

## 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-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 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](http://primecare.com) • Follow us on: 

# Member guide

Selecting a PrimeCare doctor does make a difference.



Important phone numbers:

**1-800-956-8000**

**PrimeCare Customer Service**

Hours of operation:

Mon.–Thurs. 8:00 a.m.–5:30 p.m.  
Fri. 8:00 a.m.–4:30 p.m.

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Name of primary care doctor

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Primary care doctor phone #

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Health plan

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Health plan member service #

**PrimeCare**  
Part of OptumCare®

Customer service  
**1-800-956-8000**  
Option 5

Mon.–Thurs. 8:00 a.m.–5:30 p.m.  
Fri. 8:00 a.m.–4:30 p.m.

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## Welcome to PrimeCare Chino

PrimeCare Chino 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

If you have a speech or hearing impairment and use TTY, please call **711**.

### Stay healthy. Stay connected.

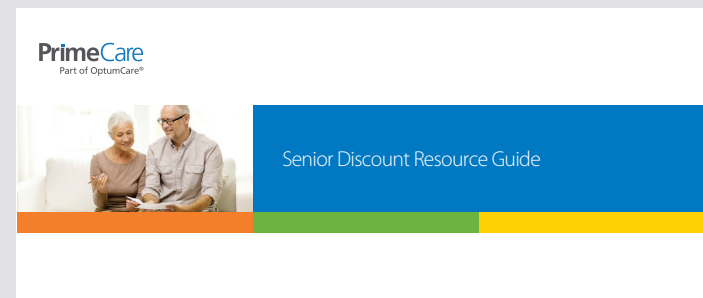
Our goal at PrimeCare Chino is to keep our patients as healthy and informed as possible.

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!



## 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 Chino)

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.

### 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 Chino) 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 is like that.

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

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

### 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 Cholesterol Kidney function Blood pressure Retinal eye exam	Ask your doctor, usually at least annually
Cardiovascular screenings for cholesterol, lipid and triglyceride levels	Usually annually
Glaucoma test	Once every 2 years
Bone mass measurement	Once every 2 years for people with certain medical conditions

\*This list is a partial and high level overview. For complete information, please visit the Medicare website: [medicare.gov/publications](https://www.medicare.gov/publications)

## 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.

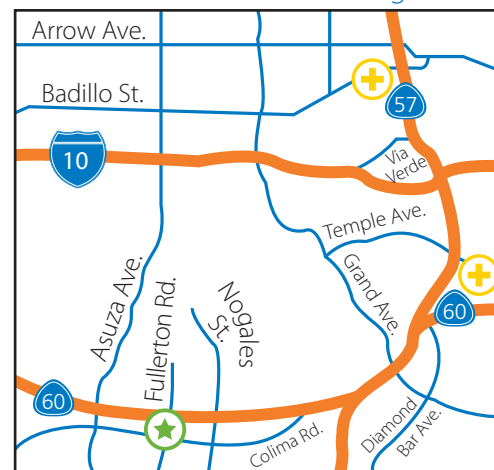


If you'll be seeing your primary care doctor for the first time, you'll want to schedule your first visit appointment. **Call your primary care doctor's office today!**

## PrimeCare Chino map



### San Dimas • Rowland Heights



- ★ Urgent care centers
- + Lab services
- Hospitals
- Outpatient radiology services

## PrimeCare Chino services

### ★ Urgent care centers

**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.

#### **Inland Empire Extra Care/ 24 Hrs Rapid Care**

10841 White Oak Ave., Ste. 107  
Rancho Cucamonga, CA 91730  
1-909-483-8361

Open 7 days a week - 24 hours a day

#### **U.S. HealthWorks**

15341 Central Ave., Bldg. B  
Chino, CA 91710  
1-909-628-6011

Open 7 days a week 8:00 a.m.–9:00 p.m.

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.

## PrimeCare Chino services (Cont.)

### **Advance Care Medical Group**

1330 S. Fullerton Rd., Ste. 288  
Rowland Heights, CA 91748  
1-626-965-1233  
Mon.–Fri. 9:00 a.m.–9:00 p.m.  
Weekends 10:00 a.m.–5:00 p.m.

### **Care First Medical Group Inc.**

3550 E. Philadelphia St., Ste.150  
Ontario, CA 91761  
1-909-773-0022  
Mon.–Fri. 8:00 a.m.–6:00 p.m.

### **Vista Medical Group**

12488 Central Ave.  
Chino, CA 91710  
1-909-613-0100  
Mon.–Fri. 8:00 a.m.–8:00 p.m.  
Weekends 9:00 a.m.–5:00 p.m.

### **Mountain View Urgent Care**

255 E. Bonita Ave., Bldg. 1, Ste. 100  
Pomona, CA 91767  
1-909-643-2980  
Mon.–Fri. 1:00 p.m.–9:00 p.m.  
Weekends 9:00 a.m.–5:00 p.m.

### ■ Hospitals

#### **Pomona Valley Hospital Medical Center**

1798 N. Garey Ave.  
Pomona, CA 91767  
1-909-865-9500

#### **San Antonio Regional Hospital**

999 San Bernardino Rd.  
Upland, CA 91786  
1-909-985-2811

### ⊕ Lab services

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

#### **Quest Diagnostics**

4028 Grand Ave., Ste. B  
Chino, CA 91710  
1-909-548-3485

250 W. Bonita Ave., Bldg. A, Ste. 130  
Pomona, CA 91767  
1-909-596-4189

575 N. Mountain Ave., Ste. A  
Upland, CA 91786  
1-909-981-5941

750 N. Diamond Bar Blvd., Ste. 110  
Diamond Bar, CA 91765  
1-909-612-4602

8283 Grove Ave., Ste. 204  
Rancho Cucamonga, CA 91730  
1-909-946-9405

10399 Lemon Ave., Ste. 104  
Rancho Cucamonga, CA 91737  
1-909-466-1964

1330 W. Covina Blvd., Ste. 205  
San Dimas, CA 91773  
1-909-305-1744

### ○ Outpatient radiology services

#### **Claremont Imaging & Associates**

255 E. Bonita Ave., Bldg. 3A  
Pomona, CA 91769  
1-909-450-0393

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