

MEMBER
handbook supplement

United Care Medical Group
UCMG



WELCOME

to the United Care Medical Group Family

Welcome to United Care Medical Group (UCMG). Thank you for choosing us to give you your Medi-Cal (CalOptima) covered healthcare services. We will be happy to work with you on all your healthcare needs. We are located at:

United Care Medical Group
600 City Parkway West Suite 400
Orange, CA 92868
Phone: 1.877.225.6784

As a new member of UCMG, you need to make an appointment with your primary care physician (PCP) within the first four months (120 days) of becoming a CalOptima member. This health exam will help your PCP to understand your healthcare needs. Your PCP will make sure you get all of the routine healthcare services that you need. Call your PCP's office today to schedule your health exam appointment.

If you are pregnant, call us right away so we can help you to make an appointment with your PCP or a contracted OB/GYN provider.

It is important to work with your PCP. You can help your PCP better meet your healthcare needs if you:

- Call your PCP when you are sick
- Make a list of things to ask your PCP before your visit
- Follow all your PCP's directions about taking your medicine

- Ask your PCP to explain your treatment if you do not understand it
- Call to cancel your appointment at least 24 hours before your visit if you can not keep it
- Take your ID cards to all your healthcare appointments

This booklet has important information about the services offered by UCMG. You can also refer to the CalOptima Member Handbook for more information about your Medi-Cal benefits.

If you have questions about your benefits, you can call UCMG's Customer Service Department at 714.836-8266 or toll free at 877.225.6784, Monday through Friday, from 8:00am-8:00pm. TDD/TTY users can dial 800.735.2922.



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The services listed below are offered by UCMG under Medi-Cal (CalOptima). For a complete list of Medi-Cal covered services, refer to the CalOptima Member Handbook. Also, please refer to the CalOptima Member Handbook for a list of services not covered by the Medi-Cal/CalOptima program and how you may access those services.

Service	How to Receive
Adult Preventive Services: History and physical exam, adult immunizations, annual mammography exams for women over age 50, blood pressure, cholesterol and/or cancer screenings, and TB screening.	Call your PCP's office.
Community-Based Adult Services: CBAS provides services and support to eligible Medi-Cal members to keep them healthy and help them live safely at home.	Talk to your doctor to find out if you qualify for CBAS. If your doctor thinks you may benefit from the services provided through the CBAS program, he or she will refer you to CalOptima for an evaluation.
Doctor Office Visits: Visits, examinations, treatments, and consultations.	Call your PCP's office.
Durable Medical Equipment (DME): Equipment such as wheelchairs or artificial limbs.	Must be ordered by your PCP and authorized by UCMG. You should get services within 15 working days from the date UCMG approved the request.
Emergency Care: Medical care in the emergency room.	Go to the nearest emergency room. Show your ID card(s) and ask the facility to call UCMG within 24 hours.
Emergency Transportation: Emergency ambulance is available if your medical condition is life-threatening.	Call 911 for an emergency ambulance.
Non-Emergency Medical Transportation: Transportation such as ambulance, litter van, or wheelchair van service is available when your medical or physical condition makes it impossible for you to use a regular bus or car.	Must be ordered by your PCP and authorized by UCMG. You should get services within 15 working days from the date UCMG approved the request.
Family Planning Services	You may get family planning services from your Primary Care Physician without prior authorization. You also have the right to get family planning services from doctors that accept Medi-Cal, outside UCMG, without prior authorization from UCMG.

Service	How to Receive
Health Education: <ul style="list-style-type: none"> • Smoking Cessation • Diabetes Mellitus • Stress Management • Well-Child Care • Hypertension Management • Cholesterol Management • Weight Reduction • Respiratory Disorders • Parenting • Perinatal Care/Child Education • Breast 	<p>Your Primary Care Physician can send you to Health Education classes to help you learn more about healthy living and making your health better. You may also call UCMG Member Services Department and ask to go to Health Education classes.</p>
Hearing Aid(s): A small battery-operated device worn in or behind the ear to increase sound waves to help a deaf or hard-of-hearing person hear sounds more clearly.	<p>Must be ordered by your PCP and UCMG. You should get your hearing aid(s) within 15 working days from the date UCMG approved the request. Annual benefit limitations may apply.</p>
Home Health Care: Health or supportive care provided in the member's home by health care professionals. Services include wound care, IV antibiotics, physical therapy, and other services that require a licensed professional and can safely be provided in the home.	<p>Must be ordered by your PCP and authorized by UCMG.</p>
Hospice Care: Care designed to give support to people in the final phase of a terminal illness with a focus on comfort and quality of life, rather than cure. The goal is to keep the patient as comfortable and pain-free as possible.	<p>Must be ordered by your PCP and authorized by UCMG. Your hospice care should start within 15 working days from the date UCMG approved the request.</p>
Hospital Care/Inpatient Care: Services such as acute care, critical care units or labor and delivery, including cesarean section and room and board.	<p>Must be ordered by your PCP and authorized by UCMG.</p>
Immunizations (shots): Injection used to help the body prevent or fight off a disease.	<p>Call your PCP.</p>
Interpreter Services	<p>You may contact UCMG Customer Service Department and request for interpreter services at no cost to you.</p>

Service	How to Receive
Laboratory Services: Services such as blood work, ultrasound, computed tomography (CT) scan or X-rays.	Must be ordered by your PCP and authorized by UCMG, except in emergencies. You should get services within 15 working days from the date UCMG approved the request.
Limited Allied Health Services: Chiropractic services, faith or spiritual healing, occupational therapy, speech therapy, podiatry or audiology.	Must be ordered by your PCP and authorized by UCMG. You should get services within 15 working days from the date UCMG approved the request.
Medical Supplies: Supplies such as diapers or feeding tubes.	Must be ordered by your PCP and authorized by UCMG. You should get services within 15 working days from the date UCMG approved the request.
Medications: A substance used to treat a disease or to restore health.	See the CalOptima Pharmacy Directory for a list of CalOptima's network pharmacies.
Newborn (baby) Care: Inpatient newborn medical care provided under the mother's coverage.	Call your child's PCP.
Nursing Facility Services: Daily room and board in a 24-hour nursing facility. Length of stay is authorized by the treating doctor.	Must be ordered by your PCP and authorized by UCMG. You should get services within 15 working days from the date UCMG approved the request.
Occupational Therapy: Mental or physical activities to help recovery from disease or injury. Prescriptions are limited to no longer than six months.	Must be ordered by your PCP and authorized by UCMG. You should get services within 15 working days from the date UCMG approved the request.
Pediatric Preventive Services/Child Health and Disability Prevention: Checkups, shots, hearing, vision, dental and other exams given to children under the age of 21. Services also include infant and child health services through the Early and Periodic Screening, Diagnosis and Treatment program.	Call your child's PCP.
Physical Therapy: Exercises and physical activities to help condition muscles and restore strength and movement.	Must be ordered by your PCP and authorized by UCMG.

Service	How to Receive
Prenatal Care: Services during pregnancy and delivery, including Perinatal Support Services (PSS).	Call your PCP.
Special Assistance for Members Who Are Aged, Blind or Disable	Call UCMG Customer Service Department to find out more about these services.
Specialty Care Services: Referrals to specialty services, such as orthopedics, neurology and ear, nose and throat.	Must be ordered by your PCP and authorized by UCMG.
Speech Therapy: Treatment to correct a speech impairment that resulted from birth or from disease, injury or prior medical treatment.	Must be ordered by your PCP and authorized by UCMG.
Vision Care: Services are provided to eligible members through Vision Service Plan (VSP).	Routine eye exam for eligible members every 24 months or as medically necessary. When medically necessary, eyeglasses and contact lenses are covered every 24 months if you are: <ol style="list-style-type: none"> 1) Under the age of 21; 2) An adult living in a licensed nursing home; 3) Living in an Intermediate Care Facility-Developmentally Disabled (ICF-DD); or 4) Pregnant and your doctor decides that not having these services will harm your baby.

How to Select or Change Your Primary Care Physician (PCP)

If you would like to choose another doctor, please call UCMG's Customer Service Department at 714.836.8266 or toll free at 877.225.6784, Monday through Friday, from 8:00am-8:00pm. TDD/TTY users can dial 800.735.2922. It is important to have a doctor that you like and trust. A list of doctors came with your welcome packet. If you would like another list, please call UCMG.

How to Change your PCP

Your relationship with your Primary Care Physician (PCP) is very important. You may change your PCP within UCMG's network, every 30 days by submitting the PCP Change Form or by calling UCMG's Customer Service Department at

714.836.8266 or toll free at 877.225.6784, Monday through Friday, from 8:00am-8:00pm. TDD/TTY users can dial 800.735.2922. Please note that you must continue to see your current PCP until your request to change has been processed.

Reasons why UCMG may not change your PCP:

- You asked for a PCP who isn't taking new members
- It may be best for you to stay with your PCP until you finish your treatment

If UCMG does not change your PCP (Except for reasons above), you have the right to file a grievance with CalOptima. You can call CalOptima Customer Service Department at 714.246.8500 or toll-free at 888.587.8088 for help. TDD/TTY users can call 714.246.8523.

Reasons why UCMG may ask for a PCP change:

- Your PCP ends his/her contract with UCMG
- There's a breakdown in the doctor-patient relationship
- Your PCP feels that he/she cannot meet your healthcare needs

When you change your PCP, you should fill out an "Authorization for Release of Medical Information" form. Your medical records will then be sent to your new PCP. You can get this or a similar form from your PCP or by calling UCMG's Customer Service Department at 714.836.8266 or toll free at 877.225.6784, Monday through Friday, from 8:00am-8:00pm. TDD/TTY users can dial 800.735.2922.

Member Complaints

To file a grievance

If you are not happy with a service provided by UCMG, or you fail to receive interpreter services from UCMG, call UCMG Member Services Department to try to resolve your problem. If you are not happy with the help that you get, you can file a grievance with CalOptima. Here are the ways you can file a grievance with CalOptima:

- Call CalOptima's Customer Service Department at 714.246.8500 or toll-free 888.587.8088. Members with hearing or speech impairments can call our TDD line at 714.246.8523; or
- Write to CalOptima, Grievance and Appeals Resolution Services; at 505 City Parkway West, Orange, CA 92868; or
- Go to their website at www.caloptima.org. Click on the section named "Member Grievance Online Form." Fill out the online grievance form and send it to us. This online service sends your grievance to our Grievance and Appeals Resolution Services, where it will be handled; or
- Come to our office at 505 City Parkway West, Orange, CA 92868

If you need help filing out your grievance forms, CalOptima staff is here to help you. If you speak another language, you may ask for an interpreter to help you file your grievance at no cost to you.

After a grievance has been filed

- CalOptima will call you for more information
- CalOptima will send you an acknowledgment letter within five (5) calendar days from the date they received your grievance
- CalOptima will send you a resolution letter, explaining the results of the grievance within thirty (30) calendar days from the date they received your grievance

To File a Utilization Management Appeal

You can file a Utilization Management (UM) appeal if UCMG makes a decision to not pay for, not approve, or stop a service you think should be covered or provided to you. This could include denials for referrals to see a specialist, for durable medical equipment, or involve payment for services (including co-payments and billing issues or reimbursement) you received or believe you should receive under the CalOptima program. To file an appeal, please call CalOptima's Customer Service Department at 714.246.8500 or toll-free at 888.587.8088, Monday – Friday, from 8:00 a.m. to 5:30 p.m. Members with hearing or speech impairment can call our TDD line at 714.246.8523. You can also send your appeal in writing to:

CalOptima

Grievance and Appeals Resolution Services

505 City Parkway West
Orange, CA 92868

When CalOptima receives your appeal you will be sent a letter telling you the review decision within 30 days of receiving your appeal. If you think your health could be seriously harmed by waiting for a decision about a service, you can ask for a faster decision that is given within 72 hours of receiving

your appeal. In both cases, you will receive a written notice of the outcome of your appeal, including your right to request a State Hearing at any time during the appeal process.

To Request a State Hearing

At any time before, during, or after CalOptima's complaint process, and within 90 days of the incident, you may request a State Hearing by calling the Department of Social Services (DSS) toll-free at 800.952.5253. A hearing is an administrative procedure at which you can present your concern directly to the State of California. The Hearing can only make a ruling on the denial, modification, or termination of a covered benefit.

If you decide to request a hearing, you may represent yourself at the hearing, or another person such as an attorney, friend, relative, or any person you choose may represent you. DSS can help you to obtain a Legal Aid lawyer, free of charge, to help you with your hearing. To file for a State Hearing, please write to:

Department of Social Services

State Hearing Division

P.O. Box 944243, M.S. 19-37
Sacramento, CA 95814

Or call 800.952.5253, or for the hearing impaired, TDD 800.952.8349.

State Office of the Ombudsman

You may also call the State Office of the Ombudsman. The State Office of the Ombudsman investigates and resolves complaints about managed care made by or on behalf of Medi-Cal beneficiaries. You should work with CalOptima first to resolve any issues. If you are not satisfied with CalOptima's decision about a complaint, you may call the State Office of the Ombudsman toll-free at 888.452.8609 to help resolve your complaint.

Urgent and After Hours Care

Sometimes, illnesses or injuries are not emergencies,

but you still need to see a doctor quickly. You may need "urgent care" services for medical problems that cannot wait for a regular office visit.

If you are not sure if you need emergency care or urgent care, call your PCP's office or UCMG's Customer Service Department at 714.836.8266 or toll free at 877.225.6784, Monday through Friday, from 8:00am-8:00pm. TDD/TTY users can dial 800.735.2922.

AUTHORIZATION is required from UCMG during the business hours of 8:00 a.m. to 5:00 p.m., Monday through Friday.

Gateway Urgent Care

1006 W. La Palma Ave.
Anaheim, CA 92801
Ph: 714.778.3838
Mon-Fri: 8am-10pm
Sat-Sun: 9am-9pm
Holidays: 9am-5pm

Advance Urgent Care Medical Group

1401 W First St., #101
Santa Ana, CA 92703
Ph: 714.542.9700
Mon-Fri: 8am-10pm
Sat: 8am-7pm | Sun: 9am-6pm
Holidays: Open

Newport Children's Medical Group

1401 Avocado St., #802
Newport Beach, CA 92660
Ph: 949.644.0970
Mon-Fri: 5pm-7pm | Sat: 9am-4pm
Sun: 9am-4pm

Newport Children's Medical Group

17822 Beach Blvd., #373 / #374
Huntington Beach, CA 92647
Ph: 714.698.1648
Mon-Fri: 8am-5pm | Sat-Sun: Closed

<p>Med-One Family 8970 Warner Ave. Fountain Valley, CA 92708 Ph: 714.848.7757 Mon-Fri: 9am-6pm Sat-Sun: Closed</p>
<p>South Coast Pediatrics 2650 S. Bristol St., #101-103 Santa Ana, CA 92704 Ph: 714.754.1444 Mon-Fri: 6pm-9pm Sat: 9am-5pm Sun: 12pm-5pm Open Holidays</p>
<p>Newport Children's Medical Group 1640 Newport Blvd., #210 Costa Mesa, CA 92627 Ph: 949.642.7332 Mon-Fri: 8am-5pm Sat-Sun: Closed</p>
<p>Sunrise Multispecialist Medical Center 867 S. Tustin Ave. Orange, CA 92866 Ph: 714.771.1420 Mon-Fri: 7am-10pm Sat, Sun and Holidays: 9am-5pm</p>

Emergency Care

Emergency care is for someone who has an illness or injury that most people would think might cause disability or death if medical attention is not given right away. If you are facing a life-threatening emergency, call 911 or go to the nearest hospital emergency room. Show the emergency room staff your ID cards, including your Medi-Cal ID card and CalOptima ID card. Ask them to call your doctor or UCMG's Customer Service Department toll free at 877.225.6784.

Sometimes emergencies happen when you are away from home. "Away from home" means you are not in Orange County or you are outside of the UCMG service area. If an emergency happens when you are away from home, call 911 or go to the nearest emergency room.

Prior Authorization

Prior authorization is a special approval that UCMG gives for certain types of medical services. These services may be to:

- Visit a specialist
- Obtain durable medical equipment
- Get inpatient or outpatient hospital care services
- Obtain medical supplies

If you think you need one of these services, explain to your PCP why you think you need it. Your PCP will ask for prior authorization, which will be reviewed by UCMG. UCMG will send you a letter with the decision.

Routine referrals will be processed within five (5) working days.

Urgent referrals will be processed within seventy-two (72) hours.

You can get family planning, mental health, vision and emergency services without your health network's prior approval. Also, women can see an Obstetrician/Gynecologist (OB/GYN) without a referral.

Second Opinion

What is a second opinion?

It is advice you get from a second doctor. Usually people ask for a second opinion when a doctor has recommended surgery or a certain treatment, or given a diagnosis, and they want to make sure it is the best decision for them.

When can I get a second opinion?

- When your problem or the cause (or diagnosis) is not clear
- When you have doubts about surgery
- When you have doubts about a treatment for a serious health problem
- When your treatment is not working

How do I get a second opinion?

Ask your PCP for a referral. Must be asked for by your Primary Care Physician and authorized by UCMG.

Emergency Transportation

Emergency transportation is available when the member's medical condition is life threatening.

- Call 911 for an emergency ambulance

Non-Emergency Medical Transportation

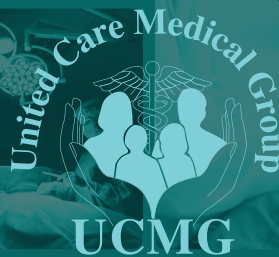
Ambulance, litter van, or wheelchair lift van may be provided when a medical condition makes travel by ordinary public or private transportation impossible. Have your PCP request an authorization from UCMG.





WE'RE HERE *to help you!*

Call our Customer Service Department at 714.836.8266
or toll free at 877.225.6784, Monday through Friday, from 8:00am-8:00pm.
TDD/TTY users can dial 800.735.2922.



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