



Getting to Know PHW IPA

Physicians' Healthways IPA (PHW) is an Independent Practise Association contracted with your health plan. As your chosen group, we work with a network of Primacy Care Physicians (your Doctor) to coordinate your health care needs.

As a member, your medical care is best coordinated by your Primary Care Physician (PCP). You should always talk to your Doctor first when you have health concerns.

There may be times when you need to contact us directly. Our professional staff can assist you in Spanish and Chinese also.

You can reach our Member Services Department by calling:

- **Main Line:** 1-626-388-2300
- **Toll-Free:** 1-877-749-9297
- **Chinese Toll-Free:** 1-626-388-2338

You can also reach us by fax or email.

- **Fax:** 1-626-388-2345
- **Email:** membersvcs@chmso.org

It is convenient to find various information through our website such as listing of Provider Directory, Member Rights, etc. Please log on to www.phwipa.org.

Our Hours of Operation: Monday - Friday 8:30am - 5:30pm

Understanding PHW IPA's Role

At times you may find it difficult determining whom to call when you have questions. Listed below are a few common topics that may guide you on when to call us.

You May Call Us

- Authorization Referrals
- Medical Bills
- Health Education Classes
- Urgent Care Needs
- *Searching for a new Primary Care Physician

*If you need assistance with selecting another Primary Care Physician you may contact us. Our Member Services staff can help you search for a new Primary Care Physician near your home or work. By staying with us, you will continue to access our Specialists network and our services.

You Should Call Your Health Plan

- Eligibility Status
- Covered Benefits under the Plan
- ID Card Replacement
- Primary Care Physician - new or changes



IMPORTANT REMINDER!

Always present your Health Plan I.D. card when receiving medical services. This will allow providers to request authorizations and/or bill services to us or the Health Plan. If you change your Primary Care Physician, your Health Plan will send you a new card. Once you receive the new card make sure to use this one in place of your previous one. In situations where you didn't present your card at the time of service, please make sure to send/mail/fax or call the provider

of service as soon as possible to give them your most updated insurance information.

If you have lost your card, please contact your Health Plan to request a replacement card.

Understanding your Authorization

What is an Authorization for?

An authorization is needed to:

- Receive Service
- Know where to receive service
- Time frame of service
- Who to go to for service
- What services are being provided

Why is an Authorization Important?

It is important to have an authorization in order to be able to see a specialist. Also for any special medical equipment needed.

An authorization is not needed for certain services such as:

- Annual Exams for Diabetic Members
- Annual Mammogram (Age>40)
- Pregnancy for Pre-natal care
- Well Women Exam
- Laboratory test
- Orthopedic Care for fracture

For further clarifications on authorizations, please feel free to contact Member Services at (626) 388-2300.

Physicians' Healthways

09/04/2009

JOHN DOE
1234 ABC STREET
ANYTOWN, CA 99999

Dear MR. DOE,
SMITH MD, has requested the following medical service(s) with NEMO MD.

| Number of Services | CPT | DESCRIPTION |
|--------------------|-------|---------------------|
| 1 | 99243 | OFFICE CONSULTATION |

Under your Health Plan, we have been delegated the responsibility to carefully consider your request based upon medical necessity and benefit availability. After carefully reviewing your case and in accordance with the standards of medical practice and your health plan coverage, the above service has been APPROVED.

Please call to schedule your appointment with NEMO MD by calling (800) 555-4321.

REQUESTED PROVIDER
NEMO MD
4321 ANYSTREET
ANYTOWN, CA 98765
Comments:

It is recommended that you take this letter with you at the time of your appointment. This approval is contingent on your current eligibility at the time of service rendered.

Your Primary Care Physician is: SMITH MD
This referral was requested by: SMITH MD

Please refer to your Health Plan Evidence of Coverage booklet for specific co-payment information. Should you have any questions, please contact your Primary Care Provider. As your chosen IPA, we are committed in providing you with quality health care services. The IPA UM decision making is based only on appropriateness of care and service based in existence of coverage and does not reward anyone or provide financial incentives to encourage denial and underutilization of any needed medical services. You have the right to contact the Medical Director by Phone/Email/Fax/Mail to discuss the Utilization Management determination or denials.

All services should be rendered by the IPA contacted providers. If you need any information on the IPA's Utilization Management Program, Policies, and UM Criteria's or information about our free Health Education classes, please call our Member Services Department at (877) 749-9297.

Thank you,
Utilization Management Department

Authorization: 2009091616800999
Status: **APPROVED**
Authorization is valid from: 01/25/2009 to 04/25/2009
Health Plan: BLUE CROSS
Member ID: 123A123123
Option: MEDI-CAL
Lab: **QUEST**

System Generated #
Medical Direction Decision
Authorization Valid Date
Health Plan Name
Health Plan ID
Health Plan Option

Member Name
Member Address

CPT - Medical Code
Description - description of service authorized

Decision made by Medical Direction

Provider of Service

Your PCP Info
Physician/Provider requesting the services

Managed by Central Health MSO, Inc.
1540 Bridgegate Drive, Diamond Bar, CA 91765 Tel: 626-388-2300

Early Screening and Healthy Lifestyle is Key

You and your doctor can determine which services are right for you. Be sure to discuss your preventive health options with your doctor.

| Service | What is the purpose? | Who needs this? | How often? |
|--------------------------------------|---|--|------------------------|
| Cholesterol | To identify risk for heart disease | Men 35 years or older Women 45 years or older | At least every 5 years |
| Diabetes | To detect diabetes in members who already have high blood pressure or high cholesterol levels | Members with high blood pressure or high cholesterol | At least every 3 years |
| Colorectal cancer screening | To detect colorectal cancer | 50 years or older (earlier if the disease runs in the family) | At least 1-10 years |
| Mammography | To detect breast cancer | Women 40 years or older | Every 1-2 years |
| Pap Test | To detect cervical cancer | 21 and old, or women who are or have been sexually active | Every 1-3 years |
| Chlamydia infection screening | To detect Chlamydia infections and prevent future problems with pregnancy and fertility | Women younger than 25 years and sexually active | Ask your doctor |

These guidelines are intended for healthy adults only.

These guidelines might not apply to you if you have active medical conditions, have certain health risks, or family history of certain diseases, are pregnant, or experience other special circumstances. Not all guidelines have been included. Only your doctor can determine which services are right for you.

These guidelines are based upon recommendations made by the USPSTF and the Advisory Committee on Immunization Practices.



Urgent Care Locations

As a member, your medical care is best coordinated by your Primary Physician (PCP). You should always talk to your Doctor first when you have health concerns. If your doctor is not available and you feel you need care right away, please look below for the nearest urgent care location.

You can visit one of the U.S. Healthworks Medical Group, Prof. Corp. locations listed below:

15341 Central Ave., Bldg. A&B
Chino, CA 91710
Phone: 909-628-6011
Hours: 7 days a week ~ 7am-9pm

3200 Inland Empire Blvd., #100
Ontario, CA 91764
Phone: 909-945-5011
Hours: Mon-Sat ~ 7am-7pm

6520 N. Irwindale Ave.
Irwindale, CA 91702
Phone: 626-812-0366
Hours: Mon-Fri ~ 7am-7pm
Sat-Sun ~ 8am-5pm

801 Corporate Center Dr., #130
Pomona, CA 91768
Phone: 909-623-1954
Hours: Mon-Fri ~ 7:30am-6pm

150 S. Pico Ave.
Long Beach, CA 90802
Phone: 562-432-2821
Hours: Mon-Fri ~ 7am-6pm

Dreamweaver Medical Group

330 W. Las Tunas Dr.
San Gabriel, CA 91776
Phone: 626-289-0400
Hours: Mon-Fri ~ 5pm-10pm
Sat ~ 9am-6pm

Pacific Alliance Medical Center

531 W. College St.
Los Angeles, CA 90012
Phone: 213-683-9331
Hours: 24 hrs / 7 days a week

Smart Clinic Inc.

2707 E. Valley Blvd., #166
West Covina, CA 91792
Phone: 626-581-1000
Hours: Mon-Fri ~ 8am-8pm
Sat ~ 9am-5pm
Sun ~ 9am-3pm



| | Where can I get services? | How much will it cost? |
|--|---|---|
| <p>Preventive or Routine Care</p> <ul style="list-style-type: none"> * Annual physical exams * Wellness exams * Immunizations and screenings | See your Primary Care Physician or Personal Doctor | Office visit co-payment may vary depending on your benefit |
| <p>Emergency Care</p> <p>Examples of emergency situations can include:</p> <ul style="list-style-type: none"> * Serious accident or sudden illness * Uncontrolled bleeding * Seizure or loss of consciousness * Shortness of breath * Chest pain or squeezing sensation in the chest * Suspected overdose of medication or poisoning * Sudden paralysis or slurred speech * Severe burns * Broken bones * Severe pain | <p>Go to the nearest emergency facility or call 911</p> <p>You can go to any emergency facility or hospital</p> | <p>Emergency room co-payment (see your benefits)</p> <p>Remember: co-payments are higher for emergency room visits than doctor's office visits</p> <p>When you need medical attention that is not an emergency, call your doctor or consider visiting an urgent care.</p> |
| <p>Urgent Care</p> <p>This type of care requires prompt medical attention but is not considered an emergency</p> <p>Examples could include:</p> <ul style="list-style-type: none"> * Severe sore throat * Sprains and strains * Ear or eye infection * Fever | Visit an urgent care center, or call your doctor. | Urgent care co-payment (see your benefits) |
| <p>For more information, please call the number provided on the back of the ID card.</p> | | |

How to Prevent Diabetes Complication

Type II diabetes is a lifelong condition. With diabetes, the sugar level in your blood is too high. Diabetes keeps your body from turning food into energy. That's why you may feel tired and rundown, especially after eating. Controlling your diabetes means making some changes that may be hard at first.

As a person with diabetes, you need to be actively involved in managing your condition.



See Your Primary Care Physician regularly to screen for:

- ✓ Hemoglobin A1c – monitors overall sugar levels.
- ✓ Urine Kidney Test – detects early signs of diabetic kidney disease.
- ✓ Blood Pressure – should be monitored and controlled to prevent heart and kidney problems.
- ✓ Lipids (Fats) Test – detects early signs of heart disease.
- ✓ Foot exams – have your feet examined at every visit to prevent and detect complications.
- ✓ Flu & Pneumococcal Shots – Receive an annual flu shot and at least one pneumococcal vaccine to prevent pneumonia.

See Your Eye Specialist Annually

- ✓ Dilated Eye Exam – done annually to detect early signs of eye disease.

See Your Dentist Twice a Year

- ✓ Receive routine dental exams and cleaning twice a year.
People with diabetes are more likely to have problems with their teeth and gums.

Take Charge of Your Health and follow this daily routine:

- ✓ Check your blood sugar levels and take your medications as prescribed by your doctors.
- ✓ Follow your meal plan – this helps control the amount of sugar in your blood. Excess weight keeps your body from using its own insulin to turn food into energy. Do not skip meals.
- ✓ Be physically active, this will help lower your blood sugar and it helps you manage your weight.

Knowing Your Rights

As a member, you have the right to:

- ✓ Receive quality of care
- ✓ Access to interpreter services
- ✓ Access to care
- ✓ File a grievance

To learn about your rights & responsibilities, please log on to our website at www.phwipa.org.

ENGLISH: If you need assistance in Spanish / Chinese to understand this document, you may request it for free by calling member services at the number on your identification card or in your enrollment booklet or at (877) 749-9297.

SPANISH: Si usted necesita ayuda en español para entender éste documento, puede solicitarla gratis llamando al número de servicio al cliente que aparece en su tarjeta de identificación, al número en su folleto de inscripción, o al (877) 749-9297.

CHINESE: 如需要閱讀中心醫療網的中文資料，請聯絡您的健保計劃的客戶服務部。電話號碼在您的醫療卡上，請撥打 (877) 749-9297。