

What's new with VCHCP!

County employees serving County employees. We are the plan with a ❤️!

VCHCP wants to be the health plan of choice for our fellow County employees.

We understand that cost is an important factor when reviewing your health plan options. Other important factors to consider include the network size, prescription drug list, authorization and referral guidelines, and customer service.

What Makes Our Provider Network Exceptional?

At VCHCP, we know your health and well-being depend on access to trusted, high-quality care. That's why we've built a strong provider network; designed to give you peace of mind, convenient access, and exceptional care.

VCHCP offers its members access to a full HMO network. Although we understand that a limited HMO network could potentially equate to lower premiums, we believe that choice and having access to a broad network of Primary Care Providers (PCPs) and Specialists is important to our members, and we are happy to be ***the health plan option that enables you access to the VCMC providers***, in addition to our privately contracted providers.

✔ Top-Quality Providers

Our network includes hundreds of board-certified doctors, specialists, and leading hospitals. From preventive care to complex treatments, you're connected to professionals known for their experience, compassion, and results.

✔ Convenient Access, Close to Home

With providers located in communities across the county, it's easier than ever to get the care you need, when and where you need it. In addition to the 200+ VCMC providers in our network, we also have an additional 300+ privately contracted providers throughout Ventura County. In East County, we have 60+ providers and are continuing to focus our contracting efforts in that area. ***Effective 10/1/2025, we are now contracted with Adventist Health Physicians Network, which adds 12 PCPs and 12 Specialists to our network in East County.***

✔ Specialist Access Without the Runaround

Need to see a specialist? In most cases, your Primary Care Physician can directly refer you to a network specialist, without the need to get approval from VCHCP. That means faster access to the care you need without unnecessary delays.

Find a Provider Today

Explore our provider directory at vchcp.venturacounty.gov and select FIND A PROVIDER to search by name, specialty, or location, or you can call our Member Services Department at (805) 981-5050 for assistance.

Prescription Drug List

VCHCP offers its members access to a National Preferred Formulary. It is a very robust drug list, as we understand how important this is to our members, and we know it is an important factor when selecting your health care plan.

Service

We understand that good customer service is important and that you should be treated with dignity and respect. As fellow County employees, we strive to provide that service when you contact the plan directly. We are your local health care plan option, and we are focused on ensuring that our service meets the needs and expectations of our members.

Our main line (805) 981-5050 is staffed by our Member Services team who are available to answer your questions from 8:30am – 4:30pm, Monday – Friday.

Authorizations & Referrals

VCHCP wants to ensure that you can obtain the services needed and recommended by your doctor, by eliminating barriers. That is why we continue to review services that require prior authorization and when appropriate, remove the prior authorization requirement or move the services to the direct referral list.

Direct Referrals

Those services on the Direct Referral List do not require prior authorization from VCHCP. This means that your PCP can provide you with a referral to a contracted specialist, without the need to wait for an authorization from the Plan.

The current Direct Referral Chart is available on the VCHCP website, and our members and providers can also contact our Member Services Department with any questions.

Authorizations

For those services that do require prior authorization, VCHCP has stringent guidelines regarding turnaround time. Once VCHCP receives the authorization request from the provider, a decision will be made within 5 business days for standard requests, and 72 hours for urgent requests. Although VCHCP cannot control when the office submits the authorization request, once received we ensure that the above noted timelines are met.

Contact Us

If you have any questions, please contact us:

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