

FOUNTAIN VALLEY IPA QUICK REFERENCE GUIDE

QUESTIONS	ANSWERS
1. How do I schedule an appointment with my Primary Care Physician?	Contact your Primary Care Physician listed in the Welcome Letter to schedule appointments.
2. How do I get a referral to a Specialist?	Your Primary Care Physician will make a referral to specialists as needed. Our members have direct access to many specialty care physicians and services through the Direct Referral form your doctor will provide.
3. Where do I go for Laboratory Services?	LabCorp Call 888-522-2677 or visit the LabCorp Website at www.labcorp.com for a list of locations
4. Where do I go for Radiology Procedures?	Newhope Imaging Center (Ultrasounds, CT) Call 714-431-0303 Walker Street Imaging Care, Inc. (X-rays, Ultrasounds, CT) Call 562-656-2130 Anaheim Hills Medical Imaging (X-rays, Ultrasounds, MRI) Call 714-282-7031 Los Alamitos Medical Center Imaging Services & Total Care (Mammograms, X-rays, Ultrasounds, CT) Call 562-799-3251 or 714-632-3251 Preferred Diagnostic Imaging (PDI) (Mammograms, X-rays, Ultrasounds, CT) Call 562-461-2585 Radnet Management Inc. Los Coyotes Imaging Ctr. Medical Group (Mammograms) Call 562-627-0903
5. Who do I call with questions regarding my health plan benefits?	Contact Member Services at your Health Plan. The phone number should be listed on your health plan subscriber identification card.
6. What if I receive a bill from a physician?	Contact Member Services Department at (562) 602-1563 ext. 706 or dial "0" to speak to a live person. TTY (888) 486-0866
7. What if the scheduled appointment date with a physician exceeds two weeks?	Contact Member Services Department at (562) 602-1563 ext. 706 or dial "0" to speak to a live person. TTY (888) 486-0866
8. How do I contact member services?	Contact Provider/Member Services at (562) 602-1563 ext. 706 or dial "0" to speak to a live person. Visit www.coasthealthcare.net for more information and resources. TTY (888) 486-0866
9. How do I know that medical decisions about my care aren't based on financial incentives?	Refer to the Affirmative Statement posted on the Member Notification section of the company website at www.coasthealthcare.net
10. How do I file a grievance with my Health Plan? (United HealthCare and Anthem Blue Cross Only)	Refer to the grievance forms posted on the Member Notification section of the company website at www.coasthealthcare.net
SENIOR MEMBERS ONLY	
Quarterly newsletter, preventive health screenings, and lectures for senior members.	Contact Samantha Aberle (562) 602-1563 ext. 512 for more information.