Frequently asked questions

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-emergency* medical attention after hours or on weekends and holidays. In addition, your co-payment may be lower depending on your insurance benefit plan.

*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 doctor 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 doctor submit the request to the medical group. To get status of your authorization/referral, you need to call your primary care doctor.

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 a network?
A: Please contact your primary care doctor and let them know your request and they will contact your insurance company/health plan for the authorization/referral.

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Welcome to PrimeCare of Citrus Valley

PrimeCare of Citrus Valley, part of OptumCare®, would like to thank you for choosing one of our primary care doctors for your health care needs. This member resource guide contains information about your medical network. 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 medical network and doctors.

Reasons to call customer service
- You need a doctor’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 health care

When to call customer service
Hours of operation:
Mon.–Thurs.  8:00 a.m.–5:30 p.m.
Fri.  8:00 a.m.–4:30 p.m.

Telephone:
1-800-956-8000, Option 5
If you have a speech or hearing impairment and use TTY, please call 711.

Stay healthy. Stay connected.
Our goal at PrimeCare of Citrus Valley is to keep our patients as healthy and informed as possible.
You have access to:
- Health and wellness through an assortment of articles and blog posts
- Community events and classes to keep you fit, informed and socially active
- Resources and tools available to help you make the right choice when it comes to your health
- Updates on important Medicare dates and deadlines

Senior Discount Booklets
Call 1-844-368-1002 to receive your free copy!

A great doctor appointment starts with you
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.

If you’ll be seeing your primary care doctor for the first time, you’ll want to schedule your first visit appointment.
Call your primary care doctor’s office today!
Important: To seek same-day care during regular office hours, you should always contact your primary care physician (PCP) first before going to an urgent care facility. Urgent care is not a substitute for the regular care you receive from your PCP.

Citrus Valley Urgent Care
760 S. Washburn Ave., Ste. 5
Corona, CA 92882
1-951-737-0910
Mon.–Fri. 5:00 p.m.–9:00 p.m.
Weekends 9:00 a.m.–9:00 p.m.
Holidays 9:00 a.m.–1:00 p.m.

Hospitals
Corona Regional Medical Center
800 S. Main St.
Corona, CA 92882
1-951-737-4343
Xray - walk-in basis: Mon.–Fri. 8:00 a.m.–5:00 p.m.
*Ultrasound: Mon.–Fri. 8:00 a.m.–8:00 p.m.
OB ultrasound – by appointment only
Mammograms – by appointment only
Breast ultrasound - by appointment only
*Fluoroscopy – by appointment only
*Referral needed

Lab services
Please visit questdiagnostics.com
for hours of operation.

Quest Diagnostics
118 W. Ninth St.
Corona, CA 92882
1-951-278-4398
1-951-549-8508

PrimeCare of Citrus Valley map

Note: Changes occur on a daily basis and while we try to maintain our records, there may be changes that are not reflected on this directory.
Your primary care doctor coordinates the following care:

- If you need a referral to a specialist
- If you need to be admitted to a hospital

If you look at your member ID card, you should see the name of your medical network (i.e. PrimeCare of Citrus Valley) and the name of your primary care doctor with the phone number. This is who you should contact for all routine care.

Let us give you an example of a similar arrangement not related to health care. You are going to have new kitchen cabinets installed. You go to a home improvement store (ex. Lowe’s or Home Depot) and choose the ones you want. When the people arrive to install them, the delivery van is from “ABC Kitchen Cabinets.”

The home improvement store has sub-contracted the work to them, but it remains responsible for the outcome. The relationship between your health plan and PrimeCare of Citrus Valley is like that.

We provide our Medicare members with sponsored events, health fairs and send semi-annual newsletters (Senior Connection).

PrimeCare of Citrus Valley is contracted with the health plan you have selected, and we are committed to your health and well-being.

Preventive services reference guide*

Discuss with your doctor

- Fall risk prevention
- Bladder control issues
- Smoking cessation
- Immunization update (flu, pneumonia)
- Medication review

Preventive service | Frequency
--- | ---
Wellness visit | Annually
Mammogram screening | Once every 2 years for women
Colorectal cancer screening | Ask your doctor what testing is the most appropriate for you
Diabetes screening | Ask your doctor, varies based on results
Diabetes management: HbA1c | Ask your doctor, usually at least annually
Cholesterol
Kidney function
Blood pressure
Retinal eye exam
Cardiovascular screenings for cholesterol, lipid and triglyceride levels | Usually annually
Glaucma test | Once every 2 years
Bone mass measurement | Once every 2 years for people with certain medical conditions

Health insurance plan; medical network; doctor: What does it all mean?

Health insurance plan
Your health plan pays the cost of covered health care services.
This can include:
- Medical care
- Behavioral health
- Prescription drug coverage

Through your health plan, you choose a medical network and primary care doctor.

Medical network (PrimeCare of Citrus Valley)
You choose your medical network through your health plan. The medical network gives you access to your primary care doctor, hospitals and other health care providers. Your medical network coordinates with your primary care doctor to deliver the medical benefits available to you through your health plan.
This can include:
- Hospitalization
- Urgent care
- Specialist referrals
- Case management
- Lab services
- X-ray services

Your primary care doctor and health care team
You choose or have chosen a primary care doctor through the medical network. Your primary care doctor along with their health care team will work with you to deliver the medical care you need and offer the best treatment plan for you.

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