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.

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 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.

Visit: primecare.com • Follow us on: f
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Welcome to PrimeCare of Moreno Valley

PrimeCare of Moreno 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 Moreno 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!
PrimeCare of Moreno Valley services (Cont.)

- **Perris Valley Medical Group**
  126 Avocado Ave., Ste. 207
  Perris, CA 92571
  1-951-657-0544
  Mon.–Thurs. 8:00 a.m.–5:30 p.m.
  Sat. 8:30 a.m.–2:00 p.m.
  Closed on Sundays and Holidays

- **Moreno Valley Urgent Care**
  24318 Hemlock Ave., Ste. E1-E2
  Moreno Valley, CA 92557
  1-951-243-5050
  Mon.–Fri. 4:00 p.m.–6:00 p.m.
  Closed Weekends
  Most Holidays 8:00 a.m.–2:00 p.m.

- **Perris Valley Medical Group**
  1688 N. Perris Blvd., Ste. H1
  Perris, CA 92571
  1-951-943-2487

- **San Gorgonio Memorial Hospital**
  600 N. Highland Springs Ave.
  Banning, CA 92220
  1-951-845-1121

- **Perris Valley Medical Group**
  653 Avocado Ave., Ste. 207
  Perris, CA 92571
  1-951-657-0544
  Mon.–Thurs. 8:00 a.m.–5:30 p.m.
  Sat. 8:30 a.m.–2:00 p.m.
  Closed on Sundays and Holidays

- **Riverside Community Hospital**
  4445 Magnolia Ave.
  Riverside, CA 92501
  1-951-788-3000

- **San Gorgonio Memorial Hospital**
  600 N. Highland Springs Ave.
  Banning, CA 92220
  1-951-845-1121

**Lab services**

- Visit [questdiagnostics.com](http://questdiagnostics.com) for hours of operation.

- **Quest Diagnostics – Beaumont**
  701 N. Highland Springs Ave., Ste. 6
  Beaumont, CA 92223
  1-951-845-8013

- **Quest Diagnostics – Moreno Valley**
  12730 Heacock St., Ste. H1
  Perris, CA 92571
  1-951-943-2487

- **Quest Diagnostics – Riverside**
  6485 Day St., Ste. 102
  Riverside, CA 92507
  1-951-656-3601

**Outpatient radiology services**

- **Healthcare Imaging Center at Day Street**
  6485 Day St., Ste. 101
  Riverside, CA 92507
  1-951-200-5410
  Mammography, D exa, Ultrasound, X-Ray

- **Healthcare Imaging Moreno Valley – RadNet**
  12818 Heacock St., Ste. C-2
  Moreno Valley, CA 92553
  1-951-242-2508
  This facility cannot do the following:
  • Skulls (any part of the head)
  • Facial bones, sinuses, abdomens & KUB
  Please refer to the Riverside office for these procedures.

- **Healthcare Imaging Riverside – RadNet**
  4334 Central Ave.
  Riverside, CA 92506
  1-951-682-7580
  MRI/MRA, Breast MRI, PET/CT, CT 4 slice, ultrasound, digital mammography, X-ray, fluoroscopy, vascular ultrasound, nuclear medicine, bone densitometry, stereotactic breast biopsy, arthrograms

- **San Gorgonio Memorial Hospital**
  600 N. Highland Springs Ave.
  Banning, CA 92220
  1-951-845-1121
  For members residing in Banning, Beaumont, Cherry Valley & Cabazon areas only.

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**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.

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**PrimeCare of Moreno Valley services (Cont.)**

- **Urgent care centers**

  - Apex Urgent Care, Inc.
    851 E. 6th St., Ste. B4
    Beaumont, CA 92223
    1-951-845-2294
    Mon.–Fri. 4:00 p.m.–6:00 p.m.
    Sat. 9:00 a.m.–4:00 p.m.
    Sun. 9:00 a.m.–2:00 p.m.
    Closed most major Holidays

  - Moreno Beach Urgent Care
    27460 Eucalyptus Ave.
    Moreno Valley, CA 92555
    1-951-243-2200
    Open 7 days a week 9:00 a.m.–9:00 p.m.
    Closed on all major Holidays

  - Moreno Valley Urgent Care
    24318 Hemlock Ave., Ste. E1-E2
    Moreno Valley, CA 92557
    1-951-243-5050
    Mon.–Fri. 4:00 p.m.–6:00 p.m.
    Closed Weekends
    Most Holidays 8:00 a.m.–2:00 p.m.

- **Hospitals**

  - Parkview Community Hospital
    3865 Jackson St.
    Riverside, CA 92503
    1-951-688-2211

  - Riverside Community Hospital
    4445 Magnolia Ave.
    Riverside, CA 92501
    1-951-788-3000

- **Lab services**

  - Please visit [questdiagnostics.com](http://questdiagnostics.com) for hours of operation.

  - **Quest Diagnostics – Beaumont**
    701 N. Highland Springs Ave., Ste. 6
    Beaumont, CA 92223
    1-951-845-8013

  - **Quest Diagnostics – Moreno Valley**
    12730 Heacock St., Ste. H1
    Perris, CA 92571
    1-951-943-2487

  - **Quest Diagnostics – Riverside**
    6485 Day St., Ste. 102
    Riverside, CA 92507
    1-951-656-3601

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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 Moreno 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 Moreno Valley is like that.

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

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

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