

## Information and Resources for Former Coastside Family Medical Center Patients

### Key

**MPMG** – Information relevant only to patients with HMO or Point of Service insurance through the Mills-Peninsula Medical Group

**HPSM** – Information relevant only to patients insured by the Health Plan of San Mateo

**MEDICARE** – Information relevant only to Medicare beneficiaries

**OTHER** – Information for patients who are not covered by Medicare, HPSM or an insurance plan that contracted through MPMG

### Seeking Medical Care

*For ALL Patients Needing Urgent Care or With an Emergency*

-Call 911 or go immediately to your nearest Emergency Room, one option is Seton Coastside Medical Center at 600 Marine Blvd., Moss Beach, (650) 563-7100

**MPMG** *For Patients With HMO or Point of Service insurance through the Mills-Peninsula Medical Group*

- Encouraged to seek care at the Mills-Peninsula Medical Group Extended Hours Clinic, 1720 El Camino Real, Suite 160, Burlingame, CA 94010 or by calling 650-259-1674.

**HPSM** *For Patients Insured Through the Health Plan of San Mateo*

- Encouraged to select a new primary care provider and to seek care through the member's new primary care provider. See below for process to select a Primary Care Physician.

*OTHER: Patients with other insurance coverage should contact their insurance providers for information on receiving medical care, or locate a medical facility in the area and check in advance that the facility will accept reimbursement from their coverage provider for care.*

*Patients without insurance coverage may contact a Community Health Advocate to learn about health coverage options and resources available for those without health coverage by calling (650) 573-3595*

### Access to Medical Records

**MPMG** – *If you have HMO or Point of Service insurance through the Mills-Peninsula Medical Group, your chart was transported by the Mills-Peninsula Medical Group to their medical records department and will be delivered to your new primary care provider upon request. The Mills-Peninsula Medical Group serves as a temporary custodian of your medical chart. Please contact the Mills-Peninsula Medical Group's Member Services Department at 650-240-8059, Option 1 to request a transfer of your records.*

**HPSM** – *If you have medical insurance with the Health Plan of San Mateo, your chart is being transported by the Health Plan of San Mateo to the Health Plan of San Mateo's office. It will be delivered to your new primary care provider upon request. The Health Plan of San Mateo will serve as a temporary custodian of your medical chart.*

*OTHER: Your new provider should request your records. The original medical charts will be held at CFMC until a request to transfer has been received by CFMC from your new provider. Any cost for shipping of the chart must be paid for before shipped. When a bankruptcy case is opened the court will appoint a trustee who will become responsible*

for all remaining records. The trustee will provide a description of how records will be managed.

-If you need some of your medical chart copied due to unusual circumstances, you can contact the clinic and complete a form. You will be charged a fee per page and can expect to receive them within 15 days of your request. In order to streamline this process, the Clinic is requesting patients pay \$10 deposit when they drop off the form; change will be made when the records are picked up or if you owe monies, the remainder will be due before the records are released.

-If you wish to receive medical records of someone who is deceased, you must provide an original death certificate for a CFMC representative to view at the time of the request.

### Selecting a New Primary Care Provider

**MPMG** -If you have HMO or Point of Service insurance through the Mills-Peninsula Medical Group, the Mills-Peninsula Medical Group should have assigned you to a new Primary Care Physician (PCP) and notified you through the mail recently. You may also call the Mills-Peninsula Medical Group Member Services at 650-240-8059, option 1, or contact your health plan for assistance with selecting a new PCP.

**HPSM** -If you have medical insurance with the Health Plan of San Mateo, choose a PCP from the list that was included in a mailing you should have recently received from the Health Plan of San Mateo. Please note that some of the doctors on the list are Established Patients Only (EPO). This means that they are not currently accepting new patients. You then must fill out the PCP Selection/Change Form included in that packet and mail it in the supplied envelope to the Health Plan of San Mateo. If you have CareAdvantage, you can call the Health Plan of San Mateo's CareAdvantage Unit (1-866-880-0606 or 650-616-2174) and select a doctor. If you have Medi-Cal, Healthy Families, Healthy Kids or HealthWorx you can call Member Services (1-800-750-4776 or 650-616-2133) and choose a doctor. You can also fax the PCP change form to (650) 616-8581. You are encouraged to mail, call or fax in your PCP choice by April 22, 2009. After you make a PCP choice HPSM will send you a new HPSM ID card that has your new doctor's name.

**MEDICARE** - If you are a Medicare beneficiary and are unsure of your options for finding a new physician, please consider the following: 1) Contact the office of a physician you are interested in seeing and ask if they accept Medicare and the form of insurance that you have; or 2) Contact the Health Insurance Counseling and Advocacy Program (HICAP). Every County has a HICAP organization that assists Medicare beneficiaries in obtaining objective and reliable information about the health insurance and healthcare provider choices available to them. HICAP San Mateo County can be reached at: 1.800.434.0222 for anyone with a (650) area code phone number. If you are San Mateo County resident using a cell phone with a (415) or (408) area code, HICAP for San Mateo County can be reached at 650.627.9350.

-If you have been receiving care from a health care provider and have health insurance through a Health Maintenance Organization (HMO), you may have the right to keep your provider for a designated time period. Please contact your HMO's customer service department, and if you have further questions, you are encouraged to contact the Department of Managed Health Care, which protects HMO consumers, by telephone at its toll-free number, 1-888-HMO-2219, or at a TDD number for the hearing impaired at 1-877-688-9891, or online at <http://www.hmohelp.ca.gov>.

### Prescriptions

-Dr. Daniel McMillan has been retained for prescription refills for 1 – 2 weeks. He will be working 4 hours per day and can only be reached by pharmacies via fax at 650-726-

.9137. Dr. McMillan is not available by phone. Longs Drugs has agreed to 30-day refills. A process is being established with a local pharmacy to handle prescriptions that require a triplicate form.

#### **Contact Information**

**MPMG** *For Patients with HMO or Point of Service insurance through the Mills- Peninsula Medical Group*

- Mills-Peninsula Medical Group Extended Hours Clinic by calling 650-259-1674
- The Mills-Peninsula Medical Group Member Services Department is available to answer your questions Monday – Friday 9:00am – 5:00pm at 650-240-8059, option 1, or you may e-mail customerservice@the Mills-Peninsula Medical Group.com
- Some Mills Peninsula Medical Group pediatric patients have been reassigned to the Bay Area Pediatric Medical Group (650) 591-3937 or www.bapmg.com

**HPSM** *For Members of the Health Plan of San Mateo*

- Medi-Cal, Healthy Families, Healthy Kids and HealthWorx members please call the Health Plan of San Mateo's Member Services Department at 1-800-750-4776 or (650) 616-2133. Call center hours are Monday through Thursday, 8 a.m. to 6 p.m. and Friday from 9:30 a.m. to 6 p.m.
- CareAdvantage members please call the CareAdvantage Unit at 1-866-880-0606 or (650) 616-2174. Call center hours are Monday through Sunday 8 a.m. to 8 p.m.
- TTY users please call 1-800-735-2929 or dial 711.

#### **Other Resources**

**MEDICARE** - Help for Medicare beneficiaries: HICAP San Mateo County can be reached at 1.800.434.0222

- Seton Coastside Medical Center at 600 Marine Blvd., Moss Beach, (650) 563-7100
- Coastside Family Medical Center at 225 S. Cabrillo Highway, Ste. 100A, Half Moon Bay, 94019, FAX: 726-9317.