The Contra Costa Health Plan actively encourages all providers to informally resolve any billing issues by directly contacting the Claims Unit.

You may contact The CCHP Claims Unit directly at:

(925) 957-5185

If you are unable to resolve your issue informally, we have a Dispute Resolution Mechanism as directed by the California Department of Managed Healthcare.

You may access the Dispute Resolution Mechanism to request review or reconsideration of a claim that has been denied, adjusted or contested; to seek resolution of a billing determination or other contract dispute; or to dispute a request for reimbursement of the overpayment of a claim. Disputes must be submitted in writing and must include a detailed explanation of the issue and 1) name, 2) identification number, 3) contact information. If the dispute is regarding a claim, you must also supply specific claim information including 1) claim number, 2) dates of service, 3) procedure codes and 4) dollar amounts. If the dispute involves an enrollee, please provide the enrollee’s name and identification number. Disputes may be submitted up to 365 calendar days from the date of CCHP’s last action or inaction regarding the claim. CCHP will notify you of the resolution within 45 working days of receipt of the dispute.

To initiate the Dispute Resolution Mechanism, or to submit additional information, you may send your request in writing to:

Contra Costa Health Plan
Attn: Claims Dispute Unit
595 Center Ave, Ste. 100
Martinez, Ca 94553