

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 a **Blue Shield Trio HMO** plan, you must choose a primary care provider who is affiliated with Physicians' Choice of SLO.
 - 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

While this listing was last updated December 2021 provider networks are subject to change at any time. Please contact our advocacy team at Morris & Garritano (855-662-1029) for assistance.

| Specialty | Provider Names | Blue Shield Access + & TRIO HMO - Physician's Choice SLO Enroll ID | Blue Shield Access + HMO CCPN Enroll ID | New Pts? | Wait Time to 1st Appoint. | Address | City | Phone |
|-------------------|----------------------|--|---|----------|---------------------------|-------------------------------|-----------------|----------|
| Family Practice | Angelucci, Andrea | | 100145241038 | Y | | 84 Santa Rosa Street, Ste. A | San Luis Obispo | 591-4727 |
| Family Practice | Bettencourt, Joseph | | 100093800003 | Y | <i>case by case</i> | 2120 Golden Hill Rd Ste. 202 | Paso Robles | 434-2240 |
| Family Practice | Brown, Mary | | 100034445019 | Y | <i>1-2 weeks</i> | 35 Casa St. Ste. 110 | San Luis Obispo | 540-5035 |
| Family Practice | Chandrasena, Amanthi | 100106878003 | | Y | <i>1-2 months</i> | 901 Oak Park Blvd Ste. 101 | Pismo Beach | 481-2205 |
| Family Practice | Davis, John | | 100090048003 | N | | 2120 Golden Hill Rd Ste. 102 | Paso Robles | 434-2900 |
| Family Practice | Day, Richard | 100185761009 | | Y | <i>2-3 weeks</i> | 901 Oak Park Blvd Ste. 101 | Pismo Beach | 481-2205 |
| Family Practice | Fitchman, Cary | 100063445003 | | N | | 931 Oak Park Blvd Suite 101 | Pismo Beach | 474-2600 |
| Family Practice | Frankel, Faith Marie | | 100151322002 | Y | <i>case by case</i> | 1050 Las Tablas Rd Ste. 17 | Templeton | 434-5201 |
| Family Practice | Frankel, Warren | | 100010695003 | Y | <i>case by case</i> | 1050 Las Tablas Rd Ste. 15 | Templeton | 434-3390 |
| Family Practice | Goodman, Karen | 100149476007 | | Y | <i>3 months</i> | 2 James Way Ste 209 | Pismo Beach | 773-4882 |
| Family Practice | Goodman, Steven | 100037272024 | | Y | <i>1 month</i> | 1555 Higuera Street | San Luis Obispo | 541-3200 |
| Family Practice | Greaves, Scott | | 100038616003 | Y | | 2120 Golden Hill Rd Ste. 102 | Paso Robles | 434-2900 |
| Family Practice | Greenough, Margaret | 100225301009 | | Y | | 4460 Broad St. Ste. A | San Luis Obispo | 597-6715 |
| Family Practice | Lebens, Michael | | 100092785002 | Y | <i>6-7 week PA 4</i> | 265 Posada Ln Ste. D | Templeton | 434-0770 |
| Family Practice | Maher, Eric | 100321235002 | | Y | <i>1 month</i> | 685 Morro Ave Ste. C | Morro Bay | 772-7313 |
| Family Practice | Mckiernan, Meghan | 100330397002 | | Y | <i>2 months</i> | 2238 Bayview Heights Dr | Los Osos | 534-1305 |
| Family Practice | Negri, Scott | 100102037018 | | N | | 1250 Peach St Ste. A | San Luis Obispo | 543-4043 |
| Family Practice | Roberts, Karen | | 100065949004 | Y | | 115 Gibson Rd | Templeton | 329-5559 |
| Family Practice | Roberts, Karen | | 100065949005 | N | - | 5855 Capistrano Ave Ste. D | Atascadero | 466-5600 |
| Family Practice | Ruiz, David | 100090681003 | | N | | 931 Oak Park Blvd Suite 101 | Pismo Beach | 474-2600 |
| Family Practice | Sandberg, Dewey | 100056669003 | | N | | 931 Oak Park Blvd Suite 101 | Pismo Beach | 474-2600 |
| Family Practice | Silvas, Michael | | 100084896002 | Y | <i>1 week w/ NP</i> | 325 Posada Ln. | Templeton | 239-0644 |
| Family Practice | Silver, Randall | | 100082326005 | Y | <i>1 week</i> | 35 Casa St. Ste. 320 | San Luis Obispo | 250-4844 |
| Family Practice | Tabrizi, Maryam | | 100169499008 | Y | | 1154 E Grand Avenue | Arroyo Grande | 489-2205 |
| Family Practice | Talarico, Matthew | 100036316021 | | Y | <i>3-4 months</i> | 265 Posada Ln Ste. B | Templeton | 434-0900 |
| Family Practice | Ward, Mark | | 100029105003 | Y | | 47 Santa Rosa St | San Luis Obispo | 542-9596 |
| Family Practice | Weiss, Wendy | | 100023926003 | Y | <i>2 weeks</i> | 575 Price St Ste.101 | Pismo Beach | 773-0707 |
| Family Practice | Winter, Gretchen | | 100201595004 | N | | 7619 Morro Rd | Atascadero | 461-5800 |
| Internal Medicine | Avedian, Allen | | 100363485002 | Y | | 325 Posada Ln. | Templeton | 239-0644 |
| Internal Medicine | Bik Lamar | | 100113262015 | Y | | 6955 El Camino Real | Atascadero | 539-2031 |
| Internal Medicine | Bloom, Jeffrey | | 100013794003 | N | | 1318 Johnson Avenue | San Luis Obispo | 541-2300 |
| Internal Medicine | Cherry, Deborah | | 100039895003 | N | | 805 Aerovista Place Ste 106 | San Luis Obispo | 594-1240 |
| Internal Medicine | Choudhari, Suvarna | | 100222343004 | Y | <i>2 weeks</i> | 959 Las Tablas Road, Suite B3 | Templeton | 296-7816 |

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|-------------------|--------------------|--|---|----------|---------------------------|------------------------------|-----------------|----------|
| Internal Medicine | Fallon, Julie | 100010897003 | 100010897002 | N | | 295 Posada Ln Ste. D | Templeton | 434-9900 |
| Internal Medicine | Gamarra, Lewis | | 100009796002 | N | | 2115 10th St Ste A2 | Los Osos | 534-9360 |
| Internal Medicine | Green, Jason | 100082717014 | | Y | 3 weeks | 4460 Broad St Ste. A | San Luis Obispo | 597-6715 |
| Internal Medicine | Hanson, Jana | | 100055523003 | N | | 805 Aerovista Place Ste. 106 | San Luis Obispo | 594-1240 |
| Internal Medicine | Javitz, David | 100059423003 | | N | | 1250 Peach St Ste. B | San Luis Obispo | 543-4043 |
| Internal Medicine | Kolb, Garry | | 100076265003 | N | | 695 Morro Ave | Morro Bay | 772-2707 |
| Internal Medicine | Lowery, Mary | 100166991008 | | N | | 931 Oak Park Blvd Ste. 101 | Pismo Beach | 474-2600 |
| Internal Medicine | Malzone, Megan | 100048641007 | | N | | 931 Oak Park Blvd Ste. 101 | Pismo Beach | 474-2600 |
| Internal Medicine | McAllen, Steven | | 100082320002 | Y | case by case | 295 Posada Ln Ste. C | Templeton | 434-1166 |
| Internal Medicine | Nguyen, Cu | 100105387003 | | N | 3 months | 2 James Way Ste. 209 | Pismo Beach | 773-4882 |
| Internal Medicine | Nguyen, Thomas | | 100069971012 | Y | 2 weeks NP | 892 Aerovista Place Ste. 130 | San Luis Obispo | 395-3277 |
| Internal Medicine | Nukal, Savitha | 100114137013 | | Y | 2 months | 1555 Higuera St. | San Luis Obispo | 541-3200 |
| Internal Medicine | Oza, Sowmya | 100283795007 | | N | | 1250 Peach St Ste. A | San Luis Obispo | 543-4043 |
| Internal Medicine | Romero, Mary | 100337742009 | | Y | 2-3 weeks | 901 Oak Park Blvd. Ste. 101 | Pismo Beach | 481-2205 |
| Internal Medicine | Schingler, Robert | | 100060764018 | Y | 1-2 weeks | 35 Casa St. Ste. 170 | San Luis Obispo | 540-5035 |
| Internal Medicine | Shapiro, Kenneth | | 100017113003 | Y | 2 weeks | 265 Posada Ln Ste. C | Templeton | 239-1488 |
| Internal Medicine | Sigmund, Stephen | | 100014846003 | Y | 3 weeks | 1310 Las Tablas Rd Ste 105 | Templeton | 434-0729 |
| Internal Medicine | Siqueiros, Armando | 100072496014 | | N | | 4460 Broad St. Ste. A | San Luis Obispo | 597-6715 |
| Internal Medicine | Slaughter, Laura | 100040990008 | | Y | 3-4 months | 685 Morro Ave Ste. C | Morro Bay | 772-7313 |
| Internal Medicine | Steele, Michael | | 100016517002 | Y | 3 weeks | 892 Aerovista Place Ste. 130 | San Luis Obispo | 395-3277 |
| Internal Medicine | Talieh, Ardeshir | | 100079268004 | Y | 2 weeks | 575 Price St. Ste. 313 | San Luis Obispo | 540-5035 |
| Internal Medicine | Taylor, Tiffney | 100200563006 | | Y | 1 month | 265 Posada Ln Ste. B | Templeton | 434-0900 |
| Internal Medicine | Winter, Gretchen | | 100197905013 | Y | 4 months | 6955 El Camino Real | Atascadero | 539-2031 |
| Pediatrics | Anselmo, Julie | 100056383006 | 100056383005 | Y | 2-3 weeks | 1235 Osos St Ste. 100 | San Luis Obispo | 549-0888 |
| Pediatrics | Anselmo, Julie | 100056383007 | 100056383008 | Y | 2-3 weeks | 1320 Las Tablas Rd Ste. D | Templeton | 434-3796 |
| Pediatrics | Auran, Michelle | | 100079623004 | Y | only newborns | 3241 S. Higuera Street | San Luis Obispo | 544-4460 |
| Pediatrics | Battle, Tamara | 100081217006 | 100081217005 | Y | 2-3 weeks | 1235 Osos St Ste. 100 | San Luis Obispo | 549-0888 |
| Pediatrics | Battle, Tamara | 100081217008 | 100081217007 | Y | 2-3 weeks | 1320 Las Tablas Rd Ste. D | Templeton | 434-3796 |
| Pediatrics | Bravo, Rene | 100093651004 | 100093651003 | Y | only newborns | 3241 S. Higuera Street | San Luis Obispo | 544-4460 |
| Pediatrics | Bryden, Kara | 100214983012 | 100214983010 | Y | 2-3 weeks | 1235 Osos St Ste. 100 | San Luis Obispo | 549-0888 |
| Pediatrics | Hutchinson, Laura | | 100330522002 | Y | 1-2 weeks | 7700 Morro Road | Atascadero | 466-6622 |
| Pediatrics | Lim, Grace | 100296464007 | 100296464008 | Y | | 1235 Osos St Ste. 100 | San Luis Obispo | 549-0888 |
| Pediatrics | Macias, Richard | 100091786006 | 100091786005 | N | | 1235 Osos St Ste. 100 | San Luis Obispo | 549-0888 |
| Pediatrics | Macias, Richard | 100091786008 | 100091786007 | N | | 1320 Las Tablas Rd Ste. D | Templeton | 434-3796 |

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|------------|-------------------|--|---|----------|---------------------------|---------------------------|-----------------|----------|
| Pediatrics | McNerney, Michael | 100067241007 | 100067241005 | Y | 2-3 weeks | 1235 Osos St Ste. 100 | San Luis Obispo | 549-0888 |
| Pediatrics | McNerney, Michael | 100067241009 | | Y | 2-3 weeks | 1320 Las Tablas Rd Ste. D | Templeton | 434-3796 |
| Pediatrics | Morgan, William | 100049422005 | 100049422004 | Y | 2-3 weeks | 154 Traffic Way | Arroyo Grande | 473-3262 |
| Pediatrics | Szytel, Sasha | 100064939003 | 100064939002 | Y | only newborns | 3241 S. Higuera Street | San Luis Obispo | 544-4460 |
| Pediatrics | Thompson, Jeffrey | 100090137008 | 100090137007 | N | | 201 Station Way | Arroyo Grande | 473-2828 |