

2021

Provider and Pharmacy Directory
Blue Shield Promise Cal MediConnect Plan
(Medicare-Medicaid Plan)

Los Angeles County



Promise Health Plan

Introduction

This *Provider and Pharmacy Directory* includes information about the provider and pharmacy types in Blue Shield Promise Cal MediConnect Plan and listings of all the plan's providers and pharmacies as of the date of this Directory. The listings contain provider and pharmacy address and contact information as well as other details such as days and hours of operations, specialties, and skills. Key terms and their definitions appear in alphabetical order in the last chapter of the Member Handbook.

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If you have questions, please call Blue Shield Promise Cal MediConnect Plan at 1-855-905-3825 (TTY: 711), seven days a week, 8:00 a.m. – 8:00 p.m. The call is free. For more information, visit www.blueshieldca.com/promise/calmediconnect.

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If you have questions, please call Blue Shield Promise Cal MediConnect Plan at 1-855-905-3825 (TTY: 711), seven days a week, 8:00 a.m. – 8:00 p.m. The call is free. For more information, visit www.blueshieldca.com/promise/calmediconnect.

A. Disclaimers

- ❖ Blue Shield of California Promise Health Plan is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.
- ❖ The Pharmacy and provider networks may change throughout the year. We will send you a notice before we make a change that affects you.
- ❖ Benefits and/or copays may change on January 1 of each year.
- ❖ The Directory includes providers that provide services to both Medicare and Medi-Cal.
- ❖ This Directory lists health care professionals (such as doctors, nurse practitioners, and psychologists), facilities (such as hospitals or clinics), and support providers (such as Adult Day Health and Home Health providers) that you may see as a Blue Shield Promise Cal MediConnect Plan member. We also list the pharmacies that you may use to get your prescription drugs.
- ❖ We will refer to these groups as “network providers” in this Directory. These providers signed a contract with us to provide you services. This is a list of Blue Shield Promise Cal MediConnect Plan’s network providers for Los Angeles County. The service areas include all parts of Los Angeles except for zip code 90704.

If you have questions, please call Blue Shield Promise Cal MediConnect Plan at 1-855-905-3825 (TTY: 711), seven days a week, 8:00 a.m. – 8:00 p.m. The call is free. For more information, visit www.blueshieldca.com/promise/calmediconnect.

English:	If you speak English, language assistance services, free of charge, are available to you. Call 1-855-905-3825 (TTY users should call 711). 8:00 a.m – 8:00 p.m., seven days a week. The call is free.
Español (Spanish):	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al Blue Shield Promise Cal-MediConnect 1-855-905-3825 (TTY: 711) De 8:00 a.m. a 8:00 p.m., los siete días de la semana.
繁體中文 (Chinese):	繁體中文 (Chinese): 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 Blue Shield Promise Cal-MediConnect 1-855-905-3825 (TTY: 711) 每周七天办公，每天早上8:00 至晚上8:00。这是免费电话。
Tiếng Việt (Vietnamese):	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số Blue Shield Promise Cal-MediConnect 1-855-905-3825 (TTY: 711) 8 giờ sáng–8 giờ tối, 7 ngày trong tuần. HOẶC Ban.
Tagalog (Tagalog – Filipino):	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa Blue Shield Promise Cal-MediConnect 1-855-905-3825 (TTY: 711) Mula 8am-8pm, 7 araw sa isang lingo.
한국어 (Korean):	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. Blue Shield Promise Cal-MediConnect 1-855-905-3825 (TTY: 711) 번으로 전화해 주십시오. 번으로 전화해 주십시오, 오후 8시, 7 일 주일 오전 8시.
Հայերեն (Armenian):	ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակց թյան ծառայո թյո ններ: Չանգահարեք Blue Shield Promise Cal-MediConnect 1-855-905-3825 (TTY (հեռատիպ) 711) Ից 8:00 – 20:00, շաբաթը յոթ օր
یسراف (Persian/Farsi):	توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-855-905-3825 تماس بگیرید. 8 صبح تا 8 شب، همه روزه هفته (TTY: 711) باشد. با
Русский (Russian):	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните Blue Shield Promise Cal-MediConnect 1-855-905-3825 (телетайп: 711) С 8:00 до 20:00, без выходных.
日本語 (Japanese):	注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。Blue Shield Promise Cal-MediConnect 1-855-905-3825 (TTY:711) まで、お電話にてご連絡ください。毎日8am～8pm
ةيبرعلا (Arabic):	إذا كنت تتحدث العربية ، فإن خدمات مساعدة اللغة ، مجاناً ، متوفرة لك مكالمة 1-855-905-3825 (TTY: 711) صباحاً - 8:00 مساءً ، سبعة أيام في الأسبوع. المكالمة 8:00 مجانية
ਪੰਜਾਬੀ (Punjabi):	ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਵ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। Blue Shield Promise Cal-MediConnect 1-855-905-3825 (TTY:711) 'ਤੇ ਕਾਲ ਕਰੋ। ਸਵੇਰੇ 8 ਵਜੇ ਤੋਂ 8 ਵਜੇ ਤੱਕ, ਹਫ਼ਤੇ ਵਿੱਚ 7 ਦਿਨ
ខ្មែរ (Cambodian/Khmer):	ប្រយ័ត្ន: ប្រសិនបើអ្នកនិយាយភាសាអេស្ប៉ាញអ្នកមានសេវាកម្មជំនួយភាសាឥតគិតថ្លៃ។ ទូរស័ព្ទទៅ Cal-MediConnect 1-855-905-3825 (TTY: 711) ចាប់ពីម៉ោង 8:00 ព្រឹក ។ ម៉ោង 8 ព្រឹកម៉ោង 7 ថ្ងៃក្នុងមួយសប្តាហ៍។

If you have questions, please call Blue Shield Promise Cal MediConnect Plan at 1-855-905-3825 (TTY: 711), seven days a week, 8:00 a.m. – 8:00 p.m. The call is free. For more information, visit www.blueshieldca.com/promise/calmediconnect.

You can get this document for free in other formats, such as large print, braille, or audio. Call **Customer Care** at 1-855-905-3825 (TTY: 711) 8:00 a.m. to 8:00 p.m. seven days a week. The call is free.

You can make a standing request to get materials in a language other than English or in an alternate format now or in the future. To make a request, please contact Blue Shield Promise Cal MediConnect Plan Customer Care.

- ❖ The list is up-to-date as of 1/1/2020, but you need to know that:
 - Some Blue Shield Promise Cal MediConnect Plan network providers may have been added or removed from our network after this Directory was published.
 - Some Blue Shield Promise Cal MediConnect Plan providers in our network may no longer be accepting new members. If you are having trouble finding a provider who will accept new members, call Customer Care at 1-855-905-3825(TTY: 711) and we will help you.
 - To get the most up-to-date information about Blue Shield Promise Cal MediConnect Plan's network providers in your area, visit www.blueshieldca.com/promise/calmediconnect or call Customer Care at 1-855- 905-3825(TTY: 711), 8:00 a.m. to 8:00 p.m. seven days a week. The call is free.

Doctors and other health care professionals in Blue Shield Promise Cal MediConnect Plan's network are listed on pages 1 - 3085. Pharmacies in our network are listed on pages 1 - 3085. You can use the Index in the back of the Directory to find the page where a provider or pharmacy is listed.

If you have questions, please call Blue Shield Promise Cal MediConnect Plan at 1-855-905-3825 (TTY: 711), seven days a week, 8:00 a.m. – 8:00 p.m. The call is free. For more information, visit www.blueshieldca.com/promise/calmediconnect.

B. Providers

B1. Key terms

This section explains key terms you'll see in our Provider and Pharmacy Directory.

- **Providers** are health care professionals and support providers such as doctors, nurses, pharmacists, therapists, and other people who provide care and services. **Services** include medical care, long-term services and supports (LTSS), supplies, prescription drugs, equipment and other services.
 - The term providers also includes facilities such as hospitals, clinics, and other places that provide medical services, medical equipment, and long-term services and supports.
 - Providers that are a part of our plan's network are called network providers.
- **Network providers** are the providers that have contracted with us to provide services to members in our plan. The providers in our network generally bill us directly for care they give you. When you see a network provider, you usually pay : nothing for covered services.
- A **Primary Care Physician (PCP)** is an internist, family practitioner, general practitioner, or specialist who gives you routine health care. Your PCP will keep your medical records and get to know your health needs over time. Your PCP will also give you a referral if you need to see a specialist or other provider.
- **Specialists** are doctors who provide health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:
 - Oncologists care for patients with cancer.
 - Cardiologists care for patients with heart conditions.
 - Orthopedists care for patients with certain bone, joint, or muscle conditions.
- A **Medical group** or an independent physician association (IPA) is an organization formed under California law that contracts with health plans to provide or arrange for the provisions of health care services to health plan enrollees.
- You may need a **referral** to see a specialist or someone that is not your PCP. A **referral** means that your primary care physician (PCP) must give you approval before you can see someone that is not your PCP. If you don't get a referral, Blue Shield Promise Cal MediConnect Plan may not cover the service.
 - Referrals from our plan are not needed for:
 - Emergency care;
 - Urgently needed care;
 - Kidney dialysis services that you get at a Medicare-certified dialysis facility when you are outside the plan's service area; or
 - Services from a women's health specialist.
 - All preventive services covered by Medicare, including screenings and vaccines.
- Additionally, if you are eligible to get services from Indian health providers, you may see these providers without a referral. We must pay the Indian health provider for those services even if they are out of our plan's network.

If you have questions, please call Blue Shield Promise Cal MediConnect Plan at 1-855-905-3825 (TTY: 711), seven days a week, 8:00 a.m. – 8:00 p.m. The call is free. For more information, visit www.blueshieldca.com/promise/calmediconnect.

- More information on referrals is available in Chapter 3 of the Member Handbook.
- You also have access to a Care Navigator and a care team that you help choose.
 - A **Care Navigator** helps you manage your medical providers and services.
 - Your Care Team begins with your relationship between you and your PCP. The Care Team may include a caregiver, Care Navigator, specialist, and others, based on the level of need demonstrated in your Care Plan. Everyone on the care team works together to make sure your care is coordinated. This means that they make sure tests and labs are done once and the results are shared with the appropriate providers. It also means that your PCP should know all medicines you take so that he or she can reduce any negative effects. Your Care Team will work together to develop, implement, and maintain your Care Plan Your PCP will always get your permission before sharing your medical information with other providers.

B2. Choosing a Primary Care Physician (PCP)

You can get services from any provider who is in our network and accepting new members.

First, you will need to choose a Primary Care Physician. You may be able to have a specialist act as your PCP. You may choose a specialist as your PCP if the specialist agrees to provide all the services that PCPs traditionally provide. To request your specialist to be your PCP, contact Blue Shield Promise Cal MediConnect Plan Customer Care.

Our plan's PCPs are affiliated with medical groups. When you choose your PCP, you are also choosing the affiliated medical group. This means that your PCP will be referring you to specialists and services that are also affiliated with his or her medical group.

- If there is a particular specialist or hospital that you want to use, it is important to see whether they are affiliated with your PCP's medical group. You can look in this directory, or ask Blue Shield Promise Cal MediConnect Plan Customer Care to check to see if the PCP you want makes referrals to that specialist or uses that hospital.
- If you don't stay within your PCP's medical group, Blue Shield Promise Cal MediConnect Plan may not cover the service.

To choose a PCP, go to the list of physicians on page 1 - 2999 and choose a physician:

- that you use now, or
- who has been recommended by someone you trust, or
- whose offices are easy for you to get to.
- If you want help in choosing a PCP, please call Customer Care at 1-855- 905-3825, 8:00 a.m. to 8:00 p.m. seven days a week. The call is free (TTY: 711). Or, visit www.blueshieldca.com/promise/calmediconnect.

If you have questions, please call Blue Shield Promise Cal MediConnect Plan at 1-855-905-3825 (TTY: 711), seven days a week, 8:00 a.m. – 8:00 p.m. The call is free. For more information, visit www.blueshieldca.com/promise/calmediconnect.

- If you have questions about whether we will pay for any medical service or care that you want or need, call Customer Care and ask before you get the service or care.

B3. Long-term services and supports (LTSS)

As a Blue Shield Promise Cal MediConnect Plan member, you may be able to get long-term services and supports (LTSS), such as Community-Based Adult Day Services (CBAS) which provide nursing services, physical, occupational and speech therapy, therapeutic activities, and meals at centers in the community. In-Home Supportive Services (IHSS), in-home care for people that cannot safely remain in their home without care-giving assistance. LTSS help people who need assistance to do everyday tasks like taking a bath, getting dressed, making food, and taking medicine. Most of these services are provided at your home or in your community but could be provided in a nursing home or hospital.

These services include Community-Based Adult Services (CBAS).

CBAS is a community-based day health program that provides services to older persons and adults with chronic medical, cognitive, or mental health conditions and/or disabilities that are at risk of needing institutional care.

To apply for CBAS, please contact Blue Shield Promise Cal MediConnect Plan 1-855-905-3825 (TTY: 711), 8:00 a.m. to 8:00 p.m. seven days a week.

Other long-term services and supports provided by Blue Shield Promise Cal MediConnect Plan include Multipurpose Senior Services Program (MSSP). The MSSP is a Medicaid Waiver case management program for seniors age 65 and older who are eligible for Medi-Cal and are certifiable for placement in a nursing facility but wish to remain living in the community. MSSP Care Managers work with the beneficiary, their family members, and the medical team to identify and coordinate services in the home; Long-Term Care/Custodial (LTC) is the provision of medical, social and personal care services provided to Medi-Cal recipients who cannot live safely at-home but do not need to be in a hospital. Individuals are placed at the level of care most appropriate for their medical needs and include Skilled Nursing Facilities (SNF), Sub-Acute Facilities, and Intermediate Care Facilities. To find providers of these services, go to page 3906 in this Directory.

A full list of these services is available in Chapter 4 of your Member Handbook.

B4. How to identify providers in Blue Shield Promise Cal MediConnect Plan's network

You must get all of your covered services from providers within our network that are affiliated with your PCP's medical group. If you go to providers who are not in Blue Shield Promise Cal MediConnect Plan's network and are not affiliated with your PCP's medical group (without prior authorization or approval from us), you will have to pay the bill.

A prior authorization is an approval from Blue Shield Promise Cal MediConnect Plan before you can get a specific service or drug or see an out-of-network provider. Blue Shield Promise Cal MediConnect Plan may not cover the service or drug if you don't get approval.

The exceptions to this rule are when you need urgent or emergency care or dialysis and cannot get to a provider in the plan, such as when you are away from home. You can also go outside the plan

If you have questions, please call Blue Shield Promise Cal MediConnect Plan at 1-855-905-3825 (TTY: 711), seven days a week, 8:00 a.m. – 8:00 p.m. The call is free. For more information, visit www.blueshieldca.com/promise/calmediconnect.

or your PCP's medical group if Blue Shield Promise Cal MediConnect Plan gives you permission first. You may need a referral to see someone who is not a Primary Care Physician. There is more information about referrals in Section B1, Key terms, of this Directory on 3906.

- You may change providers within the network at any time during the year. If you have been going to one network provider, you do not have to keep going to that same provider. For some providers, you may need a referral from your PCP. A PCP change will be effective the first day of the following month, as long as we receive your request by the 20th of the current month. To change your PCP, call Customer Care. When you call, be sure to tell Customer Care whether you are seeing a specialist or receiving other covered services that require PCP approval (such as home health services and durable medical equipment). Customer Care will help make sure that you can continue your specialty care and other services when you change your PCP. Customer Care will also check whether the PCP you want to switch to is accepting new patients. Customer Care will change your membership record to show the name of your new PCP, and tell you when the change to your new PCP will take effect. Customer Care will also send you a new membership card that shows the name and phone number of your new PCP.
- Remember, our plan's PCPs are affiliated with medical groups. If you change your PCP, you may also be changing medical groups. When you ask for the change, be sure to tell Customer Care whether you are seeing a specialist or getting other covered services that require PCP approval. Customer Care will help make sure that you can continue your specialty care and other services when you change your PCP.
- Blue Shield Promise Cal MediConnect Plan works with all the providers in our network to accommodate the needs of people with disabilities. As applicable, the list of network providers in this Directory includes information about the accommodations they provide.
- If you need to see a provider and are not sure if they offer the accommodations you need, Blue Shield Promise Cal MediConnect Plan can help you. Talk to your Care Navigator, for assistance or call Customer Care at 1-855-905-3825 (TTY:711) 8:00 a.m. to 8:00 p.m. seven days a week.

B5. How to find Blue Shield Promise Cal MediConnect Plan providers in your area

All providers listed in this directory accept both Medicare and Medi-Cal. The providers in this directory are organized alphabetically by Medical Group/IPA, then by Primary Care Physician (PCPs) and further listed in alphabetical order by last name within each city. The specialists are listed by specialty type and further by city. By looking up the city in which you reside, you will be able to find the physicians listed in your area.

If you have questions, please call Blue Shield Promise Cal MediConnect Plan at 1-855-905-3825 (TTY: 711), seven days a week, 8:00 a.m. – 8:00 p.m. The call is free. For more information, visit www.blueshieldca.com/promise/calmediconnect.

B6. List of network providers

This Directory of Blue Shield Promise Cal MediConnect Plan's network providers contains:

- **Health care professionals** including primary care physicians, specialists, behavioral health and vision
- **Facilities** including hospitals, nursing facilities, skilled nursing facilities, mental health facilities; and
- **Support providers** including adult day services, assisted living, consumer-directed services, home-delivered meals, and home health agencies.

Providers are listed in alphabetical order by last name. You can also find the provider's name and the page where the provider's additional contact information is in the Index at the end of the Directory. Providers are also listed in alphabetical order by last name in the Index. In addition to contact information, provider listings also include specialties and skills, for example, such as languages spoken or completion of cultural competence training.

Cultural competence training is additional instruction for our health care providers that help them better understand your background, values, and beliefs to adapt services to meet your social, cultural, and language needs.

B7. Your Supplemental Benefits

Your plan covers additional benefits which include vision and acupuncture/chiropractic services. You may have to use specific providers for these additional benefits. The providers are listed in this directory. Other supplemental services are listed below. Before you make an appointment or use the services, check your Evidence of Coverage or call Blue Shield Promise Cal MediConnect Plan at 1-855-905-3825(TTY: 711), 8:00 a.m. to 8:00 p.m. seven days a week for details about plan benefits, authorization requirements, limitations and exclusions. If your plan does not include additional benefits and you visit one of these providers, your services will NOT be covered.

Over-the Counter-Products These are over-the-counter products that are not covered by Medicare or Medi-Cal and are not listed in Tier 3 of our Formulary.	CVS 1-888-628-2770 (TTY: 711) Monday to Friday, 9 a.m. and 5 p.m. (Pacific Time)
Personal Emergency Response System (PERS)	LifeStation 1-855-672-3269(TTY:711) 24 hours, 7 days a week

If you have questions, please call Blue Shield Promise Cal MediConnect Plan at 1-855-905-3825 (TTY: 711), seven days a week, 8:00 a.m. – 8:00 p.m. The call is free. For more information, visit www.blueshieldca.com/promise/calmediconnect.

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<p>Teladoc</p>	<p>You may contact Teladoc by phone at 1-800-Teladoc 24/7 or by secure online video at www.teladoc.com/bsc, 7 days a week from 7 a.m. to 9 p.m. local time.</p>

C. List of network pharmacies

The Directory provides a list of pharmacies in Blue Shield Promise Cal MediConnect Plan's network. These network pharmacies are pharmacies that have agreed to provide prescription drugs to you as a member of the plan.

- Blue Shield Promise Cal MediConnect Plan's members must use network pharmacies to get prescription drugs.
 - You must use network pharmacies except in emergency or urgent care situations.
 - If you go to an out-of-network pharmacy for prescriptions when it is not an emergency, you will have to pay out of pocket for the service. Read the Blue Shield Promise Cal MediConnect Member Handbook for more information.
- Some network pharmacies may not be listed in this Directory.
 - Some network pharmacies may have been added or removed from our plan after this Directory was published.

For up-to-date information about Blue Shield Promise Cal MediConnect network pharmacies in your area, please visit our web site at www.blueshieldca.com/promise/calmediconnect or call Customer Care at 1-855- 905-3825 (TTY: 711), 8:00 a.m. to 8:00 p.m. seven days a week. The call is free.

If you have questions, please call Blue Shield Promise Cal MediConnect Plan at 1-855-905-3825 (TTY: 711), seven days a week, 8:00 a.m. – 8:00 p.m. The call is free. For more information, visit www.blueshieldca.com/promise/calmediconnect.

To get a complete description of your prescription coverage, including how to fill your prescriptions, please read the Member Handbook and Blue Shield Promise Cal MediConnect's List of Covered Drugs. The list of Drugs is available on the website at www.blueshieldca.com/promise/calmediconnect or one can be ordered by calling Customer Care at 1-855- 905-3825 (TTY: 711), 8:00 a.m. to 8:00 p.m. seven days a week.

C1. How to identify pharmacies in Blue Shield Promise Cal MediConnect Plan's network

Along with retail pharmacies, your plan's network of pharmacies includes:

- Mail-order pharmacies send covered prescription drugs to members through the mail or shipping companies.
- Home infusion pharmacies prepare prescription drugs that are given through a vein, within a muscle, or in another non-oral way by a trained provider in your home.
- Long-term care (LTC) pharmacies serve residents of long-term care facilities, such as nursing homes.
- Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) pharmacies

You are not required to continue going to the same pharmacy to fill your prescriptions.

C2. Long-term supplies of prescriptions

- Mail-Order Programs. We offer a mail-order program that allows you to get up to a 90-day supply of your prescription drugs sent directly to your home. A 90-day supply has the same copay as a one-month supply. Not all drugs are available at this extended day supply. Please contact the plan for more information.
- 90-Day Retail Pharmacy Programs. Some retail pharmacies may also offer up to a 90-day supply of covered prescription drugs. A 90-day supply has the same copay as a one-month supply. Not all drugs are available at this extended day supply. Please contact the plan for more information

If you have questions, please call Blue Shield Promise Cal MediConnect Plan at 1-855-905-3825 (TTY: 711), seven days a week, 8:00 a.m. – 8:00 p.m. The call is free. For more information, visit www.blueshieldca.com/promise/calmediconnect.