

IMPORTANT GUIDELINES FOR ENROLLING AND ACCESSING HMO PLANS

HMO plans have strict rules.

To avoid denials and high cost medical claims please review and comply with these guidelines.

Please don't hesitate to contact our Advocacy services with questions or concerns - 855-662-2019

1. **OUT OF NETWORK AND UNAUTHORIZED SERVICES** are not covered on HMO plans. The only exception to this rule is Emergency Room services which can be access through any hospital.

2. **SIGNING UP FOR A PRIMARY CARE DOCTOR (PCP) & MEDICAL GROUP**

HMO members are required to have a designated primary care doctor (PCP) who is affiliated with a specific Medical Group and located within 30 minutes or 15 miles from your home or your workplace.

Primary Doctors are affiliated with a specific Medical Group. There are two Medical Group in San Luis Obispo County:

- The **CCPN Medical Group** which uses Sierra Vista and Twin Cities Hospitals for non-emergent hospital stays and has more doctors in North County than the other Medical Group (Physician's Choice of SLO).
- The **Physicians' Choice of SLO Medical Group** uses French and Arroyo Grande Community Hospitals for non- emergent hospital stays and has more doctors in South County that CCPN.
- If you are enrolling in an **HMO** plan, you must choose a primary care provider:
 - a. Choose a Primary Care Doctor (Family Practice, Internal Medicine or Pediatrician) using the attached Primary Care Selection Tool.
 - b. Once you have chosen a primary care provider, confirm that this doctor will accept you as an HMO patient by calling his/her office.
 - c. Then input the doctor's name and enrollment ID in the designated area of the application.
 - d. As soon as you receive your ID card, set up an appointment with your primary care doctor to establish as an active patient.
 - e. If you don't choose a primary care doctor, the insurance will choose one for you. However, this does not guarantee access to that doctor in a timely manner.
 - f. You can change primary care doctors once a month by calling the customer services on your ID card.

3. **ACCESSING SPECIALTY SERVICES**

- Annual Well Woman Exams Women can directly access an Ob/GYN specialist without authorization if the doctor is affiliated with the same medical group as her primary care doctor. Please double check with your primary care doctor's office before accessing services.
- Prior-authorization through your primary care doctor is required for all other specialty services.

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4. URGENT CARE

Before accessing Urgent Care services, contact your primary care doctor and let the office staff know about the situation. The office staff will direct you to an in-network urgent care center and if the medical group requires prior authorization for urgent care (Physicians Choice of SLO does), the office will get that done for you.

If you need to access urgent care after normal business hours, be sure to notify your primary care doctor's office as soon as possible so that they can update their records and if required by your medical group, process a retro-authorization.

If you need access to services before you are established with a primary care doctor, call the customer services number you ID card and ask for an exception. Your medical group will either authorize an exception or redirect you to the Emergency Room.

Morris & Garritano Comparison Report

HMO Medical Group Provider Comparison - San Luis Obispo County

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Specialty	Provider Names	Blue Cross Physician's Choice SLO Enroll ID	Blue Cross CCPN Enroll ID	New Pts?	Wait Time to 1st Appoint.	Address	City	Phone
Family Practice	Angelucci, Andrea		1BS306	Y		84 Santa Rosa Street, Ste. A	San Luis Obispo	591-4727
Family Practice	Bettencourt, Joseph		1BS063	Y	<i>case by case</i>	2120 Golden Hill Rd Ste. 202	Paso Robles	434-2240
Family Practice	Brown, Mary		1BS082	Y	<i>1-2 weeks</i>	35 Casa St. Ste. 110	San Luis Obispo	540-5035
Family Practice	Chandrasena, Amanthi	0L5301		Y	<i>1-2 months</i>	901 Oak Park Blvd Ste. 101	Pismo Beach	481-2205
Family Practice	Davis, John		1BS070	N		2120 Golden Hill Rd Ste. 102	Paso Robles	434-2900
Family Practice	Day, Richard	0L5226		Y	<i>2-3 weeks</i>	901 Oak Park Blvd Ste. 101	Pismo Beach	481-2205
Family Practice	Fitchman, Cary	0L5065		N		931 Oak Park Blvd Suite 101	Pismo Beach	474-2600
Family Practice	Frankel, Faith Marie		1BS211	Y	<i>case by case</i>	1050 Las Tablas Rd Ste. 17	Templeton	434-5201
Family Practice	Frankel, Warren		1BS019	Y	<i>case by case</i>	1050 Las Tablas Rd Ste. 15	Templeton	434-3390
Family Practice	Goodman, Karen	0L5278		Y	<i>3 months</i>	2 James Way Ste 209	Pismo Beach	773-4882
Family Practice	Goodman, Steven	0L5232		Y	<i>1 month</i>	1555 Higuera Street	San Luis Obispo	541-3200
Family Practice	Greaves, Scott		1BS069	Y		2120 Golden Hill Rd Ste. 102	Paso Robles	434-2900
Family Practice	Greenough, Margaret	0L5244		Y		4460 Broad St. Ste. A	San Luis Obispo	597-6715
Family Practice	Lebens, Michael		1BS061	Y	<i>6-7 week PA 4</i>	265 Posada Ln Ste. D	Templeton	434-0770
Family Practice	Maher, Eric	0L5272		Y	<i>1 month</i>	685 Morro Ave Ste. C	Morro Bay	772-7313
Family Practice	Mckiernan, Meghan	0L5303		Y	<i>2 months</i>	2238 Bayview Heights Dr	Los Osos	534-1305
Family Practice	Negri, Scott	0L5224		N		1250 Peach St Ste. A	San Luis Obispo	543-4043
Family Practice	Roberts, Karen		1BS255	Y		115 Gibson Rd	Templeton	329-5559
Family Practice	Roberts, Karen		1BS255	N	-	5855 Capistrano Ave Ste. D	Atascadero	466-5600
Family Practice	Ruiz, David	0L5068		N		931 Oak Park Blvd Suite 101	Pismo Beach	474-2600
Family Practice	Sandberg, Dewey	0L5246		N		931 Oak Park Blvd Suite 101	Pismo Beach	474-2600
Family Practice	Silvas, Michael		1BS213	Y	<i>1 week w/ NP</i>	325 Posada Ln.	Templeton	239-0644
Family Practice	Silver, Randall		1BS243	Y	<i>1 week</i>	35 Casa St. Ste. 320	San Luis Obispo	250-4844
Family Practice	Tabrizi, Maryam		1BS493	Y		1154 E Grand Avenue	Arroyo Grande	489-2205
Family Practice	Talarico, Matthew	0L5229		Y	<i>3-4 months</i>	265 Posada Ln Ste. B	Templeton	434-0900
Family Practice	Ward, Mark		1BS567.	Y		47 Santa Rosa St	San Luis Obispo	542-9596
Family Practice	Weiss, Wendy		1BS017	Y	<i>2 weeks</i>	575 Price St Ste.101	Pismo Beach	773-0707
Family Practice	Winter, Gretchen		1BS487	N		7619 Morro Rd	Atascadero	461-5800
Internal Medicine	Avedian, Allen		1BS605	Y		325 Posada Ln.	Templeton	239-0644
Internal Medicine	Bik Lamar		1BS494	Y		6955 El Camino Real	Atascadero	539-2031
Internal Medicine	Bloom, Jeffrey		1BS045	N		1318 Johnson Avenue	San Luis Obispo	541-2300
Internal Medicine	Cherry, Deborah		1BS120	N		805 Aerovista Place Ste 106	San Luis Obispo	594-1240
Internal Medicine	Choudhari, Suvarna		1BS347	Y	<i>2 weeks</i>	959 Las Tablas Road, Suite B3	Templeton	296-7816

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Internal Medicine	Fallon, Julie	0L5130		N		295 Posada Ln Ste. D	Templeton	434-9900
Internal Medicine	Gamarra, Lewis		1BS044	N		2115 10th St Ste A2	Los Osos	534-9360
Internal Medicine	Green, Jason	0L5358		Y	3 weeks	4460 Broad St Ste. A	San Luis Obispo	597-6715
Internal Medicine	Hanson, Jana		1BS123	N		805 Aerovista Place Ste. 106	San Luis Obispo	594-1240
Internal Medicine	Javitz, David	0L5091		N		1250 Peach St Ste. B	San Luis Obispo	543-4043
Internal Medicine	Kolb, Garry		1BS458	N		695 Morro Ave	Morro Bay	772-2707
Internal Medicine	Lowery, Mary	0L5155		N		931 Oak Park Blvd Ste. 101	Pismo Beach	474-2600
Internal Medicine	Malzone, Megan	0L5220		N		931 Oak Park Blvd Ste. 101	Pismo Beach	474-2600
Internal Medicine	McAllen, Steven		1BS021	Y	case by case	295 Posada Ln Ste. C	Templeton	434-1166
Internal Medicine	Nguyen, Cu	0L5093		N	3 months	2 James Way Ste. 209	Pismo Beach	773-4882
Internal Medicine	Nguyen, Thomas		1BS355	Y	2 weeks NP	892 Aerovista Place Ste. 130	San Luis Obispo	395-3277
Internal Medicine	Nukal, Savitha	0L5237		Y	2 months	1555 Higuera St.	San Luis Obispo	541-3200
Internal Medicine	Oza, Sowmya	0L5231	1BS399	N		1250 Peach St Ste. A	San Luis Obispo	543-4043
Internal Medicine	Romero, Mary	0L5310		Y	2-3 weeks	901 Oak Park Blvd. Ste. 101	Pismo Beach	481-2205
Internal Medicine	Schinger, Robert		1BS080	Y	1-2 weeks	35 Casa St. Ste. 170	San Luis Obispo	540-5035
Internal Medicine	Shapiro, Kenneth		1BS025	Y	2 weeks	265 Posada Ln Ste. C	Templeton	239-1488
Internal Medicine	Sigmund, Stephen		1BS038	Y	3 weeks	1310 Las Tablas Rd Ste 105	Templeton	434-0729
Internal Medicine	Siqueiros, Armando	0L5122		N		4460 Broad St. Ste. A	San Luis Obispo	597-6715
Internal Medicine	Slaughter, Laura	0L5299		Y	3-4 months	685 Morro Ave Ste. C	Morro Bay	772-7313
Internal Medicine	Steele, Michael		1BS042	Y	3 weeks	892 Aerovista Place Ste. 130	San Luis Obispo	395-3277
Internal Medicine	Talieh, Ardeshir		1BS050	Y	2 weeks	575 Price St. Ste. 313	San Luis Obispo	540-5035
Internal Medicine	Taylor, Tiffney	0L5302		Y	1 month	265 Posada Ln Ste. B	Templeton	434-0900
Internal Medicine	Winter, Gretchen		1BS487	Y	4 months	6955 El Camino Real	Atascadero	539-2031
Pediatrics	Anselmo, Julie	0L5379	1BS033	Y	2-3 weeks	1235 Osos St Ste. 100	San Luis Obispo	549-0888
Pediatrics	Anselmo, Julie	0L5379	1BS033	Y	2-3 weeks	1320 Las Tablas Rd Ste. D	Templeton	434-3796
Pediatrics	Auran, Michelle		1BS246	Y	only newborns	3241 S. Higuera Street	San Luis Obispo	544-4460
Pediatrics	Battle, Tamara	0L5128	1BS071	Y	2-3 weeks	1235 Osos St Ste. 100	San Luis Obispo	549-0888
Pediatrics	Battle, Tamara	0L5128	1BS071	Y	2-3 weeks	1320 Las Tablas Rd Ste. D	Templeton	434-3796
Pediatrics	Bravo, Rene	0L5083	1BS013	Y	only newborns	3241 S. Higuera Street	San Luis Obispo	544-4460
Pediatrics	Bryden, Kara	0L5385	1BS319	Y	2-3 weeks	1235 Osos St Ste. 100	San Luis Obispo	549-0888
Pediatrics	Hutchinson, Laura		1BS474	Y	1-2 weeks	7700 Morro Road	Atascadero	466-6622
Pediatrics	Lim, Grace	0L5332		Y		1235 Osos St Ste. 100	San Luis Obispo	549-0888
Pediatrics	Macias, Richard		1BS036	N		1235 Osos St Ste. 100	San Luis Obispo	549-0888
Pediatrics	Macias, Richard		1BS036	N		1320 Las Tablas Rd Ste. D	Templeton	434-3796

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Pediatrics	McNerney, Michael	0L5213	1BS040	Y	2-3 weeks	1235 Osos St Ste. 100	San Luis Obispo	549-0888
Pediatrics	McNerney, Michael	0L5213	1BS040	Y	2-3 weeks	1320 Las Tablas Rd Ste. D	Templeton	434-3796
Pediatrics	Morgan, William		1BS022	Y	2-3 weeks	154 Traffic Way	Arroyo Grande	473-3262
Pediatrics	Szytel, Sasha	0L5123	1BS073	Y	only newborns	3241 S. Higuera Street	San Luis Obispo	544-4460
Pediatrics	Thompson, Jeffrey	0L5314	1BS028	N		201 Station Way	Arroyo Grande	473-2828