



Golden Physicians
Medical Group, Inc.



Re: Management Service Organization (MSO) Transition

Dear Golden Physicians Medical Group Providers and Staff members,

Good News! Effective **May 3rd**, Golden Physicians Medical Group will use a new MSO, **Altura**. Beginning May 2nd, Physicians Data Trust MSO will no longer manage any services for Golden Physicians Medical Group. Instead, **Altura MSO** will process your claims, referrals, contracting, credentialing, and other critical operational needs.

Your office should have received instructions via fax or by mail on how to **register and attend** a provider **CONNECT portal training** this month. Please share with appropriate staff and join us on these trainings to get a preview of the provider portal capabilities.

Enclosed with this update are Altura's provider portal link, claims submission details, referral process, customer support center information, and contracting inquiries. The information will help you and your office staff prepare for a smooth transition.

We are looking forward to continuing our partnership.

Sincerely,

Dr. Dat Nguyen

President & CEO

Golden Physicians Medical Group

Contact Information:

Paul Hernandez

Executive Director

(619) 733-5192 | Paul@gpmedicalgroup.com



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Golden Physicians Medical Group and Altura MSO

TOLL FREE: 888-909-0270 (Starting May 3rd)

○ **Provider Portal: Altura MSO Connect**

Website: <https://connect.alturamso.com>

Registration opens **April 1st**, please use your unique code to expedite registration.

Connect Registration Technical Support (213) 212-7486

- Toll-Free: **888-909-0270** Option 1, option 5
- Email us at connectsupport@alturamso.com

○ **Claim Submission Information**

For paper claims and other claim correspondence, our new claims address is:

Golden Physicians Medical Group Inc/ Altura MSO
PO Box 7280
Los Angeles, CA 90022-0980

For electronic claims, please use one of the following **Payer IDs: GPMG2 or 95712**

Check with your billing software to determine which Payer ID should be used.

Eff. April 28th, all claims should be submitted to **Altura MSO**. This will include all previous dates of service. There is no change to claims previously sent to health plans.

○ **Claims & Eligibility Customer Service**

Representatives are available Monday – Friday from 8:00am – 5:00pm

Toll- Free: 888-909-0270 Option 1, Option 1

○ **Utilization Management Referral Process**

Contracted providers can access **CONNECT Portal** to submit and modify referrals.

If unable to use Connect, you may fax the referral to 323-720-5608

Toll- Free: 888-909-0270 Option 1, Option 2

○ **Contracting & Provider Relations**

Any network changes pertaining to relocation, terminations, new billing address, etc. can be sent to:

Provider Network Administrator: **Taide Villa**

Email: tvilla@alturamso.com Phone: 424-997-7065

Please note, requests will not be routed until after Transition Date 5/5.