

Q: When do I go to an urgent care center?

A: Urgent care centers provide care for sudden illnesses or injuries that require prompt medical attention, but are not emergencies*. Urgent care centers are a smart alternative to hospital emergency rooms because they usually offer shorter waiting times. Urgent care centers are also open late and do not require an appointment, making them a good choice for patients who need non-emergent* medical attention after hours or on weekends and holidays. In addition, your co-payment may be lower depending on your insurance benefit plan.

If you choose to visit an urgent care center, your doctor should be contacted prior to your visit so he or she can better coordinate your urgent care medical needs. Your doctor can be contacted 24 hours a day, seven days a week by calling his or her office. If you are instructed by your doctor or his or her staff to go to an affiliated urgent care center, please see the list in this booklet.

***Please note: Urgent care centers are not Emergency Departments.** If you are experiencing acute symptoms that you believe could result in serious jeopardy to your health or your unborn child's or serious impairment or dysfunction of your body, please seek medical help as quickly as possible by either **calling 911** or **going to the nearest emergency hospital**.

Q: What do I do if I need to go to a specialist?

A: Please contact your Primary Care Physician and let them know your concerns.

Q: How do I obtain an authorization/referral? How do I get the status of my authorization/referral?

A: To get an authorization/referral, have your Primary Care Physician submit the request to the medical group. To get status of your authorization/ referral, you need to call your Primary Care Physician.

Q: My authorization was denied. How do I appeal that decision?

A: To appeal a denied authorization/referral, please contact your insurance company/health plan to file a grievance. The insurance company/health plan will review your denied request and will either overturn or uphold the decision.

Q: How do I get a second opinion out of network?

A: Please contact your Primary Care Physician and let them know your request and they will contact your insurance company/health plan for the authorization/referral.



Our doctors will see you now.

IMPORTANT PHONE NUMBERS

PrimeCare Customer Service

1-800-956-8000

Name of Primary Care Physician

Physician Phone #

Health Plan

Health Plan Member Service #

www.PrimeCare.com



Procedures	Frequency
Bone Mass Measurement	Once every 24 months
Cardiovascular Screening	Once every 5 years
Colorectal Cancer Screening <ul style="list-style-type: none"> • Screening Fecal Occult Blood test • Screening Flexible Sigmoidoscopy • Screening Colonoscopy (HIGH RISK) • Screening Colonoscopy (NOT HIGH RISK) 	<ul style="list-style-type: none"> • Once every 12 months • Once every 47 months • Once every 24 months • Once every 10 years
Diabetes Screening (for non-diabetics)	Once every 6 months for patients with pre-diabetes; Once a year for everyone else
Flu(Influenza)Injections	Once per year (usually Fall season)
Glaucoma Screening	Once every 12 months
Pneumococcal (Pneumonia) Vaccination	Once in a lifetime
Prostate Cancer Screening	Once every 12 months

***This list is a partial and high level overview. For complete information, please visit the Medicare website:**

<http://www.medicare.gov/Publications/Pubs/pdf/10110.pdf>

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PrimeCare of Moreno Valley would like to thank you for choosing one of our physicians for your health care needs. This member resource guide contains information about your Medical Group/Independent Physicians Association (IPA). Our customer service team is also here to answer your call and help you with your health care service questions. Shortly after enrollment, we reach out to new members with a phone call to introduce ourselves and go over any new information about our IPA and physicians.

When to Call Customer Service

Hours of Operation:

Mon./Wed. 8:00 a.m. to 5:30 p.m.
Tues./Thurs. 8:00 a.m. to 6:00 p.m.
Fri..... 8:00 a.m. to 4:30 p.m. (Closed 11:30 a.m. to 12:30 p.m.)

Phone Number 1-800-956-8000

Reasons to call customer service

- You need a physician's phone number
- You have received a bill and don't understand it
- You want to understand the referral process
- You have a question or concern about your healthcare.

What's on Our Website

You can find information about our doctors and medical groups (IPAs), and look at our customer service page at www.PrimeCare.com. To visit the customer services page, click on the picture of the customer service telephone operator. From here you can access frequently asked questions (FAQs) by selecting that button at the top of the page. To get to [PrimeCare of Moreno Valley](http://www.PrimeCare.com), go back to the www.PrimeCare.com and locate the list of PrimeCare sites on the right side of the page, then click on [Moreno Valley](#).



First Visit

- When you see the doctor and office staff, introduce yourself and let them know by which name you like to be called – an example *William* may want to go by *Bill*.
- Learn what days are busiest and what times are best to call.
- Share your medical history. Tell the doctor about your illnesses, operations, medical conditions and other doctors you see.
- Give the new doctor all of your former doctor's names and addresses, especially if they are in a different city.
- Give information about your medications.
- Tell the doctor about your habits.
- Voice other concerns.

Making good use of your time

- Be honest. For instance, you might say: *"I have been trying to quit smoking, as you recommended, but I am not making much headway."*
- Decide what question(s) are most important! Pick three or four questions or concerns that you want to talk about most.
- Remember the doctor may not be able to answer all of your questions. Even the best doctor may be unable to answer some questions. If a doctor regularly brushes off your questions or symptoms as simply the effects of aging, you may want to think about looking for another doctor.
- Take notes. Take along a notepad and pencil and write down the questions you have for the doctor. Write down the main points or ask the doctor to write them down for you. Call or email the doctor. If you are uncertain about the doctor's instructions after you get home, call the office.

LAB SERVICES (CONT.)

Quest Diagnostics/UNILAB Perris

1688 N. Perris Blvd., Suite H1, Perris, CA 92571

Tel: (951) 943-2487

Hours: From 8:00 a.m. to 3:00 p.m. Mon. – Fri.
Closed for lunch 12:30 p.m. to 1:30 p.m.

Quest Diagnostics/UNILAB Beaumont

701 N. Highland Springs Ave., Suite 2, Beaumont, CA 92223

Tel: (951) 845-8013

Hours: From 8:00 a.m. to 4:30 p.m. Mon. – Fri.
Closed for lunch 12:00 noon to 1:00 p.m.

Quest Diagnostics/UNILAB Yucaipa

34675 Yucaipa Blvd., Suite 100, Yucaipa, CA 92399

Tel: (909) 797-4983

Hours: From 7:00 a.m. to 3:30 p.m. Mon. – Fri.
Closed for lunch 12:00 noon to 1:00 p.m.

OUTPATIENT RADIOLOGY SERVICES

San Geronio Memorial Hospital

600 N. Highland Springs Ave., Banning, CA 92220

Tel: (951) 845-1121 Fax: (909) 845-5471

For members residing in Banning, Beaumont, Cherry Valley & Cabazon areas only

Healthcare Imaging Moreno Valley - RadNet

11441 Heacock St., Suite E, Moreno Valley, CA 92557

Tel: (951) 571-0037 Fax: (951) 571-0042

Healthcare Imaging Riverside - RadNet

4334 Central Ave., Riverside, CA 92506

Tel: (951) 682-7580 Fax: (951) 682-1580

Healthcare Imaging Riverside – RadNet

6848 Magnolia Ave., Suite 129, Riverside, CA 92506

Tel: (951) 686-0980 Fax: (951) 686-8920

Who is PrimeCare?

When you selected your Medicare HMO, you enrolled with a health plan like Aetna, Blue Shield, Health Net, Humana, SCAN Health Plan®, or Secure Horizons® but...who is PrimeCare IPA?



The primary care physician you selected with your health plan is a member of the PrimeCare Independent Physicians Association (IPA). Your primary care physician, specialists and hospitals are all contracted with PrimeCare.

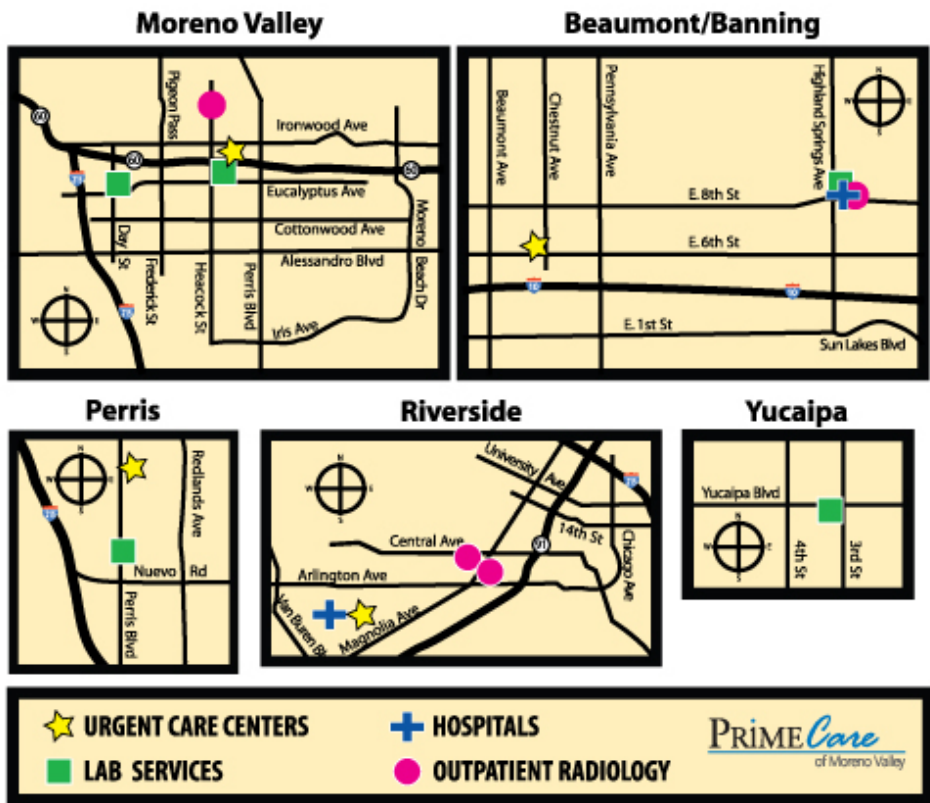
When you look at your health plan Member ID card, you should see the name of your IPA (i.e. PrimeCare of Corona) as well as the name and telephone number of your Primary Care Physician.

PrimeCare is a network of independently-contracted physicians in the Inland Empire and San Diego County. PrimeCare and its affiliates have more than 17 years of experience in healthcare and represent a network of over 300 primary care physicians and access to excellent specialists and services in the area. Our contract with hospitals and urgent care centers are conveniently located near you, so you don't have to travel far for good care. PrimeCare accepts most major health plans.

At PrimeCare, we are dedicated to promoting your overall well-being. PrimeCare physicians take pride in the relationships they build with their patients, many of whom have been with PrimeCare for several generations. Our friendly affiliated physicians are located in neighborhoods near you and work with local hospitals and urgent care centers to better serve your needs.

Please visit www.PrimeCare.com for more details or





★ URGENT CARE CENTERS

Moreno Valley Urgent Care

24318 Hemlock Ave., Suite E1-E2, Moreno Valley, CA 92557

Tel: (951) 243-5050 Fax: (951) 243-5586

Hours: From 12:00 noon to 6:00 p.m. Mon.- Fri.

(Temp.): From 10:00 a.m. to 2:00 p.m. Sat.

Closed on Sundays

Apex Urgent Care, Inc.

851 E. 6th St., Suite B4, Beaumont, CA 92223

Tel: (951) 845-2294 Fax: (951) 845-2297

Hours: From 10:00 a.m. to 7:00 p.m. Mon. - Fri.

From 9:00 a.m. to 5:00 p.m. Sat., Sun. & holidays

★ URGENT CARE CENTERS (cont.)

Perris Valley Medical Group

126 Avocado Ave., Suite 207, Perris, CA 92571

Tel: (951) 657-0544 Fax: (951) 657-9644

Hours From 8:00 a.m. to 5:00 p.m. Mon. – Fri.

From 8:30 a.m. to 2:00 p.m. Sat.

Parkview Outpatient Urgent Care

9041 Magnolia Ave., Suite 107B, Riverside, CA 92503

Tel: (951) 353-1021 Fax: (951) 687-0692

Hours: From 5:00 a.m. to 9:00 p.m. Mon. – Fri.

From 9:00 a.m. to 6:00 p.m. Sat., Sun. & holidays

+ HOSPITALS

Riverside Community Hospital

4445 Magnolia Ave., Riverside, CA 92501

Tel: (951) 788-3000 Fax: (951) 788-3201

Parkview Community Hospital

3865 Jackson St., Riverside, CA 92503

Tel: (951) 354-7404

San Geronio Memorial Hospital

600 N. Highland Springs Ave., Banning, CA 92220

Tel: (951) 845-1121 Fax: (951) 845-5471

■ LAB SERVICES

Quest Diagnostics/UNILAB Moreno Valley

6485 Day St., Suite 102, Moreno Valley, CA 92555

Tel: (951) 656-3601

Hours: From 7:00 a.m. to 4:00 p.m. Mon. – Fri.

Closed for lunch 12:00 noon to 1:00 p.m.

12712 Heacock St., Suite 2, Moreno Valley, CA 92553

Tel: (951) 485-8605

Hours: From 8:00 a.m. to 5:00 p.m. Mon. – Fri.

Closed for lunch 1:00 p.m. to 2:00 p.m.