ca.gov	Lena Freudenthal

General Contact Information

As of March 2018

Fax Number: 844-421-8008 CDPH Call Center: 844-421-7050

Premium Payment Assistance Contact Information by Caseload

OA - HIPP

Plan (by Payee)	Covered CA or No Covered CA	Analyst	Phone Number	Email	Backup
Blue Shield (A-L by client last name)	Non Covered	Jessica Monasterio	(916) 445-8493	jessica.monasterio@cdph.ca.gov	Lena Freudenthal
Blue Shield (M-Z by client last name)	Non Covered	Candace Keefauver	(916) 449-5949	candace.keefauver@cdph.ca.gov	Steven Nicholson
Kaiser (A-B by client last name)	Covered CA	Christina White	(916) 552-9096	christina.white@cdph.ca.gov	Aislinn Botones
Kaiser (C-L by client last name)	Covered CA	Aislinn Botones	(916) 449-5952	aislinn.botones@cdph.ca.gov	Denise Boyd
Kaiser (M-Z by client last name)	Covered CA	Denise Boyd	(916) 319-9623	denise.boyd@cdph.ca.gov	Christina White
Kaiser (A-D by client last name)	Non Covered	Steven Nicholson	(916) 449-5950	steven.nicholson@cdph.ca.gov	Irene Wong
Kaiser (E-H by client last name)	Non Covered	Irene Wong	(916) 449-5799	irene.wong@cdph.ca.gov	Kathy Whitaker
Kaiser (I-Z by client last name)	Non Covered	Ivan Mendoza - Manzo	(916) 449-5943	ivan.mendoza-manzo@cdph.ca.gov	Irene Wong
Health Net	Covered CA	Nikitra Hypolite	(916) 319-9402	nikitra.hypolite@cdph.ca.gov	Jessica Monasterio
Health Net	Non Covered	Jessica Monasterio	(916) 445-8493	jessica.monasterio@cdph.ca.gov	Nikitra Hypolite
A-B (by plan name)	Non Covered	Lisa Pontino	(916) 319-9616	lisa.pontino@cdph.ca.gov	Irene Wong
C-H (by plan name; except Health Net)	Both	Irene Wong	(916) 449-5799	irene.wong@cdph.ca.gov	Lisa Pontino
I-V (by plan name; except Kaiser)	Both	Justin Garcia	(916) 319-9403	justin.garcia@cdph.ca.gov	Irene Wong
W-Z (by plan name)	Both	Irene Wong	(916) 449-5799	irene.wong@cdph.ca.gov	Justin Garcia

General Contact Information

As of March 2018

Fax Number: 844-421-8008 CDPH Call Center: 844-421-7050

Premium Payment Assistance Contact Information by Caseload

OA - HIPP

Plan (by Payee)	Covered CA or No Covered CA	Analyst	Phone Number	Email	Backup
Medicare Part D (A-D by client last name)	N/A	Kathy Nguyen	(916) 449-5924	kathy.nguyen@cdph.ca.gov	Candace Keefauver
Medicare Part D (E-L by client last name)	N/A	Candace Keefauver	(916) 449-5949	candace.keefauver@cdph.ca.gov	Kathy Nguyen
Medicare Part D (M-N by client last name)	N/A	Kathy Nguyen	(916) 449-5924	kathy.nguyen@cdph.ca.gov	Steven Nicholson
Medicare Part D (O-Z by client last name)	N/A	Steven Nicholson	(916) 449-5950	steven.nicholson@cdph.ca.gov	Kathy Nguyen